



**Tai Sophia  
Institute**

**STUDENT HANDBOOK**

For the Master of Science in Herbal Medicine  
and Master of Acupuncture Programs  
2010-2011  
Revised May 2011

**When you set out on your journey to Ithaca,  
pray that the road is long,  
full of adventure, full of knowledge.  
The Lestrygonians and the Cyclops,  
the angry Poseidon -- do not fear them:  
You will never find such as these on your path,  
if your thoughts remain lofty, if a fine  
emotion touches your spirit and your body.  
The Lestrygonians and the Cyclops,  
the fierce Poseidon you will never encounter,  
if you do not carry them within your soul,  
if your soul does not set them up before you...**

**-Constantine P. Cavafy, *Ithaca***

Students, faculty, and staff members are responsible for the information and policies presented in the Institute's catalog, the *Student Handbook*, the *Level III Clinical Student Handbook*, the *Community Health Initiative Manual* and for any information distributed to students from the administrative staff.

Information presented here is effective immediately and supersedes previously published student handbooks. From time to time, policy revisions will be distributed to students and updated on the website. All students must conform to current policies at all times. The Institute reserves the right to change without notice any programs, policies, requirements, fees or regulations published in this booklet.

Tai Sophia Institute  
7750 Montpelier Road  
Laurel, Maryland 20723

**Baltimore Clinic**

540 East Belvedere Avenue, Suite 202  
Baltimore, MD 21212  
410-433-6846

**Laurel Clinic**

7750 Montpelier Road  
Laurel, Maryland 20723  
410-888-9048 x6630 (Acupuncture)  
410-888-9048 x6667 (Herbal Medicine)

**Silver Spring Clinic**

8555 16<sup>th</sup> Street, Suite 402  
Silver Spring, MD 20910  
301-588-8279

**Maryland Community Health Initiatives (CHI Sites)\***

Penn North Neighborhood Center  
2410 Pennsylvania Avenue  
Baltimore, MD 21217  
410-728-2080

Howard Community College  
Wellness Center, L230  
10901 Little Patuxent Parkway  
Columbia, MD 21044

Recovery in Community  
31 N. Fulton Street  
Baltimore, MD 21223  
410-362-1400

\*

Maryland CHI is a separate organization, founded by and affiliated with Tai Sophia Institute. It operates Penn North Neighborhood Center and provides contract acupuncture services to Recovery in Community and Howard Community College.

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Address inquiries to:

Tai Sophia Institute  
7750 Montpelier Road  
Laurel, Maryland 20723  
410-888-9048  
301-725-1674  
800-735-2968  
Clinic fax: 410-888-9004  
Registrar's Office fax: 410-888-9278  
[www.tai.edu](http://www.tai.edu)

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A Letter from the Program Directors

Dear students,

Welcome to the 2010-2011 academic year! We hope this will be a meaningful and rewarding year in your lifelong journey of learning and personal transformation. As an important member of Tai Sophia, you have the opportunity to think about your values and decide what is important for you individually, as a member of our community, and as part of the greater world.

This document contains important information that will support your success. Please take some time to read and carefully consider our institutional values as they are the foundation for our policies and procedures.

As Ralph Waldo Emerson posited, "Do not go where the path may lead; go instead where there is no path and leave a trail!"

We maintain an open door policy and invite you to meet with us at any time so that we are able to partner with you in this journey!

In collaboration,

James Snow, R.H. (AHG)  
Program Director  
Herbal Medicine Program

Jeffrey Millison, M. Ac.  
Program Director  
Acupuncture

## **Institutional Values**

- Operate from an acknowledgment and declaration of Oneness.
- Use nature and the rhythms of the earth as a guide in teaching our students and one another.
- Foster and teach the deep sensory skills that allow us to observe ourselves and others.
- Recognize that healing occurs in relationship and is more than the implementation of a treatment technique.
- Continue our learning in the presence of one another, acting not as truth-tellers but as guides for mutual self-discovery.
- Honor the individual gifts of each member of our community and hold one another in the highest possible regard.
- Honor the diversity of all healing and philosophical traditions and build upon the common foundation that joins them at the deepest level.
- Cultivate the next generation of teachers and leaders within the community to serve the mission and ongoing life of the institution.
- Make all judgments and decisions in the context and light of the seven (past three, future three and present) generations.
- Ground all of our actions in honesty and integrity.
- Cultivate the ability to observe ourselves and our intentions to enable us to take responsibility for our learning, actions and well-being.
- Be coachable: able to give, receive and effectively respond to feedback.
- Take the time to listen deeply to one another-making sure we hear one another and are being heard.
- Consciously and courageously use our words, presence and touch as instruments of healing-with deep respect, thoughtfulness and compassion.
- Hold healing in partnership with illness and death. Embrace all aspects of life as part of healing and health.
- Acknowledge and engage in self-reflection and transformative practice as keys to healing and healing presence.
- Recognize that there is no Tai Sophia independent of the individuals who make up the Institute.

## **Section 1: COMMUNITY LIFE**

### **Institutional Mission**

Tai Sophia Institute is a graduate school for the healing arts and sciences characterized by our values-driven learning community and our commitment to shape the future of healthcare through personal and public service. Our transformative and relationship-centered programs and services integrate the timeless wisdom of nature and ancient healing traditions with contemporary knowledge to develop practitioners and leaders capable of creating and sustaining individual and community wellness.

### **Learning Community**

In creating this community of ongoing learning, Tai Sophia Institute makes a unique assertion about education: *Learning occurs for the sake of serving all of life*. At Tai Sophia Institute, information-based learning is combined with embodied and experiential learning. Learning is designed to occur inter-generationally and inter-programmatically among and between students and faculty members.

One outcome of our programs is to learn the theory and techniques of acupuncture or herbal medicine. An equally important outcome is how to be a “practitioner” and a healing presence in relationship with others. Together, these learnings transform a student into a unique and powerful instrument of healing. A skillful practitioner is equally adept with using thoughtful and well-placed words, exercising a powerful presence, and applying the skills of his or her particular healing art. Each student must not underestimate the amount of personal change that may occur as a result of the transformation into practitioner. During the course of the program, a student may reassess many different areas of his or her life including life practices, relationships and behavior patterns.

### **Being a Learner**

It is imperative in this learning process that each student adopts the role of beginning learner. Essential to this learning is the ability to think critically and creatively. This may be a challenge for some and requires the ability to be open to new ways of seeing. For example, a western-medicine trained nurse may have to put aside his or her training to interpret symptoms in a different way. For herbal medicine students, learning the western scientific approach to symptom patterns may be a challenge. This attitude of openness is critical—absolutely necessary—to progressing through the program.

### **Information Literacy**

Part of being a lifelong learner is knowing when to seek information written by others, knowing how to find it efficiently and effectively, knowing how to evaluate it and knowing how to document it in accordance with sound ethical principles. Students at Tai Sophia Institute are required to learn, develop and practice these skills within their programs and in library training sessions.

### **Tending Each Other**

The concept of “tending each other” conveys the myriad ways in which we create an environment of caring, thoughtfulness and empathy that allows each person to grow and learn. All of us tending one another is fundamental to our community’s culture. The habits we develop here as healing presences are the habits that we take into our work with patients and clients. Accordingly:

- The absence of one community member affects the others. Therefore, take care to be on time, present and ready. If you are absent, let a classmate know. If no one knows why a student is not present, a classmate assumes the responsibility of following up in case there has been an emergency.
- When an issue of concern arises, the first step in dealing with it is to decide whether to take effective action to move toward resolution or to let it go. Each student is encouraged to check with classmates to see whether others share the concern, and, if so, to form a small group to follow through and take effective action. The student(s) should first bring a concern or issue directly to the person or persons involved. Faculty members and the Academic and Student Affairs Advisor can assist to identify further steps.
- Each student should put forth his or her best work at all times, as he or she would with a patient or client. Each student’s work should be on time, completed with care and attention, thoughtfully presented

and legible to others.

### **Tending Our Environment**

An extension of tending each other is tending the physical environment. Caring for the physical environment helps to create a space conducive to learning and working together. All community members share the responsibility for maintaining the appearance of our surroundings, including cleaning up spills, taking home food from the refrigerator, and doing dishes.

Eating and drinking are permitted only in the Meeting Point, classrooms 7 and 8, and core group rooms. Exceptions to this policy are to be made only during the lunch period (12:00 p.m. to 2:00 p.m.), and only for those whose schedules would make it impossible to have lunch without making an exception to the policy.

Any concerns with the physical environment should be reported promptly to the ambassadors at the front desk who will follow up appropriately.

### **Tending Our Patients, Clients and Visitors**

We dwell in community. The community includes patients, clients and visitors. Your presence reflects a specialty of care for yourself and for your work. Each student must be clean and neat in attire. Each acupuncture student must wear a white lab coat and nametag and each herbal medicine student must wear a nametag in classes where patients are present and in clinic. At these times, casual wear is not acceptable. During clinic and class time, eating is also not acceptable. Whether participating in class situations or clinic, please refrain from using cologne or strong-smelling personal products.

### **Student Voices**

#### *Class Ministers/Tillers of the Soil*

The Chinese spoke of “ministers” that perform unique, irreplaceable functions in the body/mind/spirit. At Tai Sophia Institute, students serve in various roles for smooth functioning and harmony. Each student takes turns, on a rotating basis, performing four roles for his or her class. The roles provide an opportunity to be creative and to practice new ways of being. Taking on any of these roles does not mean that the student does all the work him or herself. The primary duty is to ensure that the responsibilities of each role are fulfilled. The titles referred to in this section are for the acupuncture and herbal medicine students respectively.

#### *Supreme Controller/Master Gardener*

This role is to be a leader within the class, responsible for effective and simple communication within the class itself and in the larger context of the school community. Responsibilities include making announcements, collecting homework and distributing corrected papers as needed.

Part of this role involves making sure that if a student is not present, someone in the class must call the student, take notes for him or her and do whatever is required to insure that the person is tended appropriately. If a student is missing for two class days in a row, the appropriate Academic and Student Affairs Advisor must be notified.

#### *Minister of the Sacred/Medicine (Wo)Man*

This person performs the vital functions of reminding the class of what is precious and of creating a sacred space in which the class and faculty can work together. In this role, the student might ring a bell or have a reading each morning before class begins. If a need is observed, a ritual could be created to support an individual in the class or to mark some rite of passage the class as a whole is undergoing. This role is a reminder of stillness and respect.

#### *Drainer of the Dregs/Composter*

This person embodies the role of practitioner to the physical space. The responsibility of this role is to remind classmates to keep the space tidy and to ensure that cleanliness and order are maintained.

### ***Earth Motivator/Groundskeeper***

This person tends the classroom to create a warm clear space for learning and working together. In this role, the student enlists others in setting up the classroom appropriately. If something is missing or broken, please write a note to the Director of Business Services and leave it at the front desk. Include specifics about the situation, your name and contact information.

### **Student Evaluation of Courses and Faculty**

Surveys are distributed to students in designated courses at the end of each trimester to evaluate the efficacy of the course and the faculty. Each evaluation allows the student to provide feedback on the faculty's performance and how well the course met its stated purpose and outcomes. This confidential information is used in the ongoing work of learning outcomes assessment, curriculum review and revision, and faculty development and evaluation. Your contribution is very important and matters deeply for future generations of students.

At any given time, a student may complete a course evaluation. The link can be found on the intranet <http://intranet.tai.edu:8000/ACUForms.aspx> or <http://intranet.tai.edu:8000/HERBForms.aspx>. The completed form should be submitted to the program coordinator or division chair.

### **Health Matters**

Personal and professional life habits are the key to safeguarding health, the wellbeing of our students and the community that we serve. In the spirit of wellness, students must comply with some health-related requirements including TB testing, blood borne pathogen training, CPR certification, hepatitis B vaccination and program related treatment.

For health requirements that need to be updated regularly, the update must be completed prior to or within the same month of expiration. **Students must submit all health requirement documentation to the clinic administrative staff before the date of expiration.** The Institute believes that all students, as current and future professionals, have the ability and the responsibility to stay on top of the items necessary for them to perform their work. As a way to support students in the process, the Institute will post health requirement expiration information on the intranet system at <http://intranet.tai.edu:8000/ASPs/StudentInfo.asp> for review at any time and the Institute's computer tracking system will send an email alert notifying students at two months and one month prior to the expiration of any health requirement. In addition, the Institute's complete Health & Employment Requirements policy document can be found at:

[http://intranet.tai.edu:8000/uploads/assets/041108\\_121431\\_Health\\_and\\_Employment\\_Requirements\\_for\\_Staff\\_Faculty\\_and\\_Students.pdf](http://intranet.tai.edu:8000/uploads/assets/041108_121431_Health_and_Employment_Requirements_for_Staff_Faculty_and_Students.pdf)

### **Expired Health Requirements**

Students with expired health requirements may be temporarily suspended from the Institute. This includes suspension from classes, treatment privileges in the student clinics and the Maryland CHI sites, and from graduation (completion and ceremony). Students should be aware that extended suspension may impact their ongoing status and their financial aid and could impede normal transition from one trimester to another or from one stage of learning to another.

Students will receive a formal letter of suspension from the Registrar's office. Appropriate faculty and clinical supervisors will be notified when a student is suspended.

Suspension will continue until the student submits documentation to the clinic administrative staff that his or her requirements are up to date. Once documentation has been submitted, all faculty and clinical supervisors will be notified that the student has been reinstated.

### ***Getting a Practitioner***

**Acupuncture:** While enrolled in the acupuncture program, students must be in regular (e.g. seasonally, five times a year minimum) treatment. Students may select from the following practitioners for their

consultations: a Level III clinical intern practicing in the student clinic, a practitioner who is a graduate of the Acupuncture Program, or a licensed practitioner who ideally is familiar with the five element tradition.

Two letters from a practitioner must be submitted to the clinic administrative staff stating that the student is in treatment; a form for this purpose is available on the Tai Sophia Intranet under “More Resources → Forms & Files → Acupuncture → Misc. M.Ac. Program Files.” Deadlines are as follows:

**Level I, Treatment Letter 1:** September intakes: November 30      January intakes: March 30

**Level II, Treatment Letter 2:** September intakes: March 30      January intakes: July 31

Students who do not meet the treatment letter deadlines may be suspended.

**Herbal Medicine:** Students of the Herbal medicine program must schedule consultations with a clinical herbalist at least three times during Level I (year one) of the program. A clinician may be selected from Tai Sophia’s Level III clinical interns practicing in the student clinic or a graduate of the Herbal Medicine Program. For other recommendations, please see the herbal medicine faculty. As a general rule, Herbal Medicine Program faculty members do not see students as clients. Further instructions regarding documentation of these consultations will be presented as a part of a class.

## **Specific Health Requirements**

### ***Tuberculosis Screening (PPD test)***

Students must be screened for exposure to tuberculosis prior to beginning classes and annually thereafter.

Should a student have a positive PPD test, he or she should be aware that all future PPD tests will be positive. In the case of a positive PPD, it is necessary to have a chest x-ray, and a physician must certify that there are no signs of active disease or that treatment is in process. The x-ray must be repeated every five years. All students who have a negative PPD test must repeat the test yearly throughout the program so that their negative test results are never more than one year old.

Students, faculty, staff, and residents may go to Concentra Medical Centers to obtain their PPD tests. The cost (at the time of this handbook’s publication) is \$17.00; you must pay for the test at the time of the test. The Institute will not pay for your test. You do not need an appointment. Go to [www.concentra.com](http://www.concentra.com) for locations, maps, hours of operation, and phone numbers. There are Concentra centers around Baltimore, in Columbia and in Lanham. This information is also available on the Health Requirement page of the intranet.

### ***Adult CPR***

Hands-on, classroom certification (no on-line or video courses accepted) must be completed prior to clinic work. **Acupuncture** and **Chinese Herb** students must complete their certification by 10 months into the program (June 30<sup>th</sup> for September classes, November 30<sup>th</sup> for January classes, February 28<sup>th</sup> for April classes). Certification must be updated annually or bi-annually (depending on the type of certification) within the same month it was originally obtained or last updated.

### ***Hepatitis B Vaccination***

Prior to beginning class work, students must submit a completed "Hepatitis B Vaccination Form for Students," declining vaccination, stating prior vaccination, or indicating plans to receive vaccination. A Hepatitis B Information Packet and Form will be provided to students approximately two or three months prior to program start.

Students planning to receive the vaccination series are asked to submit documentation of the completed series to the clinic administrative staff one month before the end of Level I.

### ***OSHA: Blood borne Pathogens (BBP) Training***

All students are required by federal law to attend a BBP training every twelve months. This training teaches how to prevent or minimize exposure to blood or body fluids while working with patients and how to

follow the Institute's process for dealing with an exposure incident. The Institute provides BBP training to all current students as a part of their class schedule. Students continuing clinical work beyond their expected completion date are required to maintain their annual BBP certification in order to graduate.

### **Student Health Insurance**

The Registrar's Office has information regarding "College Student Health Insurance Plans." This information has been provided by independent contractors not affiliated with Tai Sophia. The Student Affairs staff does not advocate for either plan. Plan brochures can be found in the Student Affairs office or through contractor websites:

The Sentry Security Plan ([www.ejsmith.com](http://www.ejsmith.com))

The American College Student Association (ACSA) ([www.acsa.com](http://www.acsa.com))

Students may visit the Registrar's Office to collect this health insurance information.

## **Section 2: ACADEMIC POLICIES**

### **Academic Integrity**

Tai Sophia Institute is committed to academic excellence and to the belief that the attainment of academic success depends on each student's commitment to personal honor and moral integrity. This is attained only if each student understands the value of and demonstrates academic integrity. Each student is expected to adhere to ethical principles in all of his or her academic endeavors in class, in the clinic, in research and in the presentation of class assignments, tests and all written work.

### **Confidentiality**

#### **Confidentiality**

I understand that because of the clinical nature of much of the work at the Institute, confidentiality of patient/client information and HIPAA compliance are vital and are considered to be a matter of academic integrity.

Patient information must be kept confidential. Before speaking about a patient to someone else, the practitioner must be clear that this will benefit the patient. Discussing a patient's case with family or friends will not serve the patient and is not acceptable; it may be a violation of confidentiality. However, speaking with a treatment partner, clinic faculty, in core group, in observation class or any other class may assist and support the practitioner in treating the patient. The patient's name should not be used when speaking with persons not directly responsible for treatment of the patient.

Students must control the distribution of written patient information with utmost care. When presenting a patient for a class, a preface sheet with only the patient's first name should be used, only information that is necessary for presentation or discussion purposes should be included, and all copies of information should be recovered and destroyed after use. Information about patients/clients that should not be included in a presentation or class discussion includes, but is not limited to, names of individual patients, addresses, geographic subdivisions smaller than a state, all elements of dates directly related to an individual, ages of any individual over age 89, among others.

#### **Violations of the Academic Integrity Policy**

Violations of the academic integrity policy are considered to be infractions of the code of conduct (handbook section 3).. Therefore, violations will be adjudicated according to the adjudication process outlined in the Institute's conduct policies.

Infractions of the academic integrity policy include, but are not limited to, the following:

- 1) On quizzes, tests, or other types of examinations done within or outside the classroom:
  - a) Copying from another's work or from unauthorized materials or aids, or aiding another student in doing so.
  - b) Obtaining, giving, receiving, possessing or using without authorization information about the contents of quizzes, tests or other types of examinations.
- 2) On assignments to be done within or outside the classroom:
  - a) Copying, sharing, giving or receiving assistance on a report, project or other work, written or otherwise, in whole or in part, except as expressly permitted by the instructor.
  - b) Plagiarizing—defined as using the published or unpublished words or ideas of another, as a direct quote or a paraphrase, without properly citing the material used and its source.
  - c) Presenting another person's work as your own.
- 3) For any type of academic task, using or attempting to use offers of material or other favors or rewards or other types of bribes in order to influence a grade or other type of evaluation.
- 4) Forging the signature of another person.

#### 5) Violating patient/client confidentiality.

Faculty are required to immediately notify the Academic and Student Affairs Advisor when academic dishonesty is suspected, so that an investigation can be conducted according to the adjudication process. If the conduct review committee finds that a violation of the academic integrity policy has occurred, the student will receive a fail grade in either the course or the assignment, at the instructor's discretion. If a student is found to be academically dishonest a second time, the student will be dismissed from his/her program and ineligible to re-apply for admission to the Institute.

#### **Academic Dispute Resolution**

Each student who has an academic dispute should follow these procedures. The definition of academic dispute encompasses grade disputes and other issues related to classroom instruction including late penalties, acceptance or non-acceptance of late assignments and incomplete grades. *Time limit: A student must initiate the academic complaint by the end of the fifth week of the following trimester.*

1. The student should make an appointment with the appropriate instructor of the course and discuss the problem. If the student wishes, he or she can request that the appropriate Academic and Student Affairs Advisor attend such a meeting as a third party to the discussion.
2. If the student cannot resolve his or her problem by meeting with the faculty member, the student may schedule an appointment to see the appropriate division chair or program director. The decision of the Program Director is final.

#### **Grading**

Please review the Tai Sophia Institute Grading Policy at the following link, located on the "Standards and Practices" page of the Intranet:

[http://intranet.tai.edu:8000/uploads/assets/140908\\_105814\\_Grading\\_Policy.pdf](http://intranet.tai.edu:8000/uploads/assets/140908_105814_Grading_Policy.pdf)

#### **Contract for Incomplete Work**

The Contract for Incomplete Work is an agreement between the instructor and the student on a plan for resolving a grade of Incomplete. It ensures that there is a clear, documented understanding between instructor and student about performance expectations. The contract specifies what the student must do to pass the course, within specified deadlines. It is the student's responsibility to initiate a conversation with the instructor regarding a Contract for Incomplete Work. For every "I" grade, the instructor will fill out and sign a Contract for Incomplete Work form. The instructor should keep a copy of the contract and provide a copy to the student and the Registrar's Office.

With regard to an outstanding "I" grade, please note the following:

- An Incomplete that is not removed by the instructor's deadline will become an "F."
- An Incomplete that is not removed by six months after the end of the trimester will become an "F."  
*Note: This does not apply in cases where a student must sit in on a class which is held more than six months from the time the "I" grade is received. However, the work must be finished the next time the class is offered.*
- A student with outstanding incomplete grades may not be allowed to pass from level II to level III of the program. *See the section on progressing level to level.*
- Each student should keep a personal record of all information and documentation about academic performance and grades.
- For additional policy information on "I" grades refer to the sections on Academic Probation and Leave of Absence.
- Students on LOA (Leave of Absence) are required to adhere to the contract deadlines for submitting incomplete work.

#### **Change of Grade**

It is the student's responsibility to ensure that every "I" grade is resolved — that all outstanding work is

satisfactorily completed within the deadlines specified in the contract. The instructor who issued the “I” is required to send a change of grade form to the Registrar’s office within *one week* to change the student’s grade as follows:

- From “I” to “P” upon successful completion of course requirements
- From “I” to “F” when a student fails to satisfactorily fulfill his/her contract for course completion.  
(Please see Grading Policy.)

All “I” or “F” grades must be resolved and converted to a P for a student to complete the program and graduate.

### **Academic Program Expectations and Requirements**

Please review the Tai Sophia Institute Academic Program Expectations and Requirements Policy at the following link, located on the “Standards and Practices” page of the Intranet:

[http://intranet.tai.edu:8000/uploads/assets/140908\\_105854\\_Academic\\_Program\\_Expectations\\_and\\_Requirements.pdf](http://intranet.tai.edu:8000/uploads/assets/140908_105854_Academic_Program_Expectations_and_Requirements.pdf)

Dual degrees are permitted with the approval of the program directors.

### **Attendance**

Attendance is a key factor in passing courses and in overall success in the program. A significant amount of class work is experiential in nature and therefore may not be easily obtainable from classmates’ notes or any other source. Full attendance is critical in a practical master’s degree program, and it is expected. In order to encourage full attendance, the Institute maintains attendance records, and those records are used to assist in the evaluation process of the individual student as discussed below. In addition, the student should be aware that attendance is a requirement of Federal Financial Aid and that attendance records must be kept accurately for that purpose.

At the beginning of each course, the faculty members will distribute a syllabus that includes what the course objectives are and what standards the student must meet to pass the course. Specific attendance requirements are set and announced by each instructor. Each student is expected to be on time for class, and individual instructors set policy regarding tardiness. Each student should ask himself or herself whether the reason for tardiness or missing a class would be sufficient to be late for or to cancel an appointment with a seriously ill patient. For those reasons, it is clear that a student should not schedule a family vacation or other trip away while school is in session. Vacations and other trips should be scheduled during class breaks, which are published well in advance in the academic found on the Institute’s website.

Students are expected to arrive at class on time and stay the entire day. Students not doing this consistently may be given an Incomplete for that course or asked to repeat the course at the discretion of the faculty member. The Institute recognizes that there are some unavoidable reasons to miss class such as: a student becomes ill; a parent, spouse, or child becomes acutely ill or worse; and an automobile breaks down at the last minute when there is no other mode of transportation available. Recognizing these facts of life, the decision not to attend class should be made only under extreme circumstances.

Whenever missing a class (or being late) is unavoidable, any missed class work or other assignments must be made up by equivalent work as directed by the instructor. It should be noted that, as education at the Institute is experiential, the instructor may conclude that the only way to make up what was missed would be to participate in the missed class (es) when again offered. It is entirely possible that the missed class (es) may not be offered again for a year, and that to attend that class a year later may cause the student a schedule conflict with classes in which he or she is then enrolled. This caution underlines the importance of not missing a class unless it is absolutely unavoidable. Attendance and tardiness are among the factors faculty members take into account in evaluating student progress.

### **Advanced Special Student Status**

- An Advanced Special Student is an individual who is currently not enrolled in one of Tai Sophia Institute’s degree programs at the time of registration.

- Enrolling as an advanced special student does not guarantee acceptance into one of Tai Sophia Institute’s degree programs.
- Successful completion of courses as an Advanced Special Student does not automatically count toward meeting the credit requirements for receiving a degree.
- If an individual enrolls in a graduate certificate program after taking an individual course, there will be no reimbursement for the difference between the cost of the individual course as an Advanced Special Student and the per credit hour cost of that course as part of the full graduate certificate program.
- Advanced Special Students are limited to registration of no more than 12 credits.
- Please note: Advanced Special Students are not eligible for Financial Aid.
- Exceptions may be determined by the program director(s).

### **Course Audits and Repeats**

Students may audit courses within their programs at no charge. Students must pay half the tuition of a course for “inter-program” audits. Students must fill out paperwork to request an Audit from the Registrar’s Office.

#### ***Audits***

Please review the Tai Sophia Institute policy for course audits at the following link, located on the “Standards and Practices” page of the Intranet:

[http://intranet.tai.edu:8000/uploads/assets/290808\\_095908\\_Assessing\\_Fees\\_for\\_Auditing.pdf](http://intranet.tai.edu:8000/uploads/assets/290808_095908_Assessing_Fees_for_Auditing.pdf)

#### ***Repeats***

Please review the Tai Sophia Institute policy for repeating a course at the following link, located on the “Standards and Practices” page on the Intranet:

[http://intranet.tai.edu:8000/uploads/assets/290808\\_095944\\_Assessing\\_Fees\\_for\\_Repeating\\_Courses.pdf](http://intranet.tai.edu:8000/uploads/assets/290808_095944_Assessing_Fees_for_Repeating_Courses.pdf)

### **Evaluation Process**

#### ***Objectives of the Evaluation Process***

Student evaluation, as a process, has five objectives:

- 1) The student has a well-grounded understanding of the level of competence that he or she has achieved.
- 2) The specific strengths and gifts of the student are recognized and articulated.
- 3) Areas of concern and lack of progress or ability are revealed.
- 4) The student is pointed to the next steps to be taken for continued growth and development.
- 5) The student’s excitement, enthusiasm and passion for learning are rekindled.

#### **Evaluation Criteria**

The following evaluation criteria are considered by faculty in evaluating student progress:

#### ***Course Completion***

This is fulfilled by meeting the course’s evaluation criteria, including attendance requirements, passing grades, technical/clinical skills and any other requirements listed in the syllabus.

#### ***Cultivating a Healing Presence***

In addition to academic work, each student is evaluated by faculty on progress in cultivating a healing presence; in other words the student must demonstrate the maturity, emotional stability and good judgment that will allow him or her to become a safe, effective and independent practitioner.

The following outline lists some of the requisites for cultivating a healing presence:

- Willing to be a learner.
  1. Ask for help when needed.
  2. Listen receptively.
  3. Be responsive versus reactive.
  4. Be respectful.
  5. Be open to receiving coaching.
- Developing an observing self.
  1. Be aware of how you present yourself to others.
  2. Develop the tools and practices to “recover” the observing self when you are not being observant.
- Holding oneself accountable for one’s actions.
- Developing rapport skills.
- Developing the ability to bring forth the appropriate mood, emotion or disposition.
- Conscientiously using words and presence as instruments to effect change.
- Being in partnership with others.
- Exhibiting a professional demeanor.

### ***Student Progress Meetings***

At the end of each trimester, a formal meeting of faculty members is convened to evaluate the progress of individual students. The appropriate Academic and Student Affairs Advisor chairs the meeting. A faculty consensus meeting may also be convened by the Academic and Student Affairs Advisor at other times during the trimester, should the Advisor deem that it is necessary to address an unusual situation.

Each student is evaluated according to the evaluation criteria listed above. Evaluation includes determination of the student’s readiness to advance to the next trimester or level of the program. A determination that a student is ready to advance to the next level focuses on whether, under the evaluation criteria, it is clear that the student has acquired the knowledge and the skill and possesses the attitudinal requirements that are the building blocks necessary for a successful mastery of the next level. Each faculty member participates in the evaluation process as appropriate to his or her teaching responsibilities; no single faculty member determines a student’s qualification and readiness to advance to the next trimester or level, or to graduate from the program. A determination that a student is ready to graduate focuses on whether, under the evaluation criteria, it is clear that the student has acquired the knowledge and the skill and possesses the maturity and good judgment for the beginning of independent practice. The student progress meeting will determine that a student is making sufficient progress and may advance in the program, or that a student is making insufficient progress.

### ***Notice of Faculty Concern***

Any time during the course of a trimester faculty may fill out this form to express a concern about a student’s performance. The Notice of Faculty Concern is used to notify students of issues that exist before they become formal concerns. The faculty may include details of how a student may successfully pass a course, whether it be behavioral or academic shifts, and give pertinent timeframes for completing any work.

When possible, faculty will give the Notice to a student in person, or meet with the student shortly after submitting the form, to facilitate a conversation about ways to improve or enhance classroom performance. A copy of the Notice is given to the Academic & Student Affairs Advisor. In most cases, especially if there are multiple Notices on record, the Advisor will check in with the student to offer additional guidance and support.

### **Progressing through the Program**

By design, learning at Tai Sophia Institute is structured to provide repeated exposure to key concepts and

skill development.

### **Progressing from Trimester to Trimester**

The programs are designed to be progressive and sequential. Each trimester builds upon the work of the previous trimester.

To be accepted into the next trimester, each student must be evaluated at the student progress meeting and deemed ready to progress.

### **Progressing from Level to Level**

There are three levels to the programs (Level I, Level II, and Level III).

Concerns raised in the end of trimester review may affect a student's progress into the next level.

Of special note is the transition from Level II to Level III. To be accepted into Level III (the clinical level) each student must complete with a passing grade all outstanding coursework and non course requirements from the previous level (this includes not having any "I" grades). A student who has not completed all requirements may be suspended or asked to take a leave of absence. Under extenuating circumstances provisional approval to move forward may be granted. The student must contact the Academic and Student Affairs Advisor for more information. The Advisor will review the situation with the program director.

### **Anticipation Completion**

The average Acupuncture student will complete the program in 11 trimesters and the Herbal Medicine student in 8 trimesters. Students who exceed these anticipated completions dates must remain active on a part-time status until graduation requirements are completed. Faculty will monitor students during this phase to ensure progress is being made. Failure to progress may affect financial aid and enrollment status.

### **Graduate Status**

A student must be enrolled in courses totaling 9 credits or more to be considered a full-time graduate student. Students enrolled in courses totaling 4.5 – 8.9 credits are considered half-time graduate students, and those enrolled in less than 4.5 credits are considered less than half-time graduate students.

Approval by the program director must be obtained for students to enroll in a part-time status especially when a student is retaking a failed course or finishing an incomplete. Students may be granted permission to only enroll in clinic and core group under extenuating circumstances approved by the program director or designee.

### **Academic Probation**

Students will be placed on probation if they receive an "F" grade in one course, if they have insufficient development of the personal attributes necessary to be a healing presence as a practitioner, if they have "I" grades which the faculty deems a lack of academic progress, or as a result of a code of conduct violation. A student on academic probation will receive an individualized academic contract with specific goals from the Academic and Student Affairs Advisors. Students will remain on probation until all terms of the contract are met.

Students on academic probation must repeat courses at their own expense. A student may have to take an academic leave of absence and join another cohort group depending on course availability and as determined by the Academic and Student Affairs Advisors.

### **Academic Jeopardy**

When a student receives more than one Fail grade in a trimester or fails to meet the terms of the academic probation, the student is deemed to be making unsatisfactory academic progress and will be placed in an academic jeopardy status, or as a result of a code of conduct violation. Also, if a student receives a second Fail grade at any time during his or her tenure, the student will immediately be placed on Academic

Jeopardy status. (This may affect a student's financial aid status). A contract will be created by the Academic and Student Affairs Advisor that requires that the student remediate all outstanding coursework and probation goals. If the goals of the academic jeopardy contract are not met, the student may be dismissed from the program.

A student who is on academic jeopardy from one program may apply for another program without meeting the terms of his or her agreement. The admissions director will review the counseling and academic file with the advisor and the program director or a senior faculty member of the current program and of the potential program. Acceptance into the program will be determined on a case by case basis.

### **Academic Contracts**

An academic contract may be issued at any time during the calendar year. To satisfactorily fulfill the conditions of the contract, a student may be required, for example, to complete outstanding coursework; complete additional special assignments; attend classes to make up missed days; and/or repeat all or part of a course. A student who is required to repeat a course may have to drop back in the program and join a different class of students. The contract may include recommendations that the student receive tutoring, mentoring, educational testing, counseling or other forms of personal work, or the requirement of a medical evaluation. A copy of the contract will be provided to the student and a copy will be placed in the student's official educational record. The faculty will review the contract and the probation at the end of each trimester. Failure to fulfill the terms and conditions of an academic contract within the specified timeframe may result in suspension or dismissal from the program without further warning.

### **Academic Suspension**

The faculty and/or the Academic and Student Affairs Advisor may place a student on academic suspension for failing to meet the terms of academic probation or if the student has failed to sufficiently develop the attributes necessary to be a healing presence, or as a result of a code of conduct violation.

Students on suspension will not be considered to be making satisfactory academic progress. This may affect a student's financial aid status.

While suspended, a student may not attend classes and may be required to meet specific goals for readmission. Students who are placed on academic suspension who wish to file an appeal must do so within one week of notification of suspension. Students may attend classes during the time their appeal is being considered.

A student who is on academic suspension from one program may apply for another program without meeting the terms of his or her suspension. The admissions director will review the counseling and academic file with the Advisor and the program director or a senior faculty member of the current program and of the potential program. Acceptance into the program will be determined on a case by case basis.

### **Academic Dismissal**

There are several circumstances that may result in academic dismissal. The faculty and/or the Academic and Student Affairs Advisors reserve the right to dismiss a student due to unsatisfactory academic progress as well as insufficient development of personal attributes necessary to be a healing presence as a practitioner, or as a result of a code of conduct violation. A student may be dismissed when he or she has failed to improve despite warnings, has failed to uphold his or her responsibilities in an academic jeopardy contract; or has failed to fulfill the conditions for their return following suspension or a leave of absence. An Acupuncture or Herbal Medicine student may also be dismissed if, after receiving and remediating a Fail grade in two courses, a third Fail grade is earned. The student may also be dismissed if he or she has earned the grade of "F" in the same course two times. Students, who engage in egregious academic behavior, e.g. fraud or the misrepresentation of clinic or other records, may be dismissed immediately.

A student may also be dismissed for failure to make timely tuition and/or fee payments as they come due. Financial Aid will be terminated when a student has been dismissed. Please see the financial aid policies for more information.

A student who has been dismissed from one program may apply for another program after one academic

year (during the first intake after one year). The Director of Admissions will review the counseling and academic file with the Advisor, and the program director or a senior faculty member of the former program and of the potential program. Acceptance into the program will be determined on a case by case basis.

### **Appeals Process**

Appeals of academic suspension or academic dismissal may be made to the Provost within one week of notification of suspension or dismissal. The Provost will review the circumstances and may either confirm the decision or appoint an Academic Review Committee to review the situation. The Academic Review Committee will meet and advise the provost of their decision. The provost will communicate the decision to the student. A student may continue to attend class during the appeal process. Appeals may be based only on the following grounds:

Appeals may be based only on the following grounds:

1. Proper procedure was violated and the procedural error caused material prejudice to the decision.
2. The consequence of academic suspension or academic dismissal was inappropriate to the situation.
3. New and relevant evidence has arisen that was not reasonably available at the time of the faculty consensus meeting and that would have affected the decision.

The appeal should be made in writing to the Provost. The appeal shall be decided based upon this written submission and a review of the minutes of the faculty consensus meeting, as well as interviews with appropriate faculty. In cases where an Academic Review Committee is convened, members of the committee shall meet to decide the appeal and recommend a course of action to the Provost. The decision must be agreed upon by a majority of the committee members present for the meeting. Decisions of the Provost are final.

If a student believes that practices in the Master of Acupuncture program indicate that the program may be in noncompliance with the Accreditation Commission for Acupuncture and Oriental Medicine (ACAOM)'s essential requirements, criteria, policies or procedures (as defined by the Commission's most current accreditation handbook), he or she may forward a complaint to the Commission. The Commission's procedure for the review of complaints is not a mechanism for adjudication of disputes between individuals and programs, and the complainant must exhaust institutional grievance and review mechanisms prior to forwarding any complaint to the commission. A student who seeks to file a complaint should contact the ACAOM national headquarters at 7501 Greenway Center Drive, Trade Center 3, Suite 820, Greenbelt, MD 20770 or call (301) 313-0855.

### **Leave of Absence (LOA)**

Students have the opportunity to take a leave of absence from the program. They must communicate this decision in writing to the Academic and Student Affairs Advisors and must include the reason and proposed timeframe for the leave of absence.

The student must speak to the Accountant and, if appropriate, the Director of Financial Aid because taking a leave of absence has financial implications.

In the event of an emergency making it impossible for the student to meet personally with the Academic and Student Affairs Advisor in a timely fashion, the student should call the Academic and Student Affairs Advisor and follow up with a written request to the Academic & Student Affairs Advisor for a leave of absence. Formal written authorization by the appropriate Academic and Student Affairs Advisor is required to initiate a leave of absence. A student who leaves Tai Sophia without formally requesting a leave of absence may be dismissed from the program and may be barred from reinstatement.

The student must be aware that due to the cyclical nature of course offerings, certain courses that are missed during a leave of absence may not be available for another year, which may impact the student's ability to complete the program in a timely manner.

Students have five years from their start date to complete the program requirements. A leave of absence does not extend the five year timeframe for completion of program requirements.

The returning student will be subject to newly established tuition and fee structures following the leave of

absence and responsible for meeting any outstanding financial obligations to the institute.

*Note:* Students on LOA (Leave of Absence) are required to adhere to the contract deadlines for submitting incomplete work.

In certain cases a student may not need to take a leave of absence but rather enroll part time, typically for no more than one trimester. The student will step out of his or her current cohort and return full time with a new cohort. Examples of part time work include remediating a course, auditing a course prior to returning from leave of absence, or attending part-time to attend to personal matters. Requests for consideration of part time enrollment must be made to the Academic and Student Affairs Advisor.

### **Returning from a Leave of Absence**

Each returning student must meet with the appropriate Academic and Student Affairs Advisor before attending classes. The student may be required to retake comprehensive or course exams that have been previously completed in order to determine his or her readiness to reenter the program. Following a leave of absence, the returning student will be subject to the tuition applicable to the class he or she joins, and may be subject to taking additional coursework.

The student who leaves with conditions to satisfy before returning must meet with the Academic and Student Affairs Advisor to give evidence that all requirements for reenrollment have been met.

The student who takes a leave of absence during Level III cannot be assured of returning to the same clinic schedule and therefore must contact the Student Clinic Coordinator regarding core group assignment and treatment slots.

The student must work with the appropriate Academic and Student Affairs Advisor to develop a reentry plan, which may include taking courses on a part-time basis. A financial aid recipient must notify the Financial Aid Administrator of his or her return. The student is responsible for meeting all academic, health and financial requirements of the new class with which he or she will be graduating. If the student does not return on the day he or she is expected, his or her eligibility for financial aid will be withdrawn.

### **Return after Extended Time Frames:**

Herbal Medicine Students have the opportunity to take a leave of absence and must reapply 3 trimesters (1 year) (and submit a new application and fee) for consideration for readmission. Students must reapply for financial aid.

Acupuncture Students have the opportunity to take a leave of absence and must reapply after 3 trimesters (1 year) (and submit a new application and fee) for consideration for readmission. Students must reapply for financial aid.

Both Herbal Medicine and Acupuncture students must be cautious that should they take a leave of absence, they still must complete their program requirements within five years of initial enrollment, including the time period of the leave of absence.

### **Withdrawal from a Course**

Students have the opportunity to withdraw from coursework up to two weeks prior to the end date of the last class meeting of the trimester and must do so in writing to the Academic and Student Affairs Advisor. Students who do not formally withdraw in writing to the Academic and Student Affairs Advisor and failed to complete the requirements of the course shall earn a failing grade unless the student has made satisfactory progress. Withdrawals can only be requested by the student and assigned by the Registrar.

Students will be refunded a portion of their tuition if they completely withdraw from the program (as established by the refund schedule) but not if they withdraw from an individual course or courses. Exceptions to the published refund policy will be considered only when requests are supported by written documentation that indicates compelling justification from an employer, physician, Academic and Student Affairs Advisor, or other authority and clearly documents responsibilities and or commitments that were not pre-existing at the time of registration, a state of emergency or other grave situation.

Exceptions will be reviewed and adjudicated on a case by case basis by the Associate Vice President for Student Affairs/Registrar and are not to be interpreted as regular Tai Sophia policy.

Student(s) who have stopped attending classes, and/or stop tuition and/or fee payment do not receive an automatic withdrawal or refund. In addition, the Registrar's Office has established a two week grace period during which time reasonable efforts will be made to contact said student(s). After two weeks, student(s) who fail to respond by communicating directly with the Registrar's Office, shall be administratively withdrawn from the course (s) in which they were enrolled and shall be held responsible for payment of any outstanding fees.

Note: Students who have never attended a class shall be dropped (removed) from the course by the Registrar's Office.

### **Withdrawal from a Program**

Students are responsible for initiating the withdrawal process in writing with the appropriate Academic and Student Affairs Advisor.

Students will be only refunded a portion of their tuition if they completely withdraw from the program (as established by the refund schedule). Exceptions to the published refund policy will be considered only when requests are supported by written documentation that indicates compelling justification from an employer, physician, Academic and Student Affairs Advisor, or other authority and clearly documents responsibilities and or commitments that were not pre-existing at the time of registration, a state of emergency or other grave situation. Exceptions will be reviewed and adjudicated on a case by case basis by the Finance Department, and are not to be interpreted as regular Tai Sophia policy.

A student who withdraws and seeks to return to the institution must contact his or her Academic & Student Affairs Advisor. The Office of Graduate Admissions will ensure that student fulfills all documentation requirements and pays all fees prior to resuming coursework. A student may be subject to additional requirements or conditional requirements for reinstatement. Re-acceptance is not guaranteed. A student wishing to reapply for financial aid must meet with the Director of Financial Aid.

If the student does not submit a written request to withdraw from the program, an administrative withdrawal may be initiated by the Academic & Student Affairs Advisor or Registrar's Office.

Note: Students who withdraw from the Institution shall have all grade unassigned grades (including incompletes) converted to a "W".

### **Involuntary Withdraw**

Subject to the Institute's duties under the Americans With Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973 as amended (as they may be amended from time to time), a student may be asked to withdraw voluntarily or may be administratively withdrawn involuntarily from the Institute when the student:

- a. Poses a direct threat to the health or safety of self or others; or
- b. Has interfered with the rights of other students, faculty, staff, or other members of the educational community or with the exercise of any proper activities, functions, or duties of the University or its personnel, or has repeatedly harassed any member of the University community.

### **Graduation**

The awarding of certificates and degrees is conditional upon satisfactory completion of all program requirements and compliance with all other Tai Sophia policies.

In order to be considered for graduation, students must have resolved any outstanding fees, charges of misconduct and must have complied with the terms of any sanctions.

Students must have demonstrated academic achievement and their records must indicate the following:

- Successful academic progress

- Development of the personal attributes necessary to be in relationship with a client or patient as practitioner
- Completion of the required courses as determined by the program curriculum
- Successful completion of any clinic or research responsibilities
- Completion of program within the imposed deadlines

Students may graduate at different times throughout the academic year. The Registrar's office staff strives to accommodate individual graduation dates. To do so, the graduate's name on the diploma must be reflected on their official student record. Any changes must be recorded in the Student Information System prior to graduation. Name changes are only made for currently enrolled students who provide specific identification. Only officially issued documents are accepted for name changes, such as a passport, birth certificate or legal document. A driver's license is not acceptable for proof of name.

### ***Graduation Fees***

**Effective, July 20, 2009, there will be no additional fees to graduate and receive their diploma. Students are only responsible for the participation fee for the graduation ceremony.**

### ***Replacement Diplomas***

Replacement diplomas are issued with the name that the student used while attending the Institute unless a name change has been officially filed with the Registrar's office, with necessary documentation. There will be a \$50 fee for replacement diplomas.

If you would like to order a replacement diploma, please include the following information in your request:

- name while attending the Institute as recorded in the Student Information System and printed on your transcript; this is what will appear on the diploma
- graduation date
- degree program
- telephone (day and evening)
- address where you would like the diploma sent
- email address

Please mail requests to:

Tai Sophia Institute  
7750 Montpelier Road  
Laurel, Maryland 20723  
Attn: The Registrar's Office

Please make checks payable to Tai Sophia Institute. And, allow approximately 8-10 weeks for the replacement diploma to be delivered.

## **FERPA**

### ***Access to Student Information Policy***

Tai Sophia complies with the Family Educational Rights and Privacy Act (FERPA) of 1974 (also known as "The Buckley Amendment") which protects the privacy of students. Students have specific rights and privileges regarding the Institute's release of personal information and records. Student records are protected by the Federal Family Educational Rights and Privacy Act of 1974 (FERPA) which stipulates that Institutions cannot release students' records to any third party without the student's consent. Students may complete a written waiver releasing their official records.

Tai Sophia maintains students' personal information and records and is responsible for their maintenance, release and disposal. Additionally, FERPA requires that students be advised of their rights concerning educational records maintained by the Institute. In accordance with FERPA, the policy covers educational

records and allows students the opportunity:

- To view and inspect their individual records
- To challenge information in their individual educational records as inaccurate
- To maintain their educational records as private, unless they provide written consent to allow access to a third party
- To file formal complaints alleging a violation of FERPA with the Department of Education

Family Policy Compliance Office

US Department of Education

400 Maryland Avenue, SW

Washington, DC 20202-5901

### ***Definition of Terms***

**Custodian/Registrar:** Individual possessing information about a present or former student

**Directory Information:** Personal Information about a student: Name, address, phone number, enrollment, program in which student is enrolled, dates of attendance and degree awarded

**Educational Records:** Student records or information directly related to a student, which may be found in print, tape, film, handwriting etc. secured by the Institute or an agent of the Institute. The following are not considered educational records:

Security or law enforcement records, Medical records

Employment records, unless employment is a result of student status

**FERPA:** The Federal Educational Rights and Privacy Act of 1974, also known as the Buckley Amendment.

**Student:** Current student attending the Institute

**Alumnus/a:** Former student who graduated from the Institute

### ***Student Review of Records***

Students have the opportunity to review their own educational records after providing written and reasonable request time to the Registrar's Office. An appropriate Institute staff member will make the needed arrangements for access and notify the student of the time and place for the records to be reviewed within a reasonable timeframe within the presence of an Institute staff member. If facilities permit, a student may obtain copies of his or her records by paying reproduction costs.

### ***Request to Amend Educational Records***

Students who believe that their educational records are inaccurate may ask the custodian (Registrar) of the educational records to amend the record. The custodian of the educational records will decide whether to amend the record within a reasonable time after the request.

### ***Request for Releasing Educational Records***

- Tai Sophia Institute will not disclose educational records personal identifiable information unless permitted by FERPA and specified in writing from the student under the following circumstances:
- Specifying type of information needing to be disclosed and purpose
- Identifying to whom the information must be shared
- Signed and dated by the student

Requests for reviewing records shall be directed to the Registrar's Office.

**POLICIES FOR GRADUATE CERTIFICATE PROGRAM** (policies currently being reviewed and updated – see Registrar’s Office for more information)

## **Grades**

Grades for courses in the new certificate programs will be due 2 weeks after the class ends. Exception: Students will have one month after the Foundations of Wellness course ends to complete all assignments before grades are submitted.

### **Incomplete Grades:**

Students who receive an “I” grade (incomplete) must:

- \* fulfill the outstanding requirements of the course as specified by the instructor on the *Contract for an Incomplete Form*
- \* all coursework must be completed by the time the student’s present course ends
  - Insufficient quality of an assignment
  - Missed experiential portion of course

For example, if a student receives an “I” for course #2, s/he may continue work in course #3 (the “present” course). The student must complete assignments for incomplete grade and receive a passing grade prior to the start of course #4 or s/he will not be able to progress.

Students who have two “I” grades (incompletes): will have their academic progress reviewed on a case by case basis by the program director; may need to retake the course(s) at a later date determined by the program director, and may need to withdraw from the program as determined by the program director

### **Failing Grades**

A student who receives an “F”

the program director will determine if the course(s) can be made up during the next academic year

may be dismissed from the program as determined by the program director

may be allowed to progress but will be placed on academic probation and the course must be completed again (remediated) at a later date determined by the program director  
in the event a student receives two “Fs” – s/he will be subject to academic dismissal as determined by the program director

F grades are assigned when a student fails to complete a major assessment, plagiarizes, or does not complete the requirements for an incomplete contract.

### **Returning to the Program**

The program director shall determine if a student must re-apply for admission (to restart the program) or if s/he will be reinstated back into the program with stipulations regarding course completion following a withdrawal from the program. The latter option will be organized with the Academic & Student Affairs Advisor.

**Transfer Credit Policy (see Addendum on pg 58)**

**Graduate Certificate Refund Policy**

In the event that a student withdraws or is terminated from the graduate certificate program, the tuition refund shall be calculated as described below. Monies due to the student or to the student loan lender will be returned within thirty (30) days from the day of the withdrawal. Termination will be effective on the date of written notice by the student or by the Institute. The refund policy applies to tuition only. Other fees are not refundable.

A student who withdraws (drops) from a Tai Sophia Graduate Certificate Program before the first class session for the respective billing period will receive a full refund for the courses related to that billing period. There is a 50% refund for a course once the first class begins. There is a 0% refund for a course once the second class begins. Students will receive a refund for courses that have not yet started. For example, if the billing period covers 2 courses the refund policy will be applied as follows:

	<u>Refund % for Course</u>	<u>Refund % for Billing Period</u>
Withdraw prior to first day of classes for the first course	100%	100%
Withdraw between start of first day of class and second day of class for the first course	50%	75%
Withdraw after start of second day of class for the first course and first day of class for the second course	0%	50%
Withdraw between start of first day of class for the second course and second day of class for the second course	50%	25%
Withdraw after start of second day of class for the second course	0%	0%

If the billing period covers 3 courses the refund policy will be applied as follows:

	<u>Refund % for Course</u>	<u>Refund % for Billing Period</u>
Withdraw prior to first day of classes for the first course	100%	100%
Withdraw between start of first day of class and second day of class for the first course	50%	83%
Withdraw after start of second day of class for the first course and first day of class for the second course	0%	66%
Withdraw between start of first day of class for the second course and second day of class for the second course	50%	50%
Withdraw after start of second day of class for the second course and first day of class for the third course	0%	33%
Withdraw between start of first day of class and second day of class for the third course	50%	16%
Withdraw after start of second day of class for the third course	0%	0%

## **Section 3: CONDUCT POLICIES & PROCEDURES**

### **Purpose**

Human beings grow and mature in communities. Living in a community assumes a mutual dependence on the knowledge, integrity and decency of one another. In turn, the best communities help individuals mold habits and values that will enable them to achieve the highest personal satisfaction and to serve the larger community.

These conduct policies and procedures are designed to protect the unique learning community at Tai Sophia Institute. They foster a commitment to excellence and equity and affirm the shared values that make respect for diversity possible.

### **Student Rights and Responsibilities**

The term rights used here is presented in the context of community oneness and does not imply opposition. Moreover, with every right comes the responsibility to act with integrity and in consideration of the larger community.

1. Each student has the right to freedom of expression, assembly, advocacy and inquiry. Each student is responsible for complying with all Institute rules, regulations, policies and procedures.
2. Each student has the right to be treated as a respected member of the community with freedom from discrimination or harassment based on race, color, national or ethnic origin, gender, sexual orientation, age, religion or disability. Each student is responsible for acting in a respectful, nondiscriminatory manner toward all members of the Institute community, including faculty, students, staff, visitors and patients.
3. Each student has the right to offer opposing opinions as well as to keep silent about his or her views, beliefs, academic evaluations, political affiliations and educational records. Each student is responsible for respecting this right of others. Each student is also responsible for exercising his or her right of expression in a manner that is not disruptive to the Institute's mission or the mission of individual programs of study.
4. Each student has the right to learn with freedom from any action that unduly interferes with his or her rights and/or learning environment. Each student has the responsibility to not impinge on the rights of other students or other students' learning environment.
5. Students may be asked to participate in the formulation of institutional, academic and student policies. Opportunities for such participation will be provided through representation on appropriate committees, and through feedback on issues presented at faculty, all-program, all-school, and other institutional meetings. As a participant in the institutional process, each student is responsible for complying with all policies and procedures, attending meetings and giving feedback on institutional policies with the welfare of the entire student body in mind.
6. Each student has the right to participate in the evaluation process of academic courses. Each student is responsible for rendering fair and accurate evaluations.
7. Each student has the right to fair evaluation by instructors, based upon clearly defined criteria represented at the beginning of the course. Each student is responsible for meeting all established requirements of the course in which he or she enrolls.
8. Each student has the right to expect that the Institute's published procedures will be followed in any disciplinary action. Each student is responsible for following all rules, regulations, policies and procedures that apply to student conduct.
9. Each student has the right to file academic or general grievances against any faculty or staff member who has, in the student's opinion, displayed inappropriate behavior, as defined by Tai

Sophia's Institutional values. Each student is responsible for following the Institute's procedures.

10. Students are responsible for taking effective action or letting go of complaints and concerns.
11. Students are responsible for knowing and understanding all policies and procedures contained in Institute publications such as the Catalog, Student handbooks and Clinic handbooks.
12. Students must take responsibility for their educational endeavors, assignments and adhere to deadlines.
13. Students are expected to provide ample time for making requests and to do so in a calm matter.
14. Students are required to comply with the Institute's Drug-Free Workplace Policy, which was established to adhere to the Drug-Free Workplace act of 1988.
15. Students are responsible for formally requesting, in advance, reasonable accommodations for a documented disability and for providing documentation of this disability to the Academic and Student Affairs Advisor as described in the Disability Services section of the student handbook. Grievances regarding accommodations should be first addressed with the appropriate Academic and Student Affairs Advisor.
16. Each student has the right to the confidentiality of his or her academic records. Tai Sophia Institute follows the guidelines established by the Family Educational Rights and Privacy Act of 1974. Questions or requests may be referred to the office of the Registrar.
17. Each student is expected to represent his or her skills and qualifications honestly, including educational achievements, licensure and professional affiliations; outside of the student clinic each student is expected to provide only those services that lie within the scope of his or her competence and licensure.
18. Students may not treat, practice acupuncture or moxibustion outside the course of training while enrolled in the acupuncture program. Students may not recommend herbs or provide herbal consultations outside of the course of training while enrolled in the herbal medicine program.
19. Students will not initiate or engage in any sexual conduct or sexual activities with a patient, including any behavior that could be construed as sexual.
20. Students will not initiate or engage in any sexual conduct or sexual activities with a faculty member, including any behavior that could be construed as sexual.
21. Each student is expected to safeguard the confidentiality of all patient information according to state and federal law. Students will follow all policies, regulations, codes and requirements as required by the state of Maryland or Federal law.
22. Students will not treat patients while under the influence of alcohol, drugs or medications that impair their abilities.
23. Each student will conduct all activities—personal, business and professional—with honesty and integrity.

## **Conduct Policies**

### **Policy on Standards of Classroom Behavior**

Primary responsibility for managing the classroom environment rests with the faculty. A student who engages in behavior prohibited by the teacher or acts that result in disruption of a class may be directed by the faculty member to leave the class for the remainder of the class period. Longer suspensions from a class or dismissal from the course on disciplinary grounds must be preceded by a hearing or disciplinary conference as set forth in the adjudication process. This policy is not designed to punish classroom dissent or the free and equal exchange of ideas. The respectful expression of a disagreement with the teacher's viewpoint is not itself disruptive behavior.

### **Honoring Diversity and Nondiscrimination Policy**

Please review the Tai Sophia Institute policy on honoring diversity and nondiscrimination at the following link, located on the "Standards and Practices" page of the Intranet:

[http://intranet.tai.edu:8000/uploads/assets/290808\\_102209\\_Equal\\_Opportunity\\_Institution.pdf](http://intranet.tai.edu:8000/uploads/assets/290808_102209_Equal_Opportunity_Institution.pdf)

### **Cell Phone/Pager Policy**

A student who must bring a cellular phone or pager to class because of a particular situation requiring that the student be contacted (e.g., illness of a child or spouse), may do so as long as the cellular phone or pager is disengaged or placed on inaudible signal so as not to disturb or interfere with classroom activities. These devices may not be actually used in the classroom, however. Cell phones may be used in the core group room, as student practitioners need to communicate with clients.

### **Drug-Free Workplace Policy**

Please review the Tai Sophia Institute Drug-free Workplace Policy at the following link, located on the "Standards and Practices" page of the Intranet:

[http://intranet.tai.edu:8000/uploads/assets/290808\\_100836\\_Drug\\_Free\\_Workplace.pdf](http://intranet.tai.edu:8000/uploads/assets/290808_100836_Drug_Free_Workplace.pdf)

### **Respectfulness and Sexual Harassment Policy**

Please review the Tai Sophia Institute Respectfulness and Sexual Harassment Policy at the following link, located on the "Standards and Practices" page of the Intranet.

[http://intranet.tai.edu:8000/uploads/assets/300808\\_065712\\_Respectfulness\\_and\\_Sexual\\_Harassment.pdf](http://intranet.tai.edu:8000/uploads/assets/300808_065712_Respectfulness_and_Sexual_Harassment.pdf)

### **Sexual Assault Policy**

Please review the Tai Sophia Institute Sexual Assault Policy at the following link, located on the "Standards and Practices" page of the Intranet:

[http://intranet.tai.edu:8000/uploads/assets/300808\\_065929\\_Sexual\\_Assault.pdf](http://intranet.tai.edu:8000/uploads/assets/300808_065929_Sexual_Assault.pdf)

### **Email, Computer Usage, and Internet Access**

Tai Sophia Institute provides computers, email capability and access to the Internet to assist employees with certain aspects of their job duties and responsibilities and to assist students in their learning. This entails a considerable commitment of Institutional resources for telecommunications, networking, software, storage, etc. Please review the Tai Sophia Institute Email, Computer Usage, and Internet Access Policy at the following link, located on the "Standards and Practices" page of the Intranet:

[http://intranet.tai.edu:8000/uploads/assets/290808\\_100927\\_Email,\\_Computer\\_Usage,\\_and\\_Internet\\_Access.pdf](http://intranet.tai.edu:8000/uploads/assets/290808_100927_Email,_Computer_Usage,_and_Internet_Access.pdf)

## **Conduct Code Violations**

1. Practice of acupuncture or herbal medicine outside the course of training at Tai Sophia Institute
2. Improper practitioner-patient relationship
3. Improper student-faculty relationship
4. Forgery or alteration of Institute records
5. Intentionally furnishing false information or documents to the Institute
6. Violation of patient confidentiality
7. Intentionally and substantially interfering with the freedom of expression of others
8. Academic dishonesty (See Academic Integrity Policy)
9. Intentional obstruction or disruption of classroom, clinic, research, disciplinary or administrative activities, including the Institute's public service functions and other activities sponsored or authorized by Tai Sophia Institute
10. Intentional damage to, destruction of, malicious misuse of, or abuse of institutional property or property located at the institute and belonging to another
11. Theft of institute property, or private property which is physically located on Institute-owned or controlled property
12. Misuse or destruction of the Institute's computer technology and network system on or off the campus. This includes but is not limited to the following: 1) copying or damaging software or files stored on Institute-owned computers 2) transmission of communication in any form (e.g. text, images, sound) where the content, meaning, and/or distribution of the message would violate applicable law or regulation, or be deemed obscene, threatening, or culturally offensive
13. Endangering the health or safety of other members of the Tai Sophia Institute community, visitors or patients
14. Inciting other members of the community to commit serious rule violations or commit acts that endanger others
15. Illegal manufacture, distribution, dispensation, possession or use of a controlled substance at any of the Institute's facilities or sites (See Drug-Free Workplace Policy)
16. Drunkenness or being under the influence of illegal drugs on Institute-owned or controlled property.
17. Illegal or unauthorized possession or use of firearms, fireworks, explosives, dangerous chemicals or arms classified as weapons on Institute-owned or controlled property. An instrument designed to look like a weapon, which is used by a student to cause reasonable apprehension or harm is expressly included within the definition of weapon
18. Unauthorized entry to or use of Institute facilities, including all buildings and grounds
19. Deliberate disobedience or resistance to properly identified college authorities acting in the line of duty
20. Initiation of, or causing to be initiated, any false report, warning or threat of fire, bomb explosion or other emergency
21. Unauthorized or fraudulent use of the college's facilities and equipment, including but not limited to the phone system, mail system and computer system
22. Gambling on Institute-owned or controlled property
23. Physical or verbal abuse, discrimination, intimidation or harassment of any member of the Institute community or visitor to the Institute

24. Sexual assault and sex offenses as defined by Maryland state law (See Sexual Assault Policy)
25. Sexual harassment of other members of the Tai Sophia Institute community, visitors or patients
26. Obscene or indecent conduct on Institute-owned or controlled property
27. Reprisal or retaliation against a person who makes an allegation of misconduct, appears as a witness or otherwise participates in these procedures
28. Knowingly violating the terms of any disciplinary sanction imposed in accordance with this code
29. Use of a cell phone or pager in the classroom
30. Failure to comply with the rules, policies and regulations of Tai Sophia Institute as stated in Institute publications such as the academic catalog, student handbooks, and clinic handbooks
31. Any act or behavior which violates the laws of the state of Maryland or of the United States

A student may be asked to leave a program or be placed on probation, at any time due to failure to comply with the rules and regulations of the Institute as stated in the academic catalog, student handbooks, clinic handbooks, or any version or addendum that may be issued by the Institute.

### **Dispute Resolution**

In any diverse community there are bound to be disagreements and misunderstandings. These create opportunities to develop effective communication and to build community. In such situations, members of our community are expected to take effective action or be willing to let go of the issue. The goal of effective action is to transform suffering into offering. The first step in taking effective action is to respectfully address the concern directly to the person involved. A speedy resolution is usually possible when all parties to the dispute acknowledge and understand their contribution to the situation.

A dispute left unresolved may cause disharmony within the Tai Sophia Institute community. In such instances, following more formal procedures may be useful. The goal of these dispute resolution procedures is to resolve differences and restore harmony within the Tai Sophia Institute community in a respectful way that fully honors each person. Parties to the dispute are encouraged to take whatever steps appear appropriate at any time to achieve reconciliation.

#### ***Academic Dispute Resolution***

See *academic dispute resolution procedure* located under Section 2: Academic Policies for details on how to address academic disputes with faculty, such as disputes involving grading, deadlines, homework, etc.

See *academic appeals process* located under Section 2: Academic Policies for information on how to appeal academic suspension or academic dismissal.

#### ***Nonacademic Dispute Resolution***

1. The student should make an appointment with the appropriate staff member, faculty member or student to discuss the problem. If the student wishes, she or he can request that the appropriate Academic and Student Affairs Advisor attend such a meeting as a third party to the discussion.
2. If the student cannot resolve his or her problem by meeting with the person directly, the student may make an appointment with the staff or faculty member's immediate supervisor. If the issue is with another student, the student may set up an appointment to discuss the situation with the appropriate Academic and Student Affairs Advisor.
3. If the concern is not resolved at the supervisor or Academic and Student Affairs Advisor level, the student may make an appointment to see the Executive Vice President or designee. The Executive Vice President's or designee's decision is final.

### ***Self-Reporting Resolution***

There may be a time when in order to stay in harmony within him or herself and our community, a student desires to self-report a violation of our code of conduct, including the academic integrity policy. If so, the student should contact the Academic and Student Affairs Advisor who will follow the adjudication process described below. If a student self-reports a conduct code violation, it will be considered a mitigating factor as the conduct review committee deliberates.

### **Adjudication Process**

In situations that go beyond mere disagreements and misunderstandings and where the allegation indicates a violation of Tai Sophia's code of conduct, resolution through the dispute resolution procedure may be unsuitable. In such cases, any patient, student, practitioner, faculty member or staff member may lodge a complaint alleging misconduct of any faculty member, staff member, practitioner or student, as follows:

1. If the allegation pertains to a faculty member, the matter is to be referred to the Program Director. If it cannot be resolved through this method, then the allegation may be referred to the Provost and will be adjudicated according to the policies and procedures set out in the faculty handbook.
2. If the allegation pertains to a staff member, practitioner or non-Tai Sophia personnel, the matter should be referred to the Director of Human Enrichment and will be adjudicated according to the policies and procedures set out in the employee handbook.
3. If the allegation pertains to a student, the matter is to be referred to the appropriate Academic and Student Affairs Advisor and will be adjudicated according to the following procedures.

The administrator will help determine whether the issue might be resolved through person-to-person communication. If the matter cannot be resolved in this manner, the complainant may wish to proceed with a formal complaint, which must be made in writing, signed and dated. No institutional official will act upon anonymous complaints.

The clear preference of Tai Sophia Institute is that the process of adjudication proceeds in the spirit of oneness, reconciliation and healing. Restorative justice is the choice over retributive justice. This possibility is enhanced when the parties can come together and craft an agreement. Any efforts that serve to achieve reconciliation are therefore encouraged.

By the same token, a finding of a conduct code violation is a serious breach in the harmony of the Tai Sophia Institute community with potentially severe consequences. For this reason, procedures are spelled out here in detail so there can be no cause for misunderstandings.

### **Procedural Protections**

A student accused of conduct violations (the respondent) is entitled to the following procedural protections:

- To be informed of the specific complaint against him or her.
- To be allowed to request an informal resolution of the issue.
- To be allowed reasonable time to prepare an explanation of the facts.
- To hear and respond to the factual information on which the complaint is based.
- To call and question relevant witnesses.
- To bring an advisor of his or her choice to any meetings or hearings. The advisor must be a student, faculty member or staff member at the Institute. The advisor's role is to provide support and assistance to the respondent, not to present the case on his or her behalf, or to independently address the administrator or committee handling the issue.
- To have the process move steadily towards resolution with timelines defined for each stage.
- To be assured of confidentiality, in accordance with the terms of the Family Educational Rights and Privacy Act of 1974.
- To be allowed to request that any one person conducting a disciplinary conference, or serving as a conduct committee member or chair, be disqualified.
- To be given the benefit of the doubt in the absence of clear and convincing evidence to the contrary.
- To have a record of the hearing kept.

- To be notified of the outcome of the adjudication process.
- To have the right to appeal the decision that results from the adjudication process.

### ***Stage One—Investigation***

Any complaint must be filed in writing with the Academic and Student Affairs Advisor or by the Academic and Student Affairs Advisor. The appropriate Academic and Student Affairs Advisor, in consultation with the Vice President for Academic Affairs, will take the following steps, not necessarily in order, within two calendar weeks of the date of this written complaint:

- Notify the individual in question (the respondent) of the specific allegation.
- Give the respondent an opportunity to respond to the allegation.
- If appropriate, offer to create a mediated conversation with a third party agreeable to all.
- Create a separate, secure case file relevant to the allegation.
- Conduct a preliminary investigation of the facts underlying the allegation of misconduct.
- Determine whether there is cause to support the allegations of misconduct.
- Prepare a written report. If the Advisor finds that no violation of the conduct code has occurred, the report will be placed in the case file documenting the lack of cause. If the Advisor finds that there is a basis to be concerned, the Advisor will submit the report, along with the case file, to the Program Director.
- Inform the respondent and the complainant in writing of the results of the investigation.

### ***Stage Two—Conduct Review***

After receiving the report from the Academic and Student Affairs Advisor, the Program, Director in consultation with the Provost will determine whether he or she can resolve the issue or if it is appropriate to convene the Conduct Review Committee and turn the case file over to the chair of that committee.

#### **Interim Suspension**

The Provost or designee may suspend a student from the Institute for an interim period pending disciplinary or criminal proceedings, or medical evaluation. The interim suspension shall become effective immediately without prior notice, whenever there is evidence that the continued presence of the student at the Institute poses a substantial and immediate threat to him or herself or to others, or to the stability and continuance of normal institute functions. A student suspended on an interim basis shall be given a prompt opportunity to appear personally before the Provost or designee in order to discuss the following issues:

- The reliability of the information concerning the student's conduct.
- Whether the conduct and surrounding circumstances reasonably indicate that the continued presence of the student on Institute premises poses a substantial and immediate threat to himself or herself, to others, or the stability and continuance of normal Institute functions. The Provost or designee's decision on interim suspension is final.

### **NOTICE REGARDING TIME LIMITS**

Administrators may extend time limits stated in these procedures as appropriate to provide fair and thorough review and resolution.

### **Conduct Review Committee**

The Conduct Review Committee is appointed by the Provost. The committee consists of, but is not limited to, a faculty member from each of the three masters' degree programs, a staff representative, and a student representative. The chair will vote only in the case of a tie. A quorum shall consist of the chair and at least one faculty member, one student, and one staff member. The chair shall be appointed by the Provost.

Members of this committee who do not feel they can render an impartial judgment in regard to a specific case may be excused if they give written notice to the Chairperson of the committee prior to the notification of the scheduled hearing of the accused. The Chairperson will contact the constituency for the selection of an alternate. The respondent or complainant may request the replacement of any one member of the

committee. The request to replace a committee member must be submitted to the committee within five business days after notification. A decision will be rendered by the chairperson of the committee.

### **Hearing Structure**

The chairperson will design a hearing structure suited to the individual case that guarantees the procedural protections identified above. The committee chair shall provide in writing to both the respondent and complainant the specific complaint being adjudicated, the membership of the committee and the hearing date, at least ten business days in advance of the scheduled hearing. Prior to the hearing, the respondent may request and obtain copies from the committee chair of the factual information to be introduced by the complainant. If new information comes to light during the hearing, a recess may be granted upon request. Failure of the respondent or complainant to appear at the hearing, after proper notice, will result in the committee making a decision in his or her absence.

Prior to the hearing, each member of the committee will have the opportunity to review the case file and formulate questions to be asked at the hearing. The chairperson may convene a meeting of the committee for this purpose if it is deemed necessary.

The respondent may select an advisor from the Institute community of his or her choosing. However, the role of advisor will be limited to providing support and advice to the respondent; the advisor will not present the case on behalf of the respondent or independently address the administrator or committee handling the issue unless asked by the committee to do so.

Both respondent and complainant may invite witnesses to the hearing, and are responsible for notifying any witnesses and ensuring their presence at the hearing. The committee has no authority to compel the appearance of any person who is neither respondent nor complainant. Witnesses (but not the respondent and complainant or any advisor) are generally excluded from the hearing room, but brought in individually before the committee to provide testimony. Both the complainant and the respondent have the right to question witnesses invited by the other party.

In cases where charges of sexual harassment or sexual assault are being considered, the Director of Human Enrichment and the Institute counsel shall act as advisors to the Conduct Review Committee, in order to ensure the committee is informed about current law and recognized procedures. In these cases, the committee may hear the evidence of complainant and respondent in separate hearings, if so requested by the complainant.

The chairperson of the committee shall have the duty of maintaining order at the hearing and shall have the right to exclude any party or witness from the hearing, temporarily or permanently. All relevant facts based on the oral testimony of witnesses who are present at the hearing and all tangible objective information including photographs, charts, and papers, electronic or other recorded statements should be considered by the committee. Written statements by witnesses not present at the hearing may be considered, but the committee shall decide how much weight, if any, shall be given to such statements.

Information about a student's past record may be introduced if it serves to demonstrate a pattern of similar behavior. Past disciplinary action against the respondent may not be used to determine guilt or innocence during the hearing, but may be used in considering appropriate penalties that may result from the hearing.

### **Consequences of Violations**

The committee will, after hearing all evidence and summations, retire to a room for deliberation. The chairperson of the committee will notify the respondent of the decision in writing within two business days. Significant mitigating or aggravating factors shall be considered when sanctions are imposed, including present demeanor and past disciplinary record of the offender, as well as the nature of the offense, and the severity of any damage, injury or harm resulting from it. The following are possible institutional sanctions in order of greater severity:

1. Letter of warning.
2. Restitution of property or working relationships with others, denial of certain privileges or restriction of activities.
3. Disciplinary probation: Prohibits the student from representing the Institute or serving on committees,

with specific requirements of the probation crafted by the committee in consultation with the Academic and Student Affairs Advisor. Probation also subjects the student to immediate suspension if found in violation of another offense during the period of probation.

4. Disciplinary suspension: Exclusion from Institute premises, and other privileges or activities, as set forth in the suspension notice. Notice of this action will appear on the student's academic transcript up until graduation, at which point it is expunged.
5. Disciplinary dismissal: Permanent termination of student status, and exclusion from Institute premises, privileges and activities. This action will be permanently recorded on the student's academic transcript.
6. Academic Dishonesty: If a finding of academic dishonesty is made, the student shall receive a fail grade in either the assignment or the course, at the instructor's discretion. If a finding of academic dishonesty is made against a student for a second time, the student shall be dismissed from his/her program and ineligible for re-admission to the Institute. This action will be permanently recorded on the student's academic transcript.

The committee will issue a written report to the complainant, respondent, Academic and Student Affairs Advisor, and the Provost. The report of the conduct review committee, along with the case file, will be maintained as a part of the Academic and Student Affairs Advisor's counseling records and ordinarily will not be made a part of the student's official academic record. However, the action of disciplinary suspension will be made part of the academic record up until graduation at which time it will be expunged from the record. The action of disciplinary dismissal will be made a permanent part of the academic record. The action of academic dishonesty will also be made a permanent part of the academic record. Therefore, in the case of disciplinary suspension, disciplinary dismissal and academic dishonesty, a copy of the committee report should also be forwarded to the Registrar.

### **Appeals**

Either party may appeal a decision of the Conduct Review Committee. Appeals must be submitted in writing to the Academic and Student Affairs Advisor within ten working days after receipt of the written decision, setting out the specific reason(s) for the appeal. The non-appealing party shall be given the opportunity to submit a written response to the appellant's written appeal. At the discretion of the Academic and Student Affairs Advisor, sanctions and remedies may be delayed pending a decision on the appeal. A student may continue to attend class during the appeal process. Appeals may only be based on the following grounds:

1. Proper procedure was violated and the procedural error caused material prejudice to the respondent's or complainant's case.
2. The remedies and sanctions imposed were inappropriate for the violation found by the committee.
3. New and relevant evidence has arisen that was not reasonably available at the time of the hearing and that would have a material effect upon the outcome of the case.

### **Judicial Appeals Board**

Appeals are considered by the Judicial Appeals Board which shall consist of five members: (a faculty member from each of the three masters' degree programs, a staff representative, and a student representative. The Judicial Appeals Board shall decide the appeal based upon these written submissions and a review of the case file. The Judicial Appeals Board shall not hold a new hearing. The chair shall be appointed by the Provost. The Judicial Appeals Board shall have the power to affirm, reverse, or modify the decision and/or the penalty imposed by the Conduct Review Committee, or to remand the decision back to the committee for further consideration. Decisions of the Judicial Appeals Board are final.

### **Appeal to Accrediting Body**

If a student believes that practices in the Master of Acupuncture program indicate that the program may be in noncompliance with the Accreditation Commission for Acupuncture and Oriental Medicine (ACAOM)'s essential requirements, criteria, policies or procedures (as defined by the Commission's most current accreditation handbook), he or she may forward a complaint to the Commission. The Commission's procedure for the review of complaints is not a mechanism for adjudication of disputes between individuals and programs, and the complainant must exhaust institutional grievance and review mechanisms prior to

forwarding any complaint to the commission. A student who seeks to file a complaint should contact the ACAOM national headquarters at 7501 Greenway Center Drive, Trade Center 3, Suite 820, Greenbelt, MD 20770 or call (301) 313-0855

## **Section 4: SERVICES**

### **Student Affairs**

The mission of Student Affairs is to provide high-quality, individualized services to all students by:

- Providing proactive, personalized services that enhance the students' educational experience at the Institute;
- Maintaining accurate records;
- Delivering timely, efficient and courteous services; including advising, coaching and advocacy
- Implementing and adhering to policies;

The Students Affairs unit is composed of the Associate Vice President for Student Affairs/Registrar, two Academic and Student Affairs Advisors, the Data Analyst and the Assistant Registrar.

Student support services include: providing guidance and information in person, on the telephone and online, or directing the student to an appropriate resource. One of our primary modes of communication with students is via email. Students are required to have connectivity and to maintain their email accounts accordingly. The Office of Student Affairs reserves the right to investigate complaints, grievances, incidences, and other inquiries to determine whether a code of conduct violation has occurred. The findings from this investigation may be reported to the programs directors and the Vice-President of Academic Affairs as appropriate.

### **The Registrar's Office**

The Registrar's Office serves as the custodian of student academic records, coordinates course enrollment and registration, and manages the student information system.

Staff delivers administrative support for matters related to grades, transcripts, enrollment verification, as well as support for veterans and international students, graduation and commencement.

In addition to the Associate Vice President for Student Affairs and Registrar, staff in the Registrar's office includes an Assistant Registrar, who among other duties is responsible for processing transcript requests and conducting program completion reviews. Program completion reviews are scheduled on the same day as the Clinic Completion Review and are subject to the availability of both the Student Clinic Coordinator and the Assistant Registrar.

### **Academic Support and Coaching**

Students at Tai Sophia Institute can seek guidance and support from classmates, senior students, faculty members and administrative staff members. The Academic and Student Affairs Advisors have specific roles in offering academic guidance and coaching.

Tai Sophia Institute has also entered into a partnership with Howard Community College to provide a writing assistance program for students.

### ***Academic and Student Affairs Advisor***

The Academic and Student Affairs Advisors are members of the Student Affairs team. The Advisors often serve as the first point of contact for current students who have academic or personal questions and concerns. At the student's request, the Advisor is in a position to make recommendations and suggestions on a direction or course of action to help the student navigate a path to success in the program or to address a personal concern.

Subject matter covered in coaching and advising sessions includes, but is not limited to:

- Cultivating a healing presence
- Being a learner and recognizing learning edges
- Taking effective action
- Tracking academic progress
- Operating within a community
- Understanding Institute policies and procedures
- Obtaining referrals for disability and learning services outside of the Institute

### ***Counseling Resources***

Tai Sophia Institute will support any student who wishes to seek professional help to explore issues that arise while at school.

Any student may request that Tai Sophia Institute pay for an initial consultation with an appropriate professional or organized program that has been approved by the Academic and Student Affairs Advisor prior to engaging the professional or enrolling in the program. The Academic and Student Affairs Advisor will consider approval of the request based on the credentials of the professional or organized program, the reasonableness of the expense, and the responsiveness of the professional or program to the needs of the student. Any subsequent therapy sessions are at the student's expense. The student should see the Academic and Student Affairs Advisor to arrange for reimbursement for the initial visit or the co-payment if the student has insurance.

### **Records**

#### ***Student Academic File***

Academic records are maintained in the Registrar's office, and the privacy of student records is protected in accordance with the Family Educational Rights and Privacy Act of 1974 (FERPA), as stated in Tai Sophia Institute's catalog. Questions about student's rights under FERPA should be directed to the Registrar. Each student is permitted to inspect and review his or her own education records with a written request.

#### ***Student Directory***

Students can access Tai Sophia Institute's student directory through the intranet at [www.tai.edu](http://www.tai.edu). Since this information is not made available to the general public, each student must use his/her Tai Sophia *username* and *password* to gain access. Students may request that their contact info not appear in the directory.

*Note: Students are* required to notify the Registrar every time he or she has a change of address, telephone number, email address, or name — throughout the program and after graduation.

#### ***Documentation and Communications***

“Save everything!” is the advice of our Registrar's office — that means, for example, all correspondence from faculty and staff members and copies of documentation submitted to and received by the Registrar's office. And, since most of our correspondence is via email, it is the students' responsibility to check their Tai Sophia email account, or they may miss important deadlines and information. Additionally, we communicate with students through mail and phone, so student contact information must be current at all times. It is essential that the Registrar's staff is updated with changes in students' addresses, phone numbers and email addresses.

#### ***Grades***

In an effort to more efficiently serve our students, students can immediately access their grades online on the Intranet as part of the Student Info Report at <http://intranet.tai.edu:8000/ASPs/StudentInfo.asp>.

To navigate from Tai Sophia's home page, go to:

- *Our Learning Community*
- *Current Students*

- *Intranet*
- Log in with your user name and password
- *Students*
- *Support Services*
- *Data Report*

### ***Transcripts***

Students may request transcripts of their academic record while at the Institute, including Tai Sophia's official seal and the Registrar's signature. An individual transcript is maintained for all students detailing their academic history while at Tai Sophia.

Transcripts will only be issued if the student has met all financial obligations with the Tai Sophia Institute.

### **Transcript Fees:**

- There is a \$5 fee for official transcripts.
- Unofficial transcripts are free of charge.
- There is a \$50 fee for preparation of transcripts or other supporting paperwork to be sent to credentialing agencies in California, Washington, Arizona and New Mexico.
- Students are responsible for including and signing any forms the Registrar may need to complete to accompany a transcript.
- Should requests be made with special mailing instructions, students will be required to assume additional fees.
- It is the Registrar office's policy that transcripts may not be emailed, due to potential security risks.

### **Ordering Transcripts in Writing**

- Transcripts will be issued only upon the direct written request of the individual student or graduate, including the student's signature. Transcripts cannot be released without a student's signature.
- The Registrar's Office is unable to accept email requests.
- Transcript requests must include the individual's full legal name while enrolled at the Institute, program attended, and enrollment dates.
- Students must provide an address and phone number or we cannot complete the order.
- Students must include any forms to be filled out by the Registrar, with signatures as necessary.
- A check payable to Tai Sophia Institute must be included with the transcript request.
- Name and address of where the transcript is requested to be sent must be included in the request.

Requests may be sent to:

Tai Sophia Institute  
7750 Montpelier Road  
Laurel, Maryland 20723  
Attn: The Registrar's Office

Should you wish to drop by the Registrar's Office to make a transcript request, students must complete the *Transcript Request Form*, which is also available on the Institute's website at [www.tai.edu](http://www.tai.edu).

Please be advised that processing time may be up to ten days.

### **ID Cards and Name Badges**

Students who lose their ID or name badge for any other reason need a replacement should contact the Registrar's Office to receive directions for ordering a name badge or to fill out a form to replace an ID. Replacement ID cards are \$10 each. Name badge prices are determined by an independent company.

## **Veterans Services**

Students attending Tai Sophia Institute and receiving Veterans Benefits must be aware of the following:

- Students are expected to pursue degree programs or approved post-baccalaureate certificate programs at the Institute.
- Students must achieve satisfactory academic progress toward degree or program completion.
- Students must report changes in enrollment including drops, adds, withdrawals, changes to audit, and changes to educational objectives to the Associate Vice President of Student Affairs/Registrar as well as the DVA.
- Students who register for courses and do not attend without officially withdrawing are misusing federal funds.
- Students who repeat a course for which a passing grade was awarded are ineligible for DVA benefits for that course.
- Students who audit a course or register for a non-credit course will be ineligible for DVA benefits.
- Students who wish to receive Veterans Benefits must also notify the Registrar's Office in writing one month prior to the intended start date of every trimester of enrollment.

For further information, please visit the Veterans Benefit website at [www.va.gov](http://www.va.gov) or call 1-888-442-4551.

## **International Students**

International Students in F-1 status are required by the Department of Homeland Security to adhere to its regulations governing this student status. Please be advised of the following information that outlines the legal responsibilities for which F-1 students will be held accountable:

### ***Passport***

Passports must remain valid at all times. Should students need an extension, they should contact their embassy for information at least six months before the passport expires.

### ***Registration***

Students must be registered for a full course load each trimester. Students who fail to meet this requirement will be out of status and in violation of F-1 regulations and will have to be reported to the Department of Homeland Security.

### ***Reduced Course Load***

International students who are unable to register for the required course load in a trimester due to academic difficulties, illness or other medical reasons must speak with the Associate Vice President for Student Affairs and Registrar **prior** to withdrawing from the required full course load. Course load reduction due to academic difficulties may only be authorized **once** during a student's course of study. Reduction of course load due to illness or medical condition will be authorized for only one semester at a time and cannot exceed 12 months during the program of study.

### ***Completing Studies***

Students in their final term of study who need less than the full course load to complete degree requirements must obtain permission to be enrolled for this lower course load from the Associate Vice President for Student Affairs and Registrar one term prior to their final registration.

### ***Address Changes***

Students who move to another address must notify the Associate Vice President for Student Affairs and Registrar within 10 days of the move. The change will be effected in Student Exchange Visitor Information System (SEVIS).

### ***Travel***

Students must be certain before leaving the U.S. that their F-1 visas are valid (not expired). Students whose

visas expire while they are out of the country must apply for a new one abroad before being able to re-enter the U.S.

### ***Changes in Program and Extensions***

Students who change their course of study or need to extend the length of time required to complete their studies must apply for a new I-20 with the Associate Vice President for Student Affairs and Registrar. Students must apply for an extension before the existing I-20 expires to ensure they are in compliance with Department of Homeland Security regulations.

### ***Reinstatement***

Students who fall out of status due to violations of the regulations governing their F-1 status may apply to the United States Customs and Immigration Service (USCIS) to regain that status. This is called the reinstatement process. The application for reinstatement must be filed with the USCIS within 5 months of the status violation. Please contact the Associate Vice President for Student Affairs and Registrar for additional information.

### **Disabilities Services**

Tai Sophia Institute is committed to ensuring equal access for qualified individuals with disabilities and fully complies with all relevant federal and state laws. At Tai Sophia Institute, no qualified individual with a disability is excluded from participation in, denied the benefits of, or subjected to discrimination in access to services, benefits, and activities at the Institute solely by reason of his or her handicap. A “qualified individual with a disability” is a person with a disability who has been certified by a professional qualified to evaluate the disability in question; meets the essential eligibility requirements for participation in or receipt of a program or activity; and is capable with reasonable accommodation of achieving the education and training, or, in the case of an employee (including faculty), the level of competency appropriate to the program or activity in which the person enrolls. It is the responsibility of the student who has a disability and needs assistance in gaining equal access to services, benefits, and activities at the Institute to contact his or her Academic and Student Affairs Advisor and provides documentation of the need for a reasonable accommodation. As appropriate to the disability, documentation should include:

1. This documentation must be issued by an appropriate professional such as a psychiatrist, psychologist, or physician. The credentials of the diagnosing professional should include information describing the certification, licensure, and/or the professional training of the person conducting the evaluation.
2. The documentation should explain how a disability limits an individual’s ability to benefit from a particular delivery system, instructional method, or evaluation criteria, or to perform certain duties or functions. It should address the accommodation that is necessary and how the accommodation might mitigate the effect of the disability.
3. A description of treatments, medications, assistive devices, accommodations and/or assistive services in current use and their estimated effectiveness in ameliorating the impact of the disability. Significant side effects that may affect physical, perceptual, behavioral, or cognitive performance should also be noted.
4. A description of the diagnostic criteria and/or diagnostic test used. The description should include the specific results of diagnostic procedures, diagnostic tests utilized, and when administered. When available, both summary and specific test scores should be reported as standard scores and the norming population identified. When standard scores are not available; the mean, standard deviation, and the standard error of measurement are requested as appropriate to the construction of the test. Diagnostic methods used should be congruent with the disability and current professional practices within the field. Informal or non-standardized evaluations should be described in enough detail that a professional colleague could understand their role and significance in the diagnostic process.
5. A diagnostic statement identifying the disability, date of the current diagnostic evaluation, and the date of the original diagnosis.

- The diagnostic systems used by the Department of Education, The State Department of Rehabilitative Services, or other State agencies and/or the current editions of either the Diagnostic Statistical Manual of the American Psychiatric Association (DSM) or the International Statistical Classification of Diseases and Related Health Problems of the World Health Organization (ICD) are the recommended diagnostic taxonomies.
6. The Academic and Student Affairs Advisor will review the data supporting the disability and collaborate with the student in identifying reasonable accommodations and ways to implement these accommodations. The Advisor may require a new evaluation if the documentation submitted is outdated (5 years or more) or not pertinent to the accommodation request.

## **Admissions**

### ***Office of Graduate Admissions***

The Office of Graduate Admissions counsels prospective, newly admitted, transfer and international students. The admissions team coordinates the admissions process closely with faculty and staff in order to guide incoming students to information and resources that will support their success in the programs. Students may be permitted to enroll in more than one academic program upon approval from the program director.

### ***Housing Resources***

In addition to pre-enrollment services, the Office of Graduate Admissions maintains a list of local resources for both short and long-term housing possibilities. Students may obtain a copy by contacting Admissions.

## **Auxiliary Services**

### ***The Meeting Point Bookstore***

Located off Tai Sophia's main lobby, the Meeting Point Bookstore is dedicated to nourishing your mind and body. The Meeting Point now has a state of the art website that lists all required books for each program. The Meeting Point is a reliable resource for all required and recommended textbooks. The store tries to match Amazon pricing whenever possible and in some cases can offer lower prices. Students receive either a 5% or 10% discount on books, depending upon what price we can secure from publishers or distributors. ***If you purchase your textbooks from the Meeting Point you benefit the school and also help provide capital that enables the bookstore to have fresh lunch items, snacks and a wide arrange of chocolate.***

If you decide to purchase your books from the Amazon website, we please request you use the special Amazon links we provide on our website pages so the Meeting Point will get a small percentage of the total you spend with Amazon.com. Simply go to [www.tai.edu/bookstore](http://www.tai.edu/bookstore) , look up the book you need and click on the Amazon links to benefit the Meeting Point.

We request new students wait until their they receive their new student packets in which they will receive a special extra discount offer if books are ordered before August 31 for the fall trimester or December 31<sup>st</sup> for the spring trimester. We give this extra discount as a thank you for allowing us to predict how many books we need to order for you.

In additional to an eclectic assortment of wholesome and mostly organic food selections including sandwiches, wraps, salads, quiche, hot soups, bagels, cookies, muffins, organic/free trade coffee, tea, and assorted refreshing beverages, the Meeting Point Bookstore offers a unique selection of books on acupuncture, complementary medicine, herbal medicine, philosophy and health/natural healing. In addition, the Meeting Point carries a wide array of gift items relating to the healing arts and teachings at Tai Sophia Institute such as incense, greeting cards, herbal seeds, compact discs and DVDs. Our supplement selection is from various vendors approved and suggested by our exceptional herbal faculty. Students receive a discount on all herbal supplements sold in the Meeting Point. You will also find a great selection of herbal teas and wellness products.

1-800-735-2968 ext. 6636 or an email is even better...[bookstore@tai.edu](mailto:bookstore@tai.edu)

### **Store Hours**

Monday – Thursday 8:00 a.m. – 6:00 p.m.

Friday 8:00 a.m. – 5:00 p.m.

Saturday–Sunday Check the bookstore page at [www.tai.edu/bookstore](http://www.tai.edu/bookstore) for weekend openings\*

\* The Meeting Point will typically open 11:00am – 2:00pm during AHA weekends.

### ***Lockers***

There are a limited number of rental lockers available to students on a first-come, first-serve basis. Students may also use lockers on a day-to-day basis without using a lock. Students should contact the Meeting Point staff for more information.

### ***Mailboxes***

Each student, faculty member and staff person at Tai Sophia Institute has an open hanging file mailbox. Student mailboxes are located in Information Alley (on the first floor), organized in alphabetical order, and color coded for different classes. Staff and faculty mailboxes are located in the first floor mail/copying room. Each student and community member is requested to check for and remove all of his or her mail each day that he or she enters the building.

Mailboxes are for official Tai Sophia business only. Information and materials of a commercial nature or that promote events, activities, services, etc. from non-Institute sources are not to be distributed to mailboxes. Similarly, all faculty, staff, and students are expected to receive their personal mail such as personal bills, letters, and periodicals at home or at a permanent address; the Institute’s address should never be given as one’s permanent address. Occasional correspondence from friends and/or colleagues is acceptable.

Questions regarding use of mailboxes should be directed to the Associate Vice President for Business Services. As the mailboxes are not private or secure, Tai Sophia Institute cautions each student not to use them to deliver valuables such as books, computer disks, or money.

### ***Tai Sophia Institute on the Internet***

In addition to its print publications, Tai Sophia Institute has an extensive website. It can be accessed on the Internet at [www.tai.edu](http://www.tai.edu).

Much of the information students require can be found on the website, such as:

- The current version of student handbooks
- Class schedules/classroom locations
- Access to student email
- Access to Tai Sophia’s internal website (Intranet)
- Institutional Standards and Practices

Suggestions regarding Tai Sophia Institute’s website are most welcome. Any student can send email to [webmaster@tai.edu](mailto:webmaster@tai.edu).

### ***Student Email Accounts***

Each currently enrolled student is assigned a Tai Sophia email account. At the start of his or her program of study, each student receives a username, password, and directions for access from the Database Administrator. Passwords vary and are randomly assigned.

To access a Tai Sophia student email account, a student should visit Tai Sophia’s homepage at [www.tai.edu](http://www.tai.edu) and click on “Our Learning Community” at the top of the page. At the dropdown menu, select “Current Students” then “email,” where a prompt will be given for a username and password.

Each current student who does not opt to have his or her Tai Sophia email forwarded to a personal email

account is requested to check his or her Tai Sophia email account at least one time per day and to delete unneeded email messages on a daily basis from both the main accounts and also the deleted items folder. Any messages stored in the sent mail folder must also be cleaned out at least one time per month.

Official communication from the administration will be sent by email to student tai.edu accounts or forwarded to the personal account of the student's choosing. Each student is responsible for monitoring his or her account to ensure that he or she receives all official communication from Tai Sophia Institute. Hard copies will not be distributed.

Each student's Tai Sophia email account remains active until the student graduates or withdraws from Tai Sophia Institute. Any questions regarding a student's email account should be directed to the Academic and Student Affairs Advisor.

### ***Financial Aid***

Need based and non-need based financial assistance is available to students who qualify. To be considered for financial aid, students must meet certain requirements and must also complete applicable application(s). Financial aid awards are usually awarded for one academic year and it is the student's responsibility to reapply each year. Please see the Director of Financial Aid for details.

### **Federal Student Aid**

Tai Sophia Institute is approved by the United States Department of Education to participate in the Federal Family Education Loan Program (FFELP). This program offers loans that are funded by private lenders, guaranteed by guarantors, and reinsured by the federal government. The Federal Stafford Loan and the Graduate PLUS Loan are offered through this program to Tai Sophia students enrolled at least half time and seeking a Master degree.

### **Eligibility Requirements for Financial Aid**

To qualify for federal financial aid, you must:

- Be a U.S. citizen or eligible non-citizen.
- Be enrolled at least half-time in an eligible program as a regular student seeking a degree or certificate.
- Have a high school diploma, GED, or equivalent.
- Not be in default on any student loans or owe a refund on any grant under the Title IV federal student aid programs.
- Be registered with Selective Service if you are a male between the ages of 18 and 25.
- Not be ineligible due to a drug conviction.
- Not have borrowed in excess of the annual or aggregate Federal Stafford Loan limits.
- Maintain Satisfactory Academic Progress.

Scholarship and Alternative Loan programs may have different requirements.

Applying for a FFELP student loan does not guarantee either that a loan will be granted or that the maximum amount will be awarded. The average indebtedness in federal loans is about \$61,500.

## **Types of Financial Aid Available**

### **The Federal Direct Loan Program**

Tai Sophia participates in the Federal Direct Loan Program. This program offers loans that are funded by the federal government, guaranteed by guarantors, and reinsured by the federal government. The Federal Direct Stafford and the Federal Direct Graduate PLUS loans are offered through this program to Tai Sophia students attending at least half time and seeking a master's degree in Acupuncture, Herbal Medicine, or Transformative Leadership and Social Change (\*formerly called the Applied Healing Arts program).

## **Federal Direct Stafford Loan**

The Federal Direct Stafford Loan can be subsidized and/or unsubsidized. The subsidized loan is awarded on the basis of financial need. If you qualify for a subsidized loan, you can receive up to \$8,500 and the federal government pays the interest on the loan until you begin repayment and during authorized periods of deferment thereafter. The unsubsidized loan is not awarded on the basis of need. If you qualify for an unsubsidized loan, you can receive up to \$20,500 less subsidized eligibility. You will be charged interest from the time the loan is disbursed until it is paid in full. You can choose to pay the interest while you are in school or choose to have the interest added to the principal of the loan. The interest rate is fixed at 6.8 percent; an origination fee of 0.5 percent and a default aversion fee of 1 percent may be deducted from the loan before it is disbursed.

Repayment of the Federal Direct Stafford Loan begins six months after the last date of attendance, or if the student's enrollment status drops less than half-time. Students who have prior loans that are in repayment may be eligible for an in-school deferment. Students should contact their prior lender to verify if they are eligible.

## **Federal Direct Graduate PLUS Loan**

The Federal Direct Graduate PLUS Loan is a non-need based loan, which, before approval, requires a credit check by the lender to determine that the student does not have an adverse credit history. Students must apply for their annual Stafford Loan maximum eligibility before applying for this loan. The student can receive up to the cost of attendance less other financial aid in the Federal Direct Graduate PLUS loan. The interest rate is fixed at 7.9 percent; however, the federal government may offer interest rate reductions. An origination fee of 3 percent and guarantee fee of 1 percent may be deducted from the loan before it is disbursed. Interest begins to accumulate on the date of the first disbursement, and repayment begins six months after you graduate or if the student withdraws or drops below part-time enrollment. Lenders may offer deferment and/or forbearance repayment options; students should contact the federal government for details.

### **How to Apply for Federal Financial Aid**

To apply for financial aid, you will need to complete the FAFSA online at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). If you do not have a personal identification number (PIN), go to [www.pin.ed.gov](http://www.pin.ed.gov) to request one.

You will need your federal tax returns, your social security number, bank statements, investment records, and Tai Sophia's school code (G25784) to complete the FAFSA.

Once your FAFSA is processed by the Department of Education, you will receive a Student Aid Report (SAR), which will indicate your expected family contribution (EFC). The EFC is used to determine if you qualify for need-based aid. The way this is determined is by subtracting the EFC from the Cost of Attendance (COA). The COA is an estimate of expenses that includes tuition and fees, books and supplies, transportation, room and board, and personal expenses for your period of enrollment.

Once the financial aid office receives your SAR from the Department of Education, you will receive an award offer in the mail indicating the types and amounts of financial aid for which you qualify. You will need to accept or decline the award offer and submit it, along with additional forms, to the financial aid office.

If you are selected for verification by the Department of Education, or if there is data on the SAR that is incomplete or conflicting, you will be asked to submit documentation required to complete the verification process.

Financial aid funds usually are disbursed at the beginning of each trimester or at the beginning and midpoint of the academic year, depending on the academic program. Financial aid funds in excess of tuition and fees will be mailed by check to the student within 14 days of disbursement if the student is eligible.

#### Return of Federal Funds

If a student withdraws, drops out, is dismissed, or takes a leave of absence prior to completing more than 60% of a trimester or period of enrollment, Tai Sophia is required to return any federal funds disbursed and not earned by the student to the lender no later than 45 days after the effective date of the student's termination of enrollment.

The amount to be returned will be calculated as follows: Percentage of earned aid = the number of days completed up to the withdrawal date divided by the total days in the payment period or term. (Any break of five days or more is not counted as part of the days in the term.) Funds to be returned = (100% of the aid that could be disbursed minus the percentage of earned aid) multiplied by the total amount of aid that could have been disbursed during the payment period or term. Funds will be returned to the lender in the following order:

- Federal Unsubsidized Stafford Loans
- Federal Subsidized Stafford Loans
- Federal Graduate (PLUS) Loans

Any balance remaining on the student's account once funds are returned to the lender will be due to Tai Sophia. If a student earned more aid than was disbursed, Tai Sophia will owe the student a post-withdrawal disbursement which will be paid within 120 days of the effective date of the student's termination of enrollment.

#### Veterans Benefits

Students attending Tai Sophia Institute and receiving Veterans Benefits must be aware of the following:

- Students are expected to pursue degree programs or approved post-baccalaureate certificate programs at the Institute.
- Students must achieve satisfactory academic progress toward degree or program completion.
- Students must report changes in enrollment including drops, adds, withdrawals, changes to audit, and changes to educational objectives to the associate vice president of student affairs/registrar as well as the DVA.
- Students who register for courses and do not attend without officially withdrawing are misusing federal funds.
- Students who repeat a course for which a passing grade was awarded are ineligible for DVA benefits for that course.
- Students who audit a course or register for a non-credit course will be ineligible for DVA benefits.
- Students who wish to receive Veterans Benefits must also notify the Registrar's Office in writing one month prior to the intended start date of every trimester of enrollment.

For further information, please visit the Veterans Benefit website at [www.va.gov](http://www.va.gov) or call 1-888-442-4551.

### Minimum Standards

To ensure recipients of federal financial aid are progressing through their program within the maximum time frame allowed, the following requirements must be successfully completed by the end of the corresponding academic year:

Academic Year	Master of Acupuncture	Master of Science in Herbal Medicine	Master of Arts in Applied Healing Arts
1	19 cumulative credits	18 cumulative credits	9 cumulative credits
2	39 cumulative credits	35 cumulative credits	18 cumulative credits
3	58 cumulative credits & Trimester 7 clinical requirements	53 cumulative credits & at least 1/3 of clinical requirements completed	27 cumulative credits
4	78 cumulative credits & Trimester 9 clinical requirements	70 cumulative credits & at least 2/3 of clinical requirements completed	33 cumulative credits
5	Level 3 & all clinical requirements	Level 3 & all clinical requirements	36 cumulative credits

### Probation

Master of Arts in Applied Healing Arts students who receive two incompletes or fail to meet minimum standards as stated above or fails to meet the Institute's academic progress requirements will be placed on probation and will be given to the end of the academic year to meet SAP requirements. Students who receive a grade of F in a course will be placed on probation and given a maximum of two academic years to remediate the F grade.

An extension to these deadlines may be given if a course requiring remediation is not offered by the Institute within the specified timeframes. While on probation, students must receive passing grades in their current coursework. For clinical courses, students must meet the minimum standards as stated above. Students on probation are eligible to receive federal financial aid.

### Re-Establishing Federal Student Aid Eligibility

Students who fail to meet SAP after their probation period or who are placed in academic jeopardy defined by the Institute's academic progress policy will be ineligible to receive any additional federal financial aid until SAP is re-established. The student will need to meet with the Academic and Student Affairs Advisor to create goals to re-establish SAP. Once the goals have been met and the student has re-established SAP, the Financial Aid Office must receive written verification from the Advisor before federal financial aid eligibility can be re-instated.

### Appeal

Students who failed to meet SAP due to extenuating circumstances such as medical reasons, death in the family or circumstances beyond the student's control may submit a written appeal to the Director of Financial Aid. The appeal must include the reason for the appeal along with supportive documentation and the steps that will be taken to meet SAP. Students will be notified in writing of the decision.

### Leave of Absence

Students who have circumstances that require them to take a temporary break in attendance may request a Leave of Absence (LOA) in writing to the Academic and Student Affairs Advisor. Loan funds cannot be disbursed during a LOA. For financial aid purposes, an approved LOA cannot exceed 180 days in a 12-month period and must be taken before the start of a trimester or start of the period of enrollment. If these requirements are not met or if a student fails to return after their LOA, the student will be considered withdrawn for financial aid purposes and will enter into their grace period or repayment of their federal student loans. Students should consult with the Financial Aid office before taking a LOA.

A student may in extenuating circumstances only enroll in clinic without any other classes due to the nature

of learning and the requirements that must be met in clinic. In this case, the students' status would be part-time. A part-time student is still required to fulfill the requirements of clinic. Each academic department may establish pre-requisites or co-requisites to determine when a student is eligible to use this option. All decisions for this option should be made by the program director or designee.

### **Withdrawing from the Institute**

If a student withdraws, drops out, is dismissed, or takes a leave of absence prior to completing more than 60% of a trimester or period of enrollment, Tai Sophia is required to return any federal funds disbursed and not earned by the student to the lender no later than 45 days after the effective date of the student's termination of enrollment.

The amount to be returned will be calculated as follows:

Percentage of earned aid = the number of days completed up to the withdrawal date divided by the total days in the payment period or term. (Any break of five days or more is not counted as part of the days in the term.)

Funds to be returned = (100% of the aid that could be disbursed minus the percentage of earned aid) multiplied by the total amount of aid that could have been disbursed during the payment period or term.

Funds will be returned to the lender in the following order:

- Federal Unsubsidized Stafford Loans
- Federal Subsidized Stafford Loans
- Federal Graduate (PLUS) Loans

Any balance remaining on the student's account once funds are returned to the lender will be due to Tai Sophia. If a student earned more aid than was disbursed, Tai Sophia will owe the student a post-withdrawal disbursement which will be paid within 120 days of the effective date of the student's termination of enrollment.

### **Institutional Scholarships**

Please see the Director of Financial aid for further details about application procedures and criteria related to the following scholarships.

#### **Tai Sophia Institute-sponsored Minority Scholarship**

The Tai Sophia Institute-sponsored Minority Scholarship may provide up to 40 percent remission from the tuition cost of a degree program for one year to a new or continuing eligible minority student who demonstrates financial need. The scholarship will be awarded each September and January based on an evaluation of eligible applicants and availability of funds. Students who are not selected for the scholarship or are nearing the end of their one-year scholarship award period must reapply for future consideration. Candidates for the scholarship must be a member of a racial minority and demonstrate financial need, have a current processed Free Application for Federal Student Aid (FAFSA) on file with the financial aid office at the time of application, meet satisfactory academic progress requirements, be in good standing as defined by the Institute's academic policy, and be enrolled as a degree-seeking student in one of the master's programs (full-time status in the Acupuncture and Herbal Medicine programs, or part-time status in the Transformative Leadership and Social Change program). Eligible students who are interested in applying for a scholarship must submit an application to the chair of the Scholarship Review and Selection Committee by May 31 for the September intake, and September 30 for the January intake. The application must include an essay (no more than two pages) describing why you believe you are deserving of the scholarship, your unique skills and interests that embody the Institute's values and mission, and two letters of recommendation.

### **The Debora A. Mahan & Charles D. Hock Scholarship**

The Debora A. Mahan & Charles D. Hock Scholarship provides up to \$1000 for education-related expenses for one year to new or continuing eligible students who demonstrate financial need. The scholarship will be awarded each September and January based on an evaluation of eligible applicants and availability of funds. Students who are not selected for the scholarship or are nearing the end of their one-year scholarship award period must reapply for future consideration. Candidates must demonstrate financial need, have a current processed Free Application for Federal Student Aid (FAFSA) on file with the financial aid office at the time of application, meet satisfactory academic progress requirements, be in good standing as defined by the Institute's academic policy, and be enrolled as a degree-seeking student in one of the master's programs (full-time status in the Acupuncture or Herbal Medicine program, or part-time status in the Transformative Leadership and Social Change program). Eligible students who are interested in applying must submit an application to the chair of the scholarship review and selection committee by May 31 for the September intake, and September 30 for the January intake. The application must include an essay (no more than two pages) describing why you believe you are deserving of the scholarship, your unique skills and interests that embody the Institute's values and mission, and a letter of recommendation.

### **Sherman L. & Lucy Diaz Cohn Scholarship**

Sherman L. & Lucy Diaz Cohn Scholarship provides up to \$500 for education-related expenses for one year to a new or continuing eligible student who demonstrates financial need. The scholarship will be awarded each September and January based on an evaluation of eligible applicants and availability of funds. Students who are not selected for the scholarship

or are nearing the end of their one-year scholarship award period must reapply for future consideration. Candidates for the scholarship must demonstrate financial need, have a current processed Free Application for Federal Student Aid (FAFSA) on file with the financial aid office at the time of application, meet satisfactory academic progress requirements, be in good standing as defined by the Institute's academic policy, and be enrolled as a degree-seeking student in one of the master's programs (full-time status in the Acupuncture and Herbal Medicine programs, or part-time status in the Transformative Leadership and Social Change program). Eligible students who are interested in applying for the scholarship must submit an application to the chair of the scholarship review and selection committee by May 31 for the September intake, and September 30 for the January intake. The application must include an essay (no more than two pages) describing why you believe you are deserving of the scholarship, your unique skills and interests that embody the Institute's values and mission, and a letter of recommendation.

### **Helen M. & Annetta E. Himmelfarb Scholarship**

Helen M. & Annetta E. Himmelfarb Scholarship provides up to \$700 for education-related expenses for one year to new or continuing eligible Master of Acupuncture students who demonstrate financial need. The scholarship will be awarded each September and January based on an evaluation of eligible applicants and availability of funds. Students who are not selected for the scholarship or are nearing the end of their one-year scholarship award period must reapply for future consideration. Candidates for the scholarship must demonstrate financial need, be enrolled full-time in the Master of Acupuncture program, have a current processed Free Application for Federal Student Aid (FAFSA) on file with the financial aid office at the time of application, meet satisfactory academic progress requirements, and be in good standing as defined by the Institute's academic policy. Eligible students who are interested in applying for the scholarship must submit an application to the chair of the scholarship review and selection committee by May 31 for the September intake, and September 30 for the January intake. The application must include an essay (no more than two pages) describing why you believe you are deserving of the scholarship, your

unique skills and interests that embody the Institute's values and mission, and a letter of recommendation.

### **The Jo Ann Barlow Fellowship**

The Jo Ann Barlow Fellowship provides partial tuition and/or financial assistance up to one academic year to a new or continuing student enrolled in one of the degree programs who will help the Institute develop a relationship with the international community. Fellowship awards will be decided each September and January based on an evaluation of eligible applicants and availability of funds. Continued funding of the fellowship will be evaluated at the end each trimester or academic year. Candidates for the Jo Ann Barlow Fellowship must be enrolled as a degree seeking student in one of the master's programs, meet satisfactory academic progress requirements, be in good standing defined by the Institute's academic policy and pursue work to help the Institute develop a relationship with the international community. Eligible students must be nominated by a faculty member and be approved by the President. Nominations by faculty to the President should be submitted by July 1st for the September awarding period and November 1st for the January awarding period.

### **Maryland State Scholarships**

Maryland State Scholarships are available to Maryland residents who qualify. To apply, students should complete the Free Application for Federal Student Aid (FAFSA) by March 1 of each year. Recipients will be notified by the Maryland Higher Education Commission.

### **Outside Scholarships**

Outside Scholarships are financial aid funds awarded through outside agencies to assist students with their educational expenses. Contact the financial aid office for a list of scholarship websites.

### **Alternative Loans**

Alternative loans are available to students who need additional assistance with their educational expenses, are enrolled in the Chinese Herb or Animal Acupuncture programs, or do not qualify for Stafford Loan funds. In an alternative loan, a student can receive up to the cost of attendance less other financial aid. A list of possible lenders is available in the financial aid office.

### **Short-Term Loan Program**

Tai Sophia Institute grants a limited number of emergency student loans to cover temporary financial difficulties that may occur while a student is enrolled in the program. Emergency student loans may be requested for amounts up to \$500 and for a period of 30, 60, or 90 days. The interest rate is 1% (one percent) per month. The loans must be repaid before the end of the next trimester and before graduation. Loan applications are available from the Registrar's office.

### **Library**

Tai Sophia Institute's library collection consists of books, videotapes, audiotapes, CD's, DVD's, models, journals, and computer workstations to access electronic databases. It covers a wide range of wellness subjects such as acupuncture, herbal medicine, pharmacognosy, oriental and western medicine, healing arts, philosophy, nutrition, veterinary medicine, mind-body medicine, bodywork and movement health, psychology, eastern art and history, poetry and inspirational works. Research assistance is available to students and faculty by appointment.

To find works of interest, search the online library catalog (OPAC) in the library or from home, by author, keyword, etc. From off-site, go to [www.tai.edu](http://www.tai.edu), click on Library, then Catalog. Books are classified using the Library of Congress system; audio-visual materials simply have locator numbers. Once you've found a call number cluster for books, browsing the shelves may be the best way to find what you need

among circulating books, Reference (no check-out) books or Reserve (limited check-out) books. Journals are arranged alphabetically by title both on “current” face-out shelves and in the “back-file” aisle.

Using seven public workstations with internet access, the library provides access to online databases such as Maryland Digital Library and PubMed, search engines, periodical indexes, and catalogs at other libraries, email and Microsoft Word. Workstations are available during regular library hours on a first-come, first-served basis.

### ***Hours of Operation***

Current library hours can be found on the website at [www.tai.edu](http://www.tai.edu) and can also be heard on the library voicemail at extension 6644.

### ***Gifts***

Offers of gifts that directly support Tai Sophia Institute’s degree programs in acupuncture, herbal medicine, Chinese herbs, and applied healing arts are welcome. Library staff must be notified about proposed gifts (or receive lists of titles) before boxes are delivered. Lists may be faxed directly to the library at (410) 888-9305.

### ***Borrowing***

Any registered borrower (including patients and other community members) may check out circulating materials for three weeks (or one week if items are labeled *Reserve*). Reference books, journals and vertical file articles must be used in the library. A photocopier is available during open hours, copies are 15¢ each.

Circulating materials can usually be renewed for three weeks, and reserve items can usually be renewed for one week. Renewals can be requested by phone, email or by visiting the library. Generally, if there is no hold on an item, it may be renewed. Circulating items may also be “reserved” for pickup on a particular date in the future.

There is a 20¢ per day fine for each overdue item. Non-payment of fines and problems returning borrowed items can block a student from graduating and receiving transcripts.

### ***Research***

Research is an integral part of graduate studies and the library staff has the experience to help students practice efficient and effective research skills. Custom class orientations and individual appointments are available; however library staff cannot provide long-term individual tutoring. Students are expected to “get up to speed” on typing/keyboarding, Boolean searching, designing and documenting research papers, critically evaluating all sources (regardless of format), distinguishing between keyword and controlled vocabulary searching, etc. as quickly as possible. The library staff strongly recommends that everyone doing research keep a research log to avoid duplicate searches, to keep track of excellent and poor websites, helpful and useless search terms, etc.

### ***Money Matters***

Each student makes a commitment to study at Tai Sophia Institute, and in return, the Institute makes a commitment to teach the student. By the time formal classes begin, each student has already begun a “treasure for treasure” exchange with the Institute by paying an application fee and confirmation fee for the resources, services and commitments exchanged. Timely payment of tuition and other fees is a matter of integrity that reflects each student’s commitment and personal honor.

### ***Tuition Payments***

Tuition rates for Tai Sophia Institute’s master’s degree programs are set annually for the academic year starting in September. Tuition for the Master of Science in Herbal Medicine degree program is paid over seven trimesters while tuition for the Master of Acupuncture degree program is paid over eight trimesters. Each student should refer to the tuition schedule published each year for the current rates and due dates.

It is the student’s responsibility to make tuition payments on time. Statements are sent to each student as a

courtesy. However, failure to receive a statement is not considered sufficient reason to delay tuition payments.

Any student with questions regarding tuition payment should contact the Accounting Department for guidance.

The student should also be aware that during the clinical portion of the program, a supervisory fee is charged for each patient seen in the Faculty Supervised Student Clinic.

***Late Payments***

The Institute reserves the right to terminate the enrollment of a student who by the end of the fourth week of classes following the due date has neither made the tuition payment nor reached a satisfactory agreement with the school to do so. Any tuition payment received after the due date is subject to a late fee of \$150.00.

***Refund Policy***

In the event that a student withdraws or is terminated from the program, the tuition refund shall be calculated as described below.

Monies due to the student or to any student loan lender will be returned within thirty (30) days from the day that the Institute is made aware of the termination. Termination will be effective on the date of written notice by the Institute or by the student, or at the end of the trimester.

The refund policy applies only to tuition; it does not apply to the application fee or non-refundable, non-transferable confirmation fee, purchase of books or supplies, or to any incidental expenses that the student may have incurred such as travel, lodging and other personal expenses.

**Tai Sophia follows the Maryland State refund policy for each trimester.**

# of Week(s) at time of Refund Request Trimester	Tuition Refund
1 Week	90%
2 Weeks	80%
3-4 Weeks	60%
5-6 Weeks	40%
7 Weeks	20%
8+ Weeks	No Refund

**Campus Operations**

***Facilities***

Administrative offices and classrooms are located at Tai Sophia Institute’s campus in Laurel, Maryland. Tai Sophia Institute also operates three Faculty-Supervised Student Clinics—one in Laurel, one in Silver Spring, and one in Baltimore.

***Access***

Tai Sophia Institute has parking space for disabled persons, and the building is wheelchair accessible. The second floor can be reached by elevator, and there are wheelchair-accessible rest rooms located on each floor. Questions about access for persons with disabilities should be directed to the Director of Business Services who functions as the disability services coordinator for the Institute.

### ***Clinic Space***

Two clinics share space on the second floor of the Institute's Laurel campus. Each student is asked to remember that the shared clinic waiting room is designated for use by patrons of the clinics. Each student should be mindful of patients, clients, staff and others in the clinic space.

### **Clinic Policy on Children**

#### ***Core Group:***

Infants 6 months and under may be brought to Core Group Course (ACU 721 and H 721) with the permission of the Supervisor. Student Practitioners bringing infants to the Core Group are required to participate in the group for the allotted time. Infants may be fed in the room during Core Group hours. All diaper changes and disposal of diapers must be done in the designated areas of the Institute.

If for any reason, the parent and child need to leave the room for an extended period of time, the Supervisor may determine if the length of time away is enough to be considered an absence.

#### ***Student Clinic Treatment Rooms:***

Infants and children are not permitted in the clinic treatment rooms nor may they be left unsupervised in the clinic treatment or waiting room areas. Upon completion of Core Group, the student practitioner must leave the Core Group room with the infant. Infants will not be permitted in the Core Group area during the scheduled clinic treatment hours. If the student practitioner will be meeting with patients after Core Group, the infant must be tended elsewhere. Student Practitioners choosing to treat will need to make the appropriate childcare arrangements thus allowing full attention to be given to their patients.

### ***Clinical Services at the Natural Care Center***

Some of Tai Sophia Institute's faculty and staff members hold practices at the Natural Care Center. Acupuncture treatments and herbal consultations are available to the public in this clinic. The Natural Care Center is open Monday through Friday from 9:00 a.m. to 6:00 p.m. and Saturday from 9:00 a.m. to 1:00 p.m.

#### ***Acute Care Program at the Natural Care Center***

In the event of an emergency situation (a sudden illness, acute pain, or an accident, that renders a student unable to be in/participate in class) AND a student has attempted to contact his or her practitioner or healthcare provider, a designated practitioner may be provided free of charge by the Natural Care Center to provide assistance/guidance. Students experiencing such an emergency should contact the Natural Care Center receptionist.

Center practitioners, who are available Monday to Friday, 9:00am to 5:00pm. An effort will be made to provide the student with a consultation. If a practitioner is available, he or she will determine whether providing an acupuncture treatment is appropriate to the situation, call 911, or refer the student to a physician or ER. Students may not make appointments for acute care services. If a practitioner is not available, students, faculty and staff are recommended to call 911. This program is a gift to the students and is not meant to replace the consistent care provided by their regular acupuncturist. In a true acute situation, it is appropriate to only call 911 as an option.

Please refer to the full policy on Acute Care at the Natural Care Center at the following link:

**[http://intranet.tai.edu:8000/uploads/assets/230908\\_041008\\_Acute\\_Care\\_at\\_the\\_Clinical\\_Services\\_Center.pdf](http://intranet.tai.edu:8000/uploads/assets/230908_041008_Acute_Care_at_the_Clinical_Services_Center.pdf)**

### ***Smoking***

Smoking is not permitted inside Tai Sophia Institute's facilities. If a student or other community member would like to smoke, he or she must do so outside the building. Please dispose of cigarette butts appropriately in the ashtrays provided around the building entrances.

### ***Security***

The campus building is generally open for business Monday through Friday 7:00 a.m. – 10:00 p.m. and Saturday 8:00 a.m. – 6:00 p.m. (except holidays), and scheduled Sundays 8:00 a.m. – 6:00 p.m. During these times the security staff maintains the safety of the campus facilities. Only select operations staff members have access to the campus building outside of normal business hours. The Director of Business Services is responsible for campus security and informs the campus community of issues related to campus security. The Director of Business Services ensures there is timely warning to the campus community of any and all crimes that threaten students or employees, whether reported to campus security personnel or local police authorities.

Criminal actions or other emergencies occurring on campus should be promptly and accurately reported to the security staff on duty. Any victim or witness to a crime has the option to make a confidential report of the criminal activity to the Vice-President of Business Services. There is a daily security log maintained by security staff of any and all incidents, including crimes reported to security staff that occurred on campus, on public property, or within the patrol jurisdiction of the Institute's security staff. Any individual wishing to view the security log should contact the Vice-President of Business Services.

The Vice-President of Business Services, as required by the US Department of Education, prepares an annual security report. Copies of this report are available online. This standardized report contains statistics on the following criminal offenses, if any have occurred on campus or on public property during the most recent calendar year, reported to campus security staff or local police agencies:

- Criminal Offenses
- Hate Offenses
- Arrests
- Disciplinary Actions/Judicial Referrals

### ***Public Telephones***

Each student should advise family, friends, and business associates that no routine phone messages are to be left for students at the reception desk. Staff members have been instructed to accept only emergency messages. Truly urgent messages for a student will be routed to an available administrator.

### ***Tai Sophia Institute Voicemail***

Students may leave voicemail messages for any Tai Sophia Institute staff member by calling (301) 725-1674 or (410) 888-9048 and the person's extension. Voicemail boxes may also be reached by dialing 1 and entering the first three letters of the staff member's last name. Please speak clearly and leave a name and number so a staff member can follow up accordingly. To leave a message for a faculty member, the student is asked to leave a note in the faculty member's mail folder (in the mailroom near classroom 6) unless that faculty member has provided a specific phone number.

### ***Inclement Weather Announcements***

**Announcements of Closings:** In the case of inclement weather, a decision to close or delay opening will be posted on the Tai Sophia website homepage ([www.tai.edu](http://www.tai.edu)), on the Institute's main number (410-888-9048 or 301-725-1674), and with the following TV and radio stations: WBFF-TV 45 and WJLA-TV 7. Additional stations may be added in the future. Decisions will be made as early in the day as practical and will be posted no later than 6:00am for morning closures and delays, and no later than 4:00pm for evening closures. Only changes in the normal schedule will be communicated; if no announcement is made, the Institute will be open as scheduled.

**Classes and Make-Ups:** In the event of a late opening or early closing, a scheduled class will meet and students will be expected to attend the class as long as there is at least one hour or more remaining time in

the class after a late opening or prior to an early closing. If a class is cancelled, the faculty member will communicate with students regarding making up the class meeting.

**Student Clinic:** If the Laurel campus is closed due to inclement weather, the Laurel student clinic is automatically closed. A Laurel building closure does not necessarily affect the Baltimore and Silver Spring clinics –The Vice President for Business services, in consultation with the Silver Spring and Baltimore clinics will make that determination and assure that students and patients are notified.

**Maryland CHI and Community Clinic sites:** Penn North will be closed if Baltimore City Public Schools are closed. Practitioners and students should listen to Baltimore area media outlets for information on the status of Baltimore City Public Schools. The internal policies of the various other community clinic sites apply to each of those locations and should be honored by our students scheduled to treat at those sites.

### ***Announcements and Postings***

In the corridor of the student kitchen and in Information Alley, there are bulletin boards that are used to post required legal notices, grades and other announcements. Student mailboxes are located in Information Alley. All posted messages must be dated. Anything undated will come down with outdated material. Notices are not to remain over thirty days. There is an herbal medicine bulletin board outside classroom 2 with posted faculty office hours.

### ***Photocopier***

There is a photocopier for student use in the library on the first floor of Tai Sophia Institute's Laurel campus. Copies are 15 cents each. The only time a student is permitted to use a different copying machine is when an instructor requests copies for class. Otherwise, all student copying needs should be met off-site. The nearest Kinko's is located at 10400 Little Patuxent Parkway near the Columbia Mall and is open 24/7.

## **Section 5: CONSUMER INFORMATION**

### **Methods of Communication**

#### **General Resources and Information**

Tai Sophia Institute has several publications and resources to assist you if you have questions. Here are some of the most often asked questions and where to go for specific information.

#### ***Financial Aid***

1. What need-based Federal financial aid is available to students?
  - a. Academic catalog
  - b. Student handbooks
  - c. Financial aid guide
  - d. Financial aid page on the Institute's website
2. What need-based state and local programs, school aid programs and other private aid programs are available?
  - a. Academic catalog
  - b. Student handbooks
  - c. Financial aid guide
  - d. Financial aid page on the Institute's website
3. How do students apply for aid, and how is eligibility determined?
  - a. Student handbooks
  - b. Financial aid guide
  - c. Financial aid page on the Institute's website
4. How does the school distribute aid among students?
  - a. Academic catalog

- b. Student handbooks
  - c. Financial aid guide
  - d. Financial aid page on the Institute's website
5. What are the rights and responsibilities of students receiving aide?
    - a. Stafford & Graduate PLUS Loan Master Promissory Note
    - b. Financial aid award packet
    - c. Student loan entrance & exit interviews
  6. How and when will financial aid be disbursed?
    - a. Financial aid award letter
    - b. Disbursement notification letter
  7. What are the terms and conditions of any employment that is part of the financial aid package?
    - a. Not applicable. The Institute does not have a work-study program.
  8. What are the terms of, schedules for, and the necessity of loan repayment?
    - a. Financial aid award packet
    - b. Student loan entrance & exit interviews
  9. What are the criteria for measuring satisfactory academic progress, and how does a student who has failed to maintain satisfactory progress reestablish eligibility for federal financial aid?
    - a. Student handbooks
    - b. Financial aid award packet
    - c. Financial aid guide
  10. What is the availability of Title IV funds for study abroad programs?
    - a. Not applicable. Currently the Institute does not have a study abroad program.
  11. Who is the contact person for information on student financial assistance?
    - a. Student handbooks
    - b. Financial aid guide
    - c. The Institute's website

***Accreditation and Licensure Procedures***

12. What are the names of associations, agencies, and/or governmental bodies that accredit, approve, or license the schools and its programs, and what are the procedures by which a student may review the school's accreditation, licensure, or approval?
  - a. Academic catalog
  - b. The Institute's website

***Facility Services***

13. Where are the instructional, laboratory, and other physical plant facilities associated with the academic program described?
  - a. Academic catalog
  - b. Student handbooks
14. What special facilities and services are available to handicapped students?
  - a. Academic Catalog
  - b. Student handbooks

***Academic Programs and Training***

15. What degree programs, training, and other education are offered by the institution?

- a. Academic catalog
  - b. The *Pulse*, a catalog of the Institute's offerings, and other program materials are available from the office of special programs.
16. Where are the faculty members, other instructional personnel and staff listed?
- a. Academic catalog
17. Where is the contact information on student financial assistance? The financial aid administrator is listed in the
- a. Academic catalog
  - b. Student handbooks
18. Where is the contact information for prospective students on general institutional issues?
- a. Academic catalog
19. Where is the contact information for current students for general institutional information?
- a. Student handbooks

## **Addendum: Transfer Credit & Exemption Policy**

In some circumstances, students may apply for transfer credits or course exemptions. The number of credits allowed and the Tai Sophia courses eligible for transfer or exemption is determined by faculty and, therefore, varies by program. All applications for transfer credit or course exemption are processed by the Registrar's Office. No reduction in tuition will be granted for transfers or exemptions for specific programs.

Note: Transferring credits is based on academic equivalency between schools. Exemption of courses is based on experience.

### **Transfer Credit Policy**

Transfer credits may be considered in cases where a student has taken postgraduate coursework and met the same course outcomes at another institution within 5 years of starting a program at Tai Sophia. Courses older than 5 years are not eligible for transfer credit (student may apply for course exemption). Equivalency is determined by the program director. Each transferred course must meet a minimum grade of "B-" or 80%. Upon approval, course credits are transferred to the Tai Sophia transcript. To apply for transfer credit:

- Contact the Registrar's Office to obtain a list of courses eligible for the Transfer Credit and the Transfer Credit form.
- Submit the form with official documentation to the Registrar's Office. Official documentation includes the transcript(s) and a syllabus for each course for review from the previous school(s).
- Note: The application and documentation for transfer credit must be submitted at least one trimester prior to the start of the Tai Sophia course(s) being considered.

### **Exemption Policy**

Course exemptions may be considered in cases where a student has prior experience in the subject that meets the outcomes of a particular course. Students who are approved will have an "X" placed on their transcript. Because no credits will be awarded for an exempted course, students may be required to take another course to meet total program credit requirements. To apply for course exemption:

- Contact the Registrar's Office to obtain a list of courses eligible for Course Exemption and the Course Exemption form.
- Submit the form with official documentation to the Registrar's Office. Official documentation requirements are listed on the course eligibility form for each program and may include: transcripts for a course older than 5 years; documentation of licensure; portfolio; written assignment, etc., as determined by program faculty.
- In some cases an exam or other evaluation will be required. If an exam is required, arrangements for taking the exam can be made through the program director or designee. The cost of exams is \$75 per credit and should be submitted to the Registrar's Office prior to scheduling the exam.
- Note: The application and documentation for course exemption must be submitted at least one trimester prior to the start of the Tai Sophia course(s) being considered.

### **Transfer & Exemption Policy for Bioscience Credits in the Acupuncture Program**

Bioscience courses are divided into two categories: Bioscience Core courses and Bioscience Elective courses. Please see the ISci section of the catalog for a more detailed description of these courses.

#### Exemptions

- There are no exemptions allowed for Bioscience Electives. Students are required to earn 30 credits of Bioscience during their work in the M.Ac. program. The Bioscience Elective courses are designed to supplement the student's background in the sciences and support completion of the 30 credit requirement. A variety of topics are covered in the Bioscience Electives, some of these courses address the Bioscience requirement in states other than Maryland.
- The core Bioscience courses in the M.Ac. curriculum are designed to address ACAOM requirements and in many cases, may serve as a foundation for work in other courses in the acupuncture curriculum. All core courses are carefully integrated with the other courses in the Acupuncture curriculum. Exemptions are allowed in core courses only if a student can demonstrate their mastery of the topics discussed in the course; exemption exams are available for most of the core courses (fees may apply). Students are strongly encouraged to take the course, rather than seek exemption.

#### Transfer

- Because the Bioscience core courses are uniquely integrated with the acupuncture curriculum, students may not transfer credits in lieu of taking these courses.
- Students who have successfully completed accredited Doctoral or Masters degree programs in health sciences may be allowed to transfer up to twelve post-graduate credits in lieu of completing Bioscience Electives coursework. Requests for transfer of credits to meet the Bioscience Elective requirements will be reviewed three times a year (fees may apply).