



**Tai Sophia
Institute**

STUDENT HANDBOOK

For the Certificate in Chinese Herbs Program
2011-2013
Revised December 2010

**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* 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 16th 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:

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Letter from the Program Director

Dear Students,

Welcome to the Tai Sophia Institute 2011-2013 Chinese Herb Program! I look forward to a rich and rewarding journey with you as you step into the world of Chinese Herbology. This program will offer you the skills and knowledge that will allow you to broaden and deepen your service to your patients and the community.

The Student Handbook is a valuable resource for you. This document contains important information that will support your success, including the Institutional Values, program policies and academic procedures. Please spend a few moments familiarizing yourselves with it.

Lao-Tze said, "A journey of a thousand miles begins with a single step." I invite you to join me in this journey of expanded learning in Chinese medicine.

Warmly,

Evan M. Rabinowitz,
M.Ac.
Program Manager
Chinese Herb Program

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. When you will be 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 Advisors 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.

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 Evaluation of Courses and Faculty

Surveys are distributed to students at the end of each course 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/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. .

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

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 clinic, 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.

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 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 30th for September classes, November 30th for January classes, February 28th 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.

Student Health Insurance

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

The Sentry Security Plan (www.ejsmith.com)

The American College Student Association (ACSA) (www.acsa.com)

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

Section 2: CLINIC PRACTICE GUIDELINES

Herb Room Guidelines

1. The Herb Room will provide students enrolled in the Chinese Herb Program with a learning laboratory and access to high quality raw herbs and herbal remedies to be used for their patients during the program.
2. The Herb Room Manager and Supervisor in Charge ensures quality control and adherence to procedures for all herbal products.
3. Students who are enrolled in the Chinese Herb Program may use the Herb Room only under the supervision of the Herb Room Manager or an authorized faculty member.

Faculty Supervision during the Clinical Portion of the Program

General Policy

In accordance with our accreditation approval, it must be understood by all clinical supervisors and students that a designated Chinese Herb clinic patient **may not be treated by a student of the program unless a clinical supervisor has seen the patient and approved the treatment plan.**

It is understood that faculty supervision will be very intense and close during the initial phases of student observation and treatment. It is appropriate that supervision be less intense as the program continues. This is the natural and expected progression. The student's progress will be monitored regularly to ensure that the student meets the expected learning outcomes at the appropriate intervals.

Clinic Observation

1. Beginning with Classroom observation, students will be slowly mentored in the process of a CM intake, pattern differentiation, treatment strategy and formula selection and modification. Students will participate in group intakes, gradually moving to smaller groups and finally individual intakes. Students will observe how senior practitioners work with patients.
2. The relationship between the percentage of responsibility carried by the supervisors to that of the students is approximately 70:30. While students will have a role to perform during the Traditional Diagnosis portion of the interview, the majority of the interview is handled by the faculty supervisor.
3. The proportion of responsibility shifts gradually over the program of the Basic Clinic Observation. As students gain more experience they take on more responsibility as a group for performing the Traditional Diagnosis.
4. Consistent evaluation of the student's performance occurs throughout this phase. Formal, written evaluations occur at the mid-point and again at the end of this phase.

Supervised Practice

1. Having successfully completed Clinic Observation, the student moves into the next phase known as Supervised Practice. At this time groups of students begin to take on a more proactive role. The patient interview is conducted by the students for the purpose of gathering information and formulating the Traditional Diagnosis. The patient leaves after the interview and the students are given time to develop a diagnosis and to discuss how they arrived at the diagnosis. Herbal Formulas will be selected and modifications made. The students will then fill the herbal formula from the herb room under supervision.
2. Students are responsible for the generation of at least seven clients during Supervised Practice and at

least 100 patient treatments. Each patient must commit to a total of three visits; one Diagnostic Assessment and two follow-ups.

3. While the student's performance is evaluated at each session, a formal clinical assessment is given to each student at the midpoint and at the end of this Supervised Practice phase.
4. As stated earlier in this document it is the student's responsibility to demonstrate clinical competence by engaging in active discussion about the diagnostic findings and recommended formula for treatment.

Partnering

Clinical students are fully responsible for partnering the other practitioners in their group. Students must be present for all partnering client visits and actively involved in the diagnostic and treatment planning discussions for partnered clients.

Attire in the Clinic

Attire within the clinic must reflect a professional attitude. With this in mind, the following is required:

1. All clothing should be neat, clean and pressed.
2. For women, nice dress, slacks or skirt, blouses or polo shirts. Dresses and skirts should be of the appropriate length.
3. For men, collared shirts, button, front collarless shirts, turtlenecks, polo shirts and nice slacks.
4. Unless bearded, men are to be clean shaven.
5. Athletic wear including the following is not acceptable: Casual t-shirts or t-shirts that are logo laden or have billboard advertising, athletic shoes, denim blue jeans or shorts.
6. No ripped, faded or oversized (falling off body) clothing.
7. No open toed shoes or sandals.
8. No suggestive clothing.
9. No strong smelling personal products such as colognes, shampoos, perfumes, etc.
10. Name tags are required.

Inclement Weather

It is the responsibility of Tai Sophia Institute to determine whether or not classes or a clinic will be closed due to inclement weather. Faculty will set into motion a devised plan (e.g., phone tree, voice mailbox, etc.) to alert students of closure.

Section 3: PATIENT MANAGEMENT

Confidentiality

Because of the clinical nature of much of the work at the Institute, confidentiality of patient/client information is vital and is considered to be a matter of academic integrity. Before speaking about a patient/client to someone else, ask yourself, “Will this serve the client?” Discussing a case with family or friends will not usually serve the patient/client and may be a violation of confidentiality. However, speaking with your clinic partner, clinical or academic faculty, or in the context of a class meeting may assist or support you in your work with the patient/client. Students must control the distribution of written patient/client information with utmost care. If a case is presented in class, include only the information that is necessary for presentation or discussion purposes, without any use of the patient’s name. Additionally, students must ensure that all copies of information are recovered or destroyed after use.

Referral to Other Health Care Practitioners

In the initial examination or subsequent treatment of a patient you may come across some conditions that are medically urgent (acute pain, high blood pressure, mental or emotional instability). It may become clear to you that other treatment is needed either prior to or in conjunction with herbs. It is necessary to have a conversation with your supervisor in this situation and to have his or her specific direction if you wish to make any referral to another health care practitioner.

The following questions may assist you in determining the appropriateness of a recommendation or referral:

1. What are the phenomena upon which you are basing your decision? If they do not represent a red flag, what do they represent? Something you have concluded that herbs can’t help? Something that the patient may need to bear in the program of life? How are you making these distinctions?
2. If you make a recommendation or a referral, how will you sort out the outcome that is achieved?
3. Do you know the providers with whom the patient is already working? Would it serve for you or your Supervisor to speak with them about your concerns?
4. Have you offered the patient a choice of providers? Are you making a referral to providers who are safe and licensed to practice?
5. Have you created any expectation in the patient about what will be achieved? How will you speak to and tend your patient if no change results from another modality of care?

Communication with a Patient’s Physician/Other Health Care Provider

A patient should only change his or her medication or other therapy regime in consultation with his or her prescribing physician. This may be an opportunity for the Chinese Herb Program student to build collaboration with other health care practitioners. It is important to note that the patient must sign a Release of Information form giving the Chinese Herb Program student permission to speak with the patient’s physician or other health care practitioner.

Treatment Reactions

Any call from a patient indicating a possible reaction to the prescribed herbs must immediately be reported to a faculty supervisor in order to adjust the formula/strategy as needed.

Need to Change a Formula

There may be instances in which the herb formula for a patient needs to be modified or changed. If the clinical student determines this to be so she or he must speak with a faculty supervisor before making the change.

Clinic Fees

The clinical portion of the program is specifically designed to prepare a student in all aspects of practice management-generating patients, speaking about treatment fees, collecting fees, paying rent, etc. The tuition that covers the clinical portion of the program is subsidized by patient fees. The patient pays Tai Sophia (See the Coordinator of the Faculty Supervised Student Clinic for current fees).

Patient Record/Forms

Each patient visit will generate documentation indicating the exam, diagnosis and treatment plan for the patient. Each patient will have an individualized record that is kept in a secure and locked area when not in use by the clinical student and/or faculty supervisor. The Chinese Herb Program patient files include:

1. An Informed Consent
2. A Preface Sheet
3. Patient Herbal Formula Sheet
4. Herbal Treatment Log
5. Follow-up Treatment Sheet

Samples of these forms are included in Appendix B.

Medical Record Retention

Based on the Maryland State Law (Maryland Health-General Code Annotated Section 4-403), medical records of patients seen in the herb clinic will be retained for 6 years from the last appointment. In the case of a minor child, the record will be kept until the patient attains the age of majority plus 3 years or for 8 years after the last appointment, whichever is later.

Section 4: 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.

Violations of the Academic Integrity

Violations of the academic integrity policy are considered to be infractions of the code of conduct. 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 and/or program director.
3. The decision of the Program Director is final.

The 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

Evaluation

Short, 30-minute exams will be given each weekend as well as weekly online homework assignments and a final exam at the end of each year. Online assignments will be due as requested by the instructor. Students' skills will also be evaluated during the clinical internship. If students do not show competency in the clinic and in the exams, they may be asked to complete more hours, for which they will be charged until their work meets the quality standards.

Students must receive an 80% cumulative (course) grade to pass. Specific evaluation information is included in the program syllabi.

A Graduate Certificate in Chinese Herbs which is an academic degree in the State of Maryland is awarded upon completion of this program.

Assignments/Outside Study

It is expected that students will take the proactive responsibility to create a regular program of study. In addition to the online component of this class, it is estimated that 3-5 hours of outside study per week will keep the student current with the demands of the program.

Assignment of Remedial Work

It is the intent of the Tai Sophia Chinese Herb Program faculty to consistently guide, evaluate the knowledge of and facilitate the learning of each student. To that extent the faculty retains the right to recommend or require a student to complete remedial work.

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.

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

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

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.

Attendance

Students must attend 80% of classes and clinic to pass the course and be eligible to receive a Graduate Certificate in Chinese Herbs Faculty retains the right to assign additional material to any student who does

not satisfy the attendance requirement.

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

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

CHINESE HERB PROGRAM

Any didactic course, not offered as CEU may be audited only by graduates of the Chinese Herb Program offered at Tai Sophia or by graduates of other ACAOM Accredited or Candidate institution with permission of the instructor.

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

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:

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.

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.

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.

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 “P” 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. A 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.

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:

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, 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.

- *Note:* Students on LOA (Leave of Absence) are required to adhere to the contract deadlines for

submitting incomplete work.

- 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.
- 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 & 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 must work with the appropriate Academic and Student Affairs Advisor to develop a reentry plan. 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.

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 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.

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

Refund Policy

In the event 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 a student loan lender will be returned within thirty (30) days from the day of withdrawal. Termination will be effective on the date of written notice by the Institute or by the student.

The refund policy applies only to tuition; it does not apply to the application fee or non-refundable, non-transferable confirmation fees, purchase of books or supplies, nor to any incidental expenses that the student may have incurred to participate in the program such as travel, lodging and other personal expenses.

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

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

Employment records, unless employment is a result of student status

Medical records

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 of the educational records (Registrar) 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 or personally 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.

Section 5: 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

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

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

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

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

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 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 can not 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 Vice President’s or designee’s decision on interim suspension is final.

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, 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 Advisors' 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 6: 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 Services and Registrar, staff in the Registrar's office includes an Assistant Registrar, who among other duties is responsible for recording official health documentation, 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 counseling.

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 Advisors

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 Tai Sophia Institute to 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 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. 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.

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 Services/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 or call 1-888-442-4551.

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 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 , 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 31st 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

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 for weekend openings*

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

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. 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.

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 Academic and Student Affairs Advisor. 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 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

Students enrolled in the Chinese Herb program may be eligible to receive federal financial aid and private educational loans. Students should contact the Director of Financial Aid for details. Students can review possible private lender options on www.elmselect.com or may consider any other private lender of choice.

Further, Chinese Herb students that are in repayment of prior federal student loans will not qualify for an in school loan deferment but may be eligible for other deferment or forbearance options. Students should contact their lender(s) to discuss options if needed.

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, 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 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

The tuition for the Chinese Herb Program is \$15,000. in three payment installments of \$5000, in accordance with the enrollment agreement.

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 Accountant for guidance.

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.

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.

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

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 Vice President of Business Services is responsible for campus security and informs the campus community of issues related to campus security. The Vice President 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 for Business and Finance.

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), 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.

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. This is now only available on the website

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.