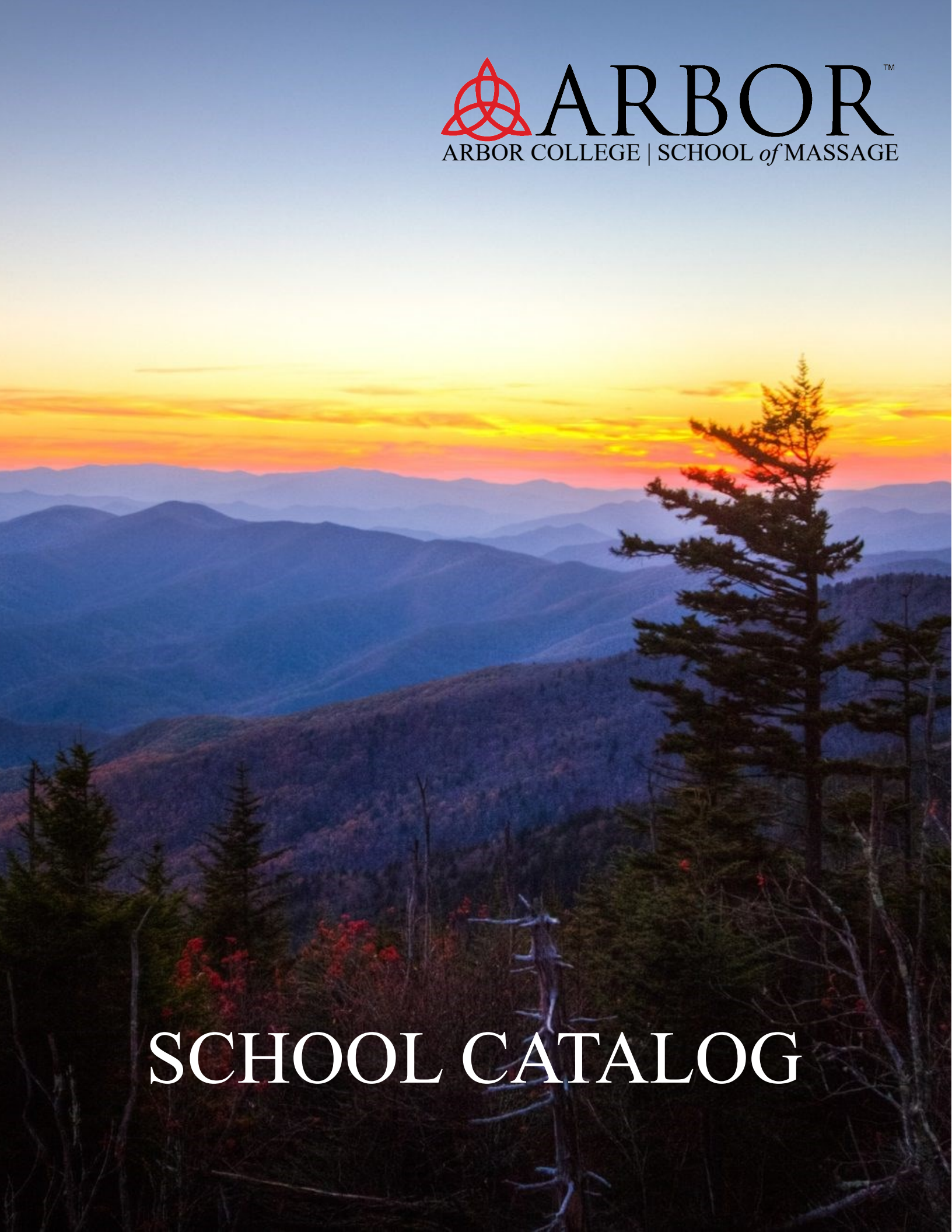
ARBOR™
ARBOR COLLEGE | SCHOOL of MASSAGE
SCHOOL CATALOG

Effective June, 2020 | Volume 12

The policies and procedures outlined in this catalog supersede those in any previous publication, including the Student Handbook or Course Materials. Arbor College|School of Massage endeavors to present its programs and policies to the public accurately and fairly. Those responsible for the preparation of this catalog, the schedules of classes, the academic calendar, and all other public announcements make every effort to ensure that the information presented is correct and up-to-date. However, the school reserves the right to add, amend, or alter the curriculum and any rules, policies and procedures without notice. The school assumes no responsibility for program changes or publication errors beyond its reasonable and customary control.

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ARBOR COLLEGE™
SCHOOL *of* MASSAGE

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Ownership
Arbor College|School of Massage is wholly owned and operated by The Bolden Group, Inc. and is authorized by the Tennessee Higher Education Commission. This authorization must be renewed each year and is based on an evaluation of minimum standards concerning quality of education, ethical business practices, and fiscal responsibility.

Authorized by
Tennessee Higher Education Commission
Additional information regarding this institution may be obtained by contacting the Tennessee Higher Education Commission (THEC)
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National Certification Board for Therapeutic Massage and Bodywork
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The June, 2020 |Volume 12 School Catalog is designed to give the potential student information about the programs and policies of Arbor College|School of Massage. Its contents are subject to change without notice. Provisions in this catalog supersede all previously published material and do not constitute a contract between the student and the school. No Portion of this catalog and/or supplement other than the student application packet may be reproduced without written permission.

Welcome to the Arbor

Making the Lives of People Better!

Welcome to Arbor! Thank you for your interest in Arbor College|School of Massage. We are committed to the belief that higher education has the power to transform lives. Arbor serves our students by providing a quality education in a friendly, encouraging and professional environment. Every day, faculty and staff strive to build this atmosphere by providing the fundamentals, support, and information necessary for our students to achieve success both within and beyond our doors.

We have enjoyed strong growth and recognition based on our commitment to education, job placement and, most of all, the efforts of our dedicated students and faculty. We take a personal interest in your success and encourage you to work closely with our instructors and staff, along with your fellow students, to form a strong network that will enrich your school experience and support you long after you have completed your training.

This catalog will provide you with an overview of our school and an introduction to the opportunities that are possible with your commitment to your future. We are excited to have you become apart of our family and look forward to helping you achieve your goals.

Warmest Regards,

Ed D. Bolden,
President

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GENERAL INFORMATION

GENERAL INFORMATION

Thank you for your interest in Arbor College. We look forward to helping you prepare for an exciting and successful career in the massage and body work industry. Our intention is to provide the best education and training possible. Students come to Arbor because of our unique approach to education that includes:

- In-depth knowledge of the human body
- Focus on the fundamentals of hands-on skills
- Preparation in a "real world" environment
- Social engaged, project based learning
- Welcoming, safe, supportive atmosphere
- Small, friendly classes

AUTHORIZATION

Arbor College|School of Massage is authorized by the Tennessee Higher Education Commission. This authorization must be renewed each year and is based on an evaluation of minimum standards concerning quality of education, ethical business practices, and fiscal responsibility

VISION

Our vision is simple...to make the lives of people better! We believe that in order to accomplish this vision we must endeavor to become one of the leading providers of massage and bodywork education in the country, by offering a quality education and creating opportunities for our students to realize their fullest potential. We are committed to attracting a diverse body of students, faculty, and staff and fostering a tradition of lifelong learning. Our unique method of instruction and educational philosophy emphasizes self-awareness and personal growth resulting in higher comprehension and effectiveness as a professional.

We accomplish our vision by providing an extraordinary programs at a reasonable cost to the student. We view massage and bodywork as a service to humanity, and therefore assist students in creating a personal awareness for linking this training into their spiritual and professional goals.

Our educational community prospers due to the belief that knowledge is acquired through discipline, competence is established when knowledge is tempered by experience, and character is developed when competence is exercised for the benefit of others.

MISSION

Our mission is to produce the most well prepared entry-level massage therapists in the United States by providing a comprehensive, entry-level educational programs that respond to the individual learning needs of our students, in other words, our propose is training individuals to become qualified massage therapists.

We believe Arbor is a place of purposeful learning. Where our values of excellence, integrity, and service guide us in all of the decisions and activities we undertake.

We strive to improve and strengthen the affirmative impact we have on our students, staff, and community by transforming and improving the human condition through quality education and career development.

We approach every aspect of our work with compassion, acknowledging the whole person, working with integrity and caring, accepting people where they are and moving them forward without sacrificing standards; bringing joy, honesty, and understanding to our work.

We foster a culture that is both supportive to individual students yet characterized by a defining and lasting sense of community where Progressive Christian ideals, academic freedom, and innovation, plays a vital role toward empowering students to apply the values, skills, and intellectual discipline they have acquired to their lives and careers, generating a life-long sense of connection with Arbor.

FACILITIES

Nestled in the foothills of the Great Smoky Mountains, on the eastern side of Tennessee, the city of Knoxville has something for everyone. Conveniently located and easily accessible from interstate I-40/75, the school is centrally located in the heart of a unique metropolitan business district that plays home to many alternative and complimentary services and retail outlets. Public transportation is easily accessible and free parking is provided to students. The campus features modern lecture classrooms equipped with whiteboards, anatomical charts, skeleton, related training aids, and an array of multimedia and technology driven teaching tools. Our practical/laboratory classrooms are equipped with student massage tables, bolsters, seated massage chairs, and reflexology equipment. Consistent with the schools commitment to small classes, classrooms are intended to accommodate a maximum of 14 students. Our sumptuous spa-like student clinic, offering private treatment rooms is open to the public. An extensive library of books, videos, and periodicals on massage and related subjects is available to the students. There is a comfortable student center that provides a break area that has private lockers, mail boxes, a refrigerator and microwave, and student com-

puter terminals. Administrative offices for staff representing Admissions, Education, Financial Assistance, Student Accounts, Career Services and reception are located on the campus.

EDUCATIONAL PHILOSOPHY

Arbor is committed to providing high quality training and education, in a "real world environment" for individuals seeking to become skilled, caring, massage and bodywork professionals. Our programs combine a solid entry-level foundation in the understanding of the human body with the ability to create effective, personalized treatments plans. Our programs balance the development of basic knowledge and clinical skills with the opportunity to explore areas of personal interest. Our faculty provides experienced and compassionate teaching in a learning environment that fosters each student's personal and professional growth. Technical and clinical knowledge is supported by instruction in ethical practices, effective communication skills, and professional practice strategies to meet the student's personal goals.

The student's experience and clinic development is paramount in relation to building confidence in their ability to bring nurturing, respectful care to their patients. Throughout the program, students are encouraged and challenged to integrate their didactic and clinical abilities, to engage in critical thinking, and to follow their intuition. This comprehensive approach prepares students to become successful members of the massage and bodywork workforce.

PURPOSE AND OBJECTIVES

Arbor has been designed for those individuals who seek to pursue a career in the massage industry. Arbor's faculty, administration and management are dedicated to accomplishing the following objectives:

1. Present a program which is broad enough in scope and long enough in duration to provide a sound theoretical background, as well as a solid practical application of the skill sets required to enable the student to practice safely.
2. To provide students with the soft skills necessary to be successful in school and in their careers.
3. To transfer to each student the skills of how to listen and respond to patients concerns and desires in a client centered approach.
4. To develop within the student confidence, knowledge, and practical skills in the fundamental application of hands-on techniques.
5. To build a strong foundation for the student regarding the use of optimal body mechanics to maximize practitioner performance and career longevity.
6. To transfer to the student a working knowledge of human function, structure and energetic patterns.
7. To promote ethical, safe and professional practices.
8. To provide an educational atmosphere that recognizes the individual needs of the student.
9. To provide career advising and business practice skills to enable our graduates to enjoy a high success rate.

NON DISCRIMINATION

Arbor College|School of Massage is free from bias and prejudice. At Arbor we are committed to maintaining an open and supportive environment, free of acts of bias, hate, discrimination, harassment, and all other forms of coercion that impede academic freedom or diminishes the dignity of any member of the educational community. It is the policy of Arbor to not discriminate or permit discrimination against any individual on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, gender expression, parental status, marital status, age, disability, citizenship, veteran status, or genetic information in matters of admissions, employment, or services, or in the educational programs or activities it operates in accordance with the school's commitment to equal human rights.

Therefore, the school expects all educational community members who witness or experience an act of bias, hate, discrimination, or harassment to report these incidents to school administration.

AMERICANS WITH DISABILITIES ACT COMPLIANCE STATEMENT

Arbor does not discriminate against qualified individuals due to a disability in its programs, services, or activities. We are committed to providing access and reasonable accommodations to students, faculty and staff with disabilities in compliance with the American with Disabilities Act of 1990 (ADA) and corresponding state and federal law. Under the ADA, anyone who has a physical or mental impairment substantially limiting one or more major life activities, has a record of such impairment, or is regarded as having such impairment, is considered a person with a disability. In accordance with the provisions of the ADA and Section 504 of the Rehabilitation Act of 1973, disabilities may include, but are not necessarily limited to, visual impairment, mobility and orthopedic impairments, hearing impairments, chronic medical conditions, learning disabilities, and psychological disorders. In terms of employment, the law defines a "qualified individual with a disability" as a person who can perform the essential functions of the job with or without reasonable

accommodation. Reasonable accommodation is determined on an individual basis depending on an employee's job duties, functional limitations and whether the proposed accommodation will result in undue hardship to the school.

The President/Director of the school is accountable for providing equal access to students, faculty, and staff with disabilities and insuring and enabling them to fully participate in and benefit from all school programs, benefits, services, and activities.

STUDENT/INSTRUCTOR RATIO

One of the guiding principles of the Arbor Way philosophy of education dictates a necessity for individualized access to the instructor. The typical student-instructor ratio for hands on or lecture courses is 14:1. These ratios provide an exceptional opportunity for students to benefit from discussions, exercises, projects, and demonstrations, and get appropriate individual attention from their instructors.

CREDIT FOR PREVIOUS EDUCATION AND TRAINING

Students with previous postsecondary education from institutions other than Arbor that has been approved by the Tennessee Higher Education Commission or its equivalent in another state(s), approved by the Tennessee Massage Licensure Board, or accredited by an agency recognized by the United States Department of Education (USDE) may be eligible to receive credit for previous courses successfully completed provided the following requirements are met:

a) an official copy of the student's transcript is on file with Arbor;
b) courses within the subject area were completed and a grade of "B" or better was received; and
c) the Director evaluates student information and personally meets with the student to determine proficiency.
d) the student passes the subject specific Entry Level Competency Assessment Program (EL-CAP).

If the coursework previously taken is similar in character and objectives to the course(s) offered at Arbor, the student may, at the discretion of the President/Director, receive credit for the course(s). Students may transfer up to 45% of the academic contact hours necessary to fulfill the requirements for graduation. Arbor does not accept transfer credits for MS101, MS102, MS103, CP100, PM100, or PM101. The decision of the President/Director as to credit acceptability is final.

CREDIT FOR EXPERIENTIAL LEARNING

Because of the specialized nature of the education and training offered at Arbor, we currently do not grant credit for experiential learning under any circumstances.

TRANSFER OF CREDITS

Arbor College|School of Massage is a special purpose institution. That purpose is training individuals to become qualified massage therapists. Students should be aware that transfer of credit is always the responsibility of the receiving institution. Whether or not credits transfer is solely up to the receiving institution. Any student interested in transferring credit hours should check with the receiving institution directly to determine to what extent, if any, credit hours can be transferred.

ADMISSIONS REQUIREMENTS

To be eligible to apply for admission to Arbor you must,

a) must have either a high school diploma or GED certificate;

b) must be 18 years of age prior to beginning a program;

c) Must be able to read, write, and communicate in the English language;

d) Must be legally entitled to live and work in the United States;

e) must not have been convicted of the offense of prostitution or sexual misconduct; and

f) must be able to perform and receive massage safely on a regular basis. We additionally recommend that you have had a student or professional massage before deciding to attend our massage and bodywork program.

ADMISSIONS PROCEDURES

Admission to Arbor is entirely at the discretion of the school. Due to the individualized nature of instructions, enrollment is limited and all applicants must meet certain basic requirements. To apply you must complete the following steps.

a) Submit an Application.
   - Apply online by completing our online application.
   - apply by mail by downloading the application form or call (865) 450-3330 to request a copy if you did not receive on with this catalog. All

parts of the application must be filled out completely.

b) Submit an Application Fee. A non-refundable $75 application fee must be submitted with the Application for Admission. Prospective students may pay online if they elect to submit an online application.

c) Provide the Required Documents. You must provide:
- an official transcript showing graduation from an accredited U.S. high school, or an official G.E.D. showing passing scores;
- documentation of an disabilities (if applicable).

d) Meet with an Admissions Representative. You are required to schedule a personal interview and tour with an Admissions Representative so the school can certify that you meet its entrance requirements and are a good candidate for the massage profession. For applicants who reside outside the Knoxville metropolitan area, a telephone interview may be arranged with an Admissions Representative and a tour provided prior to enrollment.

A determination on acceptance is made based on the information described above. You will be notified in writing as to whether or not you have been accepted. Applications for admissions are considered active for 18 months.

GRADUATION REQUIREMENTS

Upon graduation, students will receive a diploma in Clinical Massage Therapy. To receive their diploma students must:

a. Successfully complete all of the program hour consisting of classroom instruction and required coursework with a minimum overall grade requirement of "C".
b. Complete all student clinic required hours with a minimum overall grade requirement of "C".
c. Pay the total amount of tuition and all school related fees.
d. Return all equipment, supplies, and library books

ACADEMIC TERM

Arbor's Clinical Massage Therapy Diploma programs is 7.5 months long and is logically divided into 2-terms to allow for new students to enter the program. Colloquially, new students are referred to as the junior class, while existing students are referred to as the senior class. At the end of each term there are typically, about five to seven days reserved for senior students to complete RS -101 Career Planning and to review and take their final examination for LS-101 Anatomy, Physiology, and Pathology. During this time, Junior students are scheduled for Student Clinic, but no lecture classes.

STANDARD GRADING SYSTEM

Course grades are calculated using the course requirements and grade calculation information included in each syllabus. Students are responsible for keeping track of their own assignments completed, quiz scores, exam scores and resulting grades. Student final grades are posted at the end of each course in the Student Information Center located outside the Administrative Offices. At the end of each academic term, students will receive reports of their academic progress in writing. Letter grades and quality point (GPA) are calculated as follows:

Average	Grade	Quality Point
90 - 100	A	4.0
80 - 89	B	3.0
70 - 79	C	2.0
60 - 69	D	1.0
Below 60	F	0.0
Incomplete	I	NA

*Arbor does not issue plus or minus grades.

SATISFACTORY PROGRESS

Arbor maintains academic and attendance records. The student's academic and attendance progress is recorded on their individual transcript and attendance log on an ongoing basis. To maintain satisfactory progress, students must:

a) Complete each class with a grade average of at least 70%.
b) Maintain a cumulative attendance rate of at least 90%.
c) Make up any contact hours missed.

Students who fail to make satisfactory academic or attendance progress will be placed on academic probation.

ACADEMIC/ATTENDANCE PROBATION

If a student fails to demonstrate satisfactory academic/ attendance progress, the student will be placed on academic/attendance probation. During the time a student is placed on academic/attendance probation the student must participate in a special directive advising program with the Director of Education to help a student address concerns that are impacting the students academic/attendance performance and to outline a plan for achieving academic success. A student will no longer be on academic/attendance probation when the students cumulative grade average is 70% or higher or when the student has a cumulative attendance rate of 90% or bet-

ter and has made up all contact hours missed. Academic/attendance suspension/termination is the end result of a pattern of receiving grades that are below the schools standards for good academic standing of 70% or for at

ATTENDANCE

Arbor emphasizes the need for the student to attend classes on a regular and consistent basis in order to develop the skills and attitudes necessary to compete in the highly competitive labor market. Regular attendance is expected of all students. When a student enrolls, the student accepts the responsibility of attending all courses and completing all course work assigned by the instructor. The student whether present or absent from class, are responsible for knowing all of the information presented in the classroom or lab. The student is responsible for initiating any request to makeup work missed because of class absence . Makeup of missed classes does not remove an absence from a student's record. The student is responsible to makeup all hours missed The student are responsible for all material missed. The school reserves the right to terminate its relationship with a student who incurs excessive absences. Excessive absences is considered to be greater than 10%. Students may be readmitted after attendance violation dismissal, after meeting with the President/Director to establish a a make-up attendance plan.

TARDINESS

Tardiness disrupts the learning environment and is discouraged. Student attendance is documented daily based upon the time present in class. Students who arrive late or leave class early will have those minutes deducted from their attendance. A student is considered tardy when arriving more than 10 minutes late for a scheduled class. A student having four incidence of tardiness will be considered excessive and will result in one contact hour of makeup time.

MAKE-UP WORK

It is important for the student to be present in order to master the core competencies and vital information presented on a daily basis during the program. The student who must miss classroom or clinical time will be held responsible for acquiring any missed information from their peer community members. Arbor recognizes that there are circumstances and events which require students to miss classes, resulting in the need for makeup work. As a result the student is responsible for makeup of all subject material, class time and/or student clinical time missed because of absence corresponding to the total hours missed. Because Arbor believes the purpose of completing work is to help the student learn and be successful, the Director of Education works with the student on the submission of makeup work. The student must initiate contact with the Director of Education to discuss the makeup work in question. The deadline must be prior to the end of the term, or else the student will receive an Incomplete for the class. The student must complete all assigned makeup hours prior to graduation. The student will not be charged for completing makeup work.

INCOMPLETE GRADE POLICY

An incomplete "I" is a temporary grade assigned by an instructor and indicates that additional course work is required to fulfill the requirements of a given course. An "I" is not given to enable a student to do additional work to raise a deficient grade. The student must have a legitimate extenuating circumstance(s), such as a severe illness, that prohibits completion of the course. The instructor will consult the Director of Education with any questions regarding legitimacy. An incomplete must be removed within thirty (30) days. If the incomplete is not removed, the "I" changes to an "F". The course will not be counted in the cumulative grade point average until a final grade is assigned. Students cannot graduate with an "I" grade on their academic transcript.

STUDENT KNOWLEDGE OF REQUIREMENTS

Students are responsible for properly completing their academic programs, being familiar with and understanding all requirements of the school catalog, student handbook, student clinic handbook, maintaining the required grade point average, meeting all program and course requirements, and adhering to school policies, rules, and regulations. Students are encouraged to seek advice from faculty and staff however, the final responsibility remains that of the student.

DISMISSAL POLICY

Students are to conduct themselves in a respectable manner at all times. Disruptive or inappropriate behavior deemed unsatisfactory by school officials will result in immediate removal from the classroom setting. Students may be dismissed for:

a) Failure to pay on time for tuition, supplies, or fees owed;
b) Use of alcohol or illegal drugs on campus or arriving on campus under the influence of alcohol or drugs;
a) Failure to submit to a drug screening if requested;
b) Behavior that is potentially dangerous to patients, students, faculty, staff or patients;
c) Academic misconduct, including cheating or plagiary;
d) Failure to meet satisfactory progress requirements in academic areas;
e) Physically or verbally abusive behavior to patients,

students, faculty, staff, or patients;
f) Using the property of the school without permission from the faculty or staff;
g) Behaviors which disrupt class performance and learning;
h) Inability to relate to others in a professional manner;
i) Improper sexual behavior toward faculty, staff, students, or patients;
l) Theft
m) Falsification of any school records;
13. Behavior that is disreputable to the school or to the profession of massage and bodywork.

Students may be dismissed from the program without prior notice. Students will receive a written notice indicating the reason(s) for dismissal. No student will be readmitted following dismissal without the approval of the President of the school.

WITHDRAWAL POLICY

Students who wish to leave Arbor and have no intentions of returning to complete their studies at a later date will withdraw from the school. Students who choose to withdraw from a program must submit their notice of withdrawal in writing to the Director of Administrative Services. The student is responsible for all monies owed to the school. In the event of the need for a refund to the student the refund policy will be followed in its entirety. Unless otherwise stated at the time of withdrawal, any student who withdraws from the program may re-apply for enrollment. If readmitted to the program at a later date, all tuition, fees, policies, and procedures as stated in the catalog at the time of re-admission will apply. In the event a student chooses to withdraw from the program and fails to give notice of withdrawal in writing to the Director within ten (10) days of ceasing to attend classes, they will automatically be considered dismissed from the program and will be ineligible to re-apply for enrollment. Students who withdraw from Arbor are not eligible to participate in extra-curricular activities.

LEAVE OF ABSENCE POLICY

The Leave of Absence (LOA) policy allows students to take a leave from their program of study for a period of up to 6 months. Arbor reserves the right to grant leaves of absence at its sole discretion, and, except in the case of unforeseen circumstances, will consider only those requests for leaves of absence that are received prior to the requesting student's last date of attendance. Students on a leave of absence are considered enrolled. An LOA does not provide debt relief from institutional payments if the student has a balance due. Prior to taking an LOA, the student must provide a signed and dated official Leave of Absence Request form (available from the *Director of Administrative Services*). The student must provide the reason for requesting the leave of absence and indicate their expected date of return to class.

During this 6 month period, students are allowed to be readmitted to the school through the Office of the Director of Educational Services without having to reapply for admission. Students who apply to be readmitted more than 6 months after leaving the college must complete the full admission application process and are subject to the admission standards prevailing at the time the application is submitted. Students who take a leave of absence from Arbor are not eligible to participate in extra-curricular activities. Students who fail to return to class following the leave of absence will be dismissed from the program.

Acceptable reasons for LOA include:
1. Medical (including pregnancy)
2. Family Care (childcare issues, loss of family member or unexpected medical care of family)
3. Military Duty
4. Jury Duty
5. Other special circumstances beyond student control

REENTRY PROCESS

Students who have been placed on Behavioral, Academic, or Attendance Suspension and wish to return to Arbor must make an appointment with the Director of Education prior to the start of the term that they wish to re-enter. At this appointment, your educational standing will be discussed and a plan designed with specific strategies for your success. If you do not complete the re-entry process by the enrollment deadline for each term, you will need to wait until the next term to start the process. In general, the deadline for re-entry process should be initiated at least two weeks prior to the start of the term you wish to re-enter. At no time can a reentry cause the instructor to student ratio to exceed 14:1.

STUDENT LIFE

STUDENT LIFE

STUDENT SERVICES

Arbor provides a variety of services to its students through the Department of Student Services. The staff is dedicated to providing students with a positive experience through their support. Information on services available to students is provided in the Arbor Student Handbook.

ACTIVITIES AND EDUCATIONAL PROGRAMS

Throughout the term the school offers opportunities for learning, personal challenge, leadership, involvement and community service, as well as fun and socializing. Activities are designed to provide variety and entertainment as well as educational opportunities to compliment the classroom.

COURSE SCHEDULES

Arbor offers day and evening courses. Courses are regularly scheduled for the day (9:00am-2:00pm) and evening (5:30pm-9:30pm) program Monday through Thursday. The Student Clinic operates on Tuesday through Friday evenings (5:00pm-9:00pm), Friday morning (10:00am-2:00pm and Saturday (10:00am- 7:00pm) as enrollment dictates. Times and schedules of student clinic are subject to change based on current enrollment.

HOURS OF OPERATION

Although the school is typically open from 9:00am until 9:30pm, regular administrative business hours are Monday through Thursday from 9:00am to 6:00pm and Friday from 9:00am to 3:00pm. All Administrative Services are closed during school holidays and breaks.

HOUSING

Arbor does not provide housing or dorms for our students. However, convenient housing is available at a large number of rental facilities in the local area. We will gladly assist any student who wishes to find housing within the Knoxville area. Arbor does not guarantee or take responsibility for housing arrangements.

TRANSPORTATION

The school does not provide transportation for students enrolled at the school. Students must arrange for transportation to and from the school on their own. Carpooling amongst students is a viable means of ensuring transportation. Students requiring rides may post information on student bulletin boards throughout the school. Arbor is convenient to Knoxville Area Transit Bus service.

TUTORING

Arbor's faculty is available to provide extra help if necessary. Most instructors offer extra help before and/or after each class. Most faculty members are additionally available for extra help by appointment. There are several tutors also available for one-on-one tutoring for a fee, if the assistance needed becomes beyond the scope of normal instruction.

STUDENT CLINIC

Arbor College|School of Massage offers a functional student massage clinic that is open to the general public. As a fundamental part of our student's education, the student massage clinic at Arbor is the most effective hands-on, "real world" training tool available. The Student Clinic is the only regional student massage clinic that boasts elegantly designed, fully equipped, private treatment rooms. Licensed therapists supervise the student through the process of developing a client centered massage practice.

ORIENTATION

Arbor's orientation program is designed to ease your transition into the educational community and prepare you for academic, social and personal success. Each orientation session is designed to meet your needs, regardless of your age or previous educational experience. We believe that a comprehensive orientation to our educational community sets the stage for a successful transition to Arbor life. Our orientation program is required for all new students or any student that has withdrawn from the program and is returning. The orientation process is a three-step process:

1. **New Student Orientation**- Prior to the first day of the classes all new students are required to attend a mandatory four (4) hour orientation. During the Orientation, students will be introduced to the profession of massage, the massage therapy program, the clinical environment.
2. **General Orientation** - On the first day(s) all new students will attend a mandatory general orientation designed to help them understand how the educational community at Arbor works. The general orientation includes:
   - Introduction to Faculty, Staff, and Classmates.
   - Review of Campus Policies
   - Tour of Campus

MICHELLE MABE MEMORIAL LIBRARY

On July 3, 2010 Arbor lost one of its most inspirational and beloved leaders, instructors and mentors when Michelle Mabe was taken from us tragically and unexpectedly in an act of domestic violence. In honor of her gracious nature and indelible spirit, the Arbor Educational Community (administration, faculty, staff, students, alumni, and community members) came together to memorialize her life by dedicating the Michelle Mabe Memorial Library. The library is home to a vast array of books ranging in subject matter from business and marketing to energy work and all manner of topics in between. The library is beautifully decorated and open to the public during normal business hours. Books may be checked out by current students and alumni and the facilities may be used by anyone who needs to take a few quiet moments for reflection and meditation. Donations (books or monetary) to the Michelle Mabe Memorial Library can be made by calling 865-450-3330.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

The Family Educational Rights and Privacy Act of 1974, also known as the Buckley Amendment, is designed to protect the privacy of all student registration records. Records specifically affected by this law are maintained in the President's office. The student's academic file, kept in the President's office contains a permanent record which lists courses, credits and grades from Arbor; courses and credits accepted in transfer from other colleges, which contributed to the Arbor diploma; date and kind of diploma awarded; and honors awarded at graduation. The academic file also contains application forms, evaluations, and transcripts from other colleges or high schools. The Rights and Privacy Act requires that the academic files be available for personal review by the student after a formal written request has been communicated to the school. The central purpose of this act is to guarantee the right to examine the contents of personal files and challenge the factual accuracy of the contents or the inclusion of supplementary documents. Any student may examine his or her Arbor file by asking at least one day in advance for an appointment to do so.

STUDENT ACCESS TO FILES

Students have the right to inspect and review their educational records, and may schedule an appointment with the Director of Administrative Services to do so.

TRANSCRIPT REQUESTS

Official transcripts are sent upon receipt of a request by students, former students and graduates who are in good financial standing with the school. Official transcripts are $5.00 each except when transmitted digitally to the Tennessee Massage Licensure Board.

CONFIDENTIALITY OF RECORDS

Student records are confidential, and any information in them may not be released without the student's written permission. There are a limited number of cases where this does not apply, including to school officials with legitimate educational interest, specified officials for audit purposes, and accrediting agencies.

PROFESSIONAL BEHAVIOR

Students are expected to demonstrate professional behavior in their interactions with faculty, staff, students and the general public. This professional behavior includes, but is not limited to, the following:

1. **Respect**
   Arbor attracts a diverse student body and staff. All students, faculty and staff are expected to respect individual differences and beliefs, and to maintain sensitivity for the feelings and ideas of all others on campus. Derogatory comments, verbal abuse or physical abuse will not be tolerated.
2. **Responsiveness**
   Students are expected to respond in a timely fashion to phone calls, requests for information and requests for meetings.
3. **Honesty**
   Students are expected to interact with staff, faculty, classmates and the general public with honesty. Plagiarism, cheating, giving false information on school forms, theft or any other form of dishonesty is not permitted.
4. **Confidentiality**
   Personal information revealed in any class or meeting is confidential. Additionally, patient information revealed in the student clinic is confidential.
5. **Sexual Activity**
   Any sexual or sexually-suggestive activity on campus or during an off-campus assignment or activity is not permitted.
6. **Stalking**
   Any individual who willfully, knowingly, maliciously, or repeatedly follows; harasses; attempts to contact or communicate (written, verbal or electronic); and makes a credible threat placing the individual in reasonable fear of death or bodily harm may be in violation of Arbor's stalking policy. Such conduct is prohibited. Stalking causes substantial emotional distress in individuals and serves no legitimate purpose.

STUDENT CONDUCT

Students must adhere to high standards of scholarship and conduct that will not interfere with the learning process of any other student, the classroom presentation by the teacher, or the progress of the class in general. A student whose conduct reflects discredit upon himself/herself or the school will be subject to suspension and/or termination. The Administration of the school reserves the right, in the exercise of its judgment, to suspend and/or dismiss a student for reasons that include, but are not limited to the following:

1. Failure to conform to the rules and regulations of the school
2. Conduct that reflects unfavorably upon the school or its students
3. Unsatisfactory academic progress
4. Excessive absences or tardiness
5. Failure to pay charges when due
6. Cheating
7. Falsifying school records
8. Breach of the school enrollment agreement
9. Putting client safety in jeopardy through the exercise of poor judgment or an inability to function properly
10. Failure to abide by the rules and regulations of any clinical instructor
11. Entering the campus or classes while under the influence or effects of alcohol, drugs or narcotics of any kind
12. Carrying a concealed or potentially dangerous weapon
13. Disorderly conduct which interferes with the learning process of any other student, the classroom presentation by the teacher, or the progress of the class in general
14. Instigation, or participation in, rebellious activities against the school or its students
15. Solicitation which reflects unfavorably upon the school or its students
16. Profanity spoken on campus grounds
16. Vandalism of campus property
17. Refusal to follow reasonable instruction from any member of faculty or staff
18. Disruptive classroom behavior
19. Physical threats
20. Theft

A student dismissed for unsatisfactory conduct may be readmitted into the program at the discretion of the President.

CLASSROOM AND LABORATORY CONDUCT

1. **Safety** - Because of potential health hazards, safety is stressed in every class.
2. **Eating** - No food or beverage (except water) is allowed in classrooms or labs.
3. **Breakage** - A replacement fee may be charged for any deliberate breakage of equipment.
4. **Cleanliness** - Students are evaluated based on how they care for and maintain equipment. Housekeeping duties will be required of all students. Students are responsible for keeping campus facilities and equipment clean and neat at all times.
5. **Homework** - Required homework assignments are to be turned in when due. Each student should be prepared to devote time daily to home study.

SEXUAL HARASSMENT

“Sexual Harassment” is defined as any unwelcomed sexual advance, request for sexual favors and other verbal or physical conduct where submission to or rejection of such advances, requests or conduct affects a benefit such as terms of employment or continuation of education; or, when such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual’s work or education by creating an intimidating, hostile, humiliating or sexually offensive environment. Determining what constitutes sexual harassment depends upon the specific facts and the context in which the conduct occurs. Sexual harassment may take many forms – subtle and indirect or blatant and overt. Arbor will not tolerate sexual harassment and prohibits sexual harassment by school employees and students during any activity associated with the school. All members of the educational community have a responsibility to help maintain an environment that is free from all forms of sexual harassment. Violations of the Sexual Harassment policy may result in disciplinary action up to and including removal from the educational community. Any educational community member who believes this policy has been violated should report the problem to the Dean of Students. If the student complaint involves the Dean of Students, it should be reported to the Director/President. Complaints relating to sexual harassment incidents are to be addressed on an Occurrence Report form and directed immediately to the Office of the President. The results of the investigation are presented to the complainant, and when determined by the school to be appropriate, to the person accused of harassment. Individuals who violate this policy are subject to discipline ranging from a written warning to dismissal. Frivolous or false accusations of sexual harassment have serious consequences on innocent individuals. This institution cautions that such complaints may result in action being taken against the complainant. A copy of the official harassment policy can be found in the student handbook.

DUAL RELATIONSHIPS

The instructor-student relationship is foundational to the

educational process. As a matter of sound judgment and professional ethics, faculty members and students have a responsibility to avoid any apparent or actual dual relationships that could potentially create conflict in their responsibilities to the educational community.

Romantic and/or sexual relationships and or friendships between a faculty member and a student have the potential to pose risks to the faculty member, the student, or third parties. In such relationships, voluntary consent by the student is suspect because of the inherently unequal nature of the relationship. A romantic and/or sexual relationship between a faculty member and a student can lead to a complaint of sexual harassment when the student feels that he or she has been exploited. In addition, other faculty members, staff members, or students may express concerns about undue access or advantage, favoritism, restricted opportunities, or unfavorable treatment as a result of the relationship. These concerns are damaging whether the favoritism is real or perceived. They also arise in cases where the relationship between the faculty member and the student remains amicable, as well as in cases that lead to accusations of exploitation. For all these reasons, the school strongly prohibits romantic and/or sexual relationships or friendships between faculty members and students.

ACADEMIC INTEGRITY

The purpose of education is to advance one's own intellectual skills and knowledge and to demonstrate the outcomes of these efforts. An essential and shared value in higher education is presenting one's own work and properly acknowledging that of others. Any violation of this principle constitutes academic dishonesty and is liable to result in disciplinary action. Forms of academic dishonesty include but are not necessarily limited to the following:

- **Plagiarism** - submitting all or part of another's work as one's own in an academic exercise, such as an examination, computer file, or written assignment. This includes, but is not limited to, submitting papers written by someone else, such as a family member or friend, or downloading parts of, or entire, term papers, from the Internet, and then submitting them as your own work. It also includes use of another's words as one's own, be that paraphrasing or direct quotation, without proper citation.
- **Cheating** - using or attempting to use unauthorized materials on an examination or assignment, such as using unauthorized texts or notes or improperly obtaining, or attempting to obtain, copies of an examination or answers to an examination. This also includes sharing or receiving content, from exams or quizzes, by way of another student.
- **Facilitating Academic Dishonesty** - helping another to commit an act of academic dishonesty, such as substituting for an examination, completing an assignment for someone else, or sharing of computer files.
- **Fabrication** - altering or transmitting, without authorization, academic information or records.
- **Multiple Submissions** - submitting the same paper/project for credit in multiple classes, without permission of the instructors involved.

ACADEMIC DISHONESTY

Because of the extraordinary standards that Arbor requires from our students an incident of dishonesty will subject the student to stringent disciplinary action up to and including expulsion from the program. Upon expulsion, the Director of Education shall then notify the Director of Administrative Services to enter the notation "dismissed for academic dishonesty" on the student's academic record.

GRIEVANCE PROCEDURE

Arbor College|School of Massage recognizes the value of a grievance procedure that provides for the timely review of grievances in a fair and practical manner. A grievance or conflict is considered to be any dispute between a student and the school, a student and instructor, or between students. In the event that a student has a specific complaint regarding the school's compliance with statutes, rules, regulations, and/or policies of the Tennessee Higher Education Commission or the Tennessee Massage Licensure Board, he or she is encouraged to work with the President to resolve the matter informally. Although purely personal matters would not ordinarily give rise to a grievance subject to this grievance procedure, any matter that adversely affects the educational community could be the subject of a grievance. Arbor encourages students, instructors and staff members to manage conflicts by meeting individually with the involved person(s) in a spirit of cooperation and resolution, however, if this does not succeed, the involved parties should use the following grievance procedure. The use of good judgment and common sense should be used as your guide. In all cases, a written complaint should be submitted to the president/director of the school at:

Ed Bolden, President/Director
6500 Papermill Drive, Suite 214
Knoxville, Tennessee 37919
Telephone: (865) 450-3330
Email: edbolden@arborcollege.com

Upon receiving the complaint the President/Director, acting as the chief investigating officer, will consult with the appropriate department as follows:

Student Complaints about an Instructor or Student Clinic Coordinator
The Director of Education shall meet with the President/Director to review the complaint. If the student is not willing to meet individually with the involved instructor or coordinator, or if such a meeting did not resolve the conflict, the Director of Education calls a meeting acting as mediator with the student and instructor or coordinator. The Director of Education keeps a written record of this meeting. Only the involved parties are permitted in this meeting (with the exception of the President/School Director). If the meeting doesn't resolve the conflict; the Director of Education presents the situation to the President/Director who determines a resolution. The decision will be reduced to writing within 30 days and a copy will be given to the Student with the original kept in the students permanent file.

Staff Member Complaints about a Student
The Director of Student Clinic Services shall meet with the President to review the complaint. The Director of Student Clinic Services will then meet with the staff member involved. If the staff member is not willing to meet individually with the involved student, or if such a meeting did not resolve the conflict, the Director of Student Clinic Services calls a meeting acting as mediator in a meeting with the student and staff member. The Director of Student Clinic Services keeps a written record of this meeting. Only the involved parties are permitted in this meeting (with the exception of the President/Director). If the student is unwilling to participate in this meeting or if the meeting doesn't resolve the conflict, the Director of Student Clinic Services presents the situation to the President/Director who determines a resolution. The decision will be reduced to writing within 30 days and a copy will be given to the involved parties with the original kept in the students and staff members permanent file.

Student Complaints about another Student
The Director of Student Services shall meet with the President to review the complaint. The Director of Student Services meets with the student filing the complaint. If the student filing the complaint is not willing to meet individually with the other student, or if such a meeting did not resolve the conflict, the Director of Student Services calls a meeting, acting as mediator in a meeting with both students. The Director of Student Services keeps a written record of this meeting. Only the involved parties are permitted in this meeting (with the exception of the President/Director). If the student filing the complaint is unwilling to come to such a meeting, the matter is closed and no further steps are taken. If the other student is unwilling to participate in this meeting or if the meeting doesn't resolve the conflict, the Director of Student Services presents the situation to the President/Director who determines a resolution. The decision will be reduced to writing within 30 days and a copy will be given to the involved parties with the original kept in the students permanent file.

Any person claiming damage or loss as a result of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20 or Rule Chapter 1520-01-02 may file a complaint with the Tennessee Higher Education Commission, Division of Postsecondary State Authorization. The student may contact the Tennessee Higher Education Commission, Parkway Towers, Suite 1900, 404 James Robertson Parkway, Nashville, Tennessee 37423-0830. Telephone: (615) 741-5293.

INCLEMENT WEATHER AND CLASS CANCELLATIONS

In every situation, both individual and institutional, the decision to cancel classes should be taken very seriously. The reputation of the school and the integrity of the academic programs rely on every class being conducted according to the schedule; also, there are financial ramifications for students when a class is not held.
When predictions of severe weather warrant closing the school/student clinic or delaying the opening of the school/student clinic, every attempt will be made to announce this decision at least two hours in advance, to accommodate those faculty and students who come to campus from a distance. As a rule of thumb but not as an absolute rule, if the Knox County Public School System is closed due to inclement weather, Arbor will be closed for both day and evening classes. If dangerous weather conditions arise, classes may be cancelled at the President's discretion. If you determine that weather conditions in your surrounding area are hazardous or life-threatening use your discretion in traveling. In the event of school closings for inclement weather, you may check local news Channel 6 (WATE) Channel 10 (WBIR) or Channel 8 (WVLT) during their Winter Storm Reports/ Local School Closings which streams at the bottom of the television screen. As a service to students, WBIR offers free text alerts by going to http://www.WBIR.com/news/mobile/text.aspx. Any school days that are missed due to inclement weather will be made up as soon as possible. *Please remember that it is your responsibility to be apprised of official school closings not listed on the academic calendar*.

JOB PLACEMENT ASSISTANCE AND CAREER SERVICES

The school actively works to provide contacts of interested employers to students requesting assistance in finding an in-field position. Our job placement assistance relies on years of experience in the massage and bodywork profession. The faculty and staff are actively involved in career placement assistance, and counseling of students and graduates. Career development is a very individualized service. Current job openings from area facilities are made available to students and graduates through our online job board. There is no charge for this service to our students or graduates. Classroom instruction in resume preparation, self-directed job search techniques and interview skills training is provided to each student in formal class sessions. The school does not, however, guarantee employment upon graduation.

ALUMNI ASSOCIATION

The Alumni Association of Arbor is part of the educational community that nurtures lifelong relationships with and among current and future alumni. As a committed partner of the school, the association offers programs of relevance and service to alumni and creates support for the school. It shall be the purpose of the Arbor's Alumni Association to:

- Keep alumni acquainted with the programs and activities of the school;
- Provide financial support to the school and its programs;
- Develop alumni programs that foster fellowship among alumni and encourage the physical, moral, and spiritual growth of the school; and,
- Assist the school in the growth of its academic, administrative, cultural, and extracurricular activities

After graduation, we hope you will continue your involvement as a proud Arbor alumnus and participant in the Alumni Association. Membership in the Arbor's Alumni Association is all about pride-pride in Arbor and pride in being a graduate of the best massage and bodywork school in the country.

As a member of the alumni association, the association works to provide additional benefits to you, though no benefit is as great as knowing you are helping your school and its alumni continue to thrive and make a difference in the world. The Arbor Alumni Association is your lifetime connection to Arbor.

ACADEMIC PROGRAM

CLINICAL MASSAGE THERAPY DIPLOMA PROGRAM

PROGRAM OVERVIEW

The Clinical Massage Therapy diploma is a 620 hour program constructed to facilitates an educational experience that supports the learner in becoming a skilled, caring, professional massage Therapists. Our curriculum is a well-planned series of courses, each supporting and expanding the learners understanding of massage therapy. We provide a "real-world" educational experience for our learners that is both challenging and enjoyable. The teaching format combines facilitated interactive discussion, practical demonstration, individual and small group projects, and supervised massage practice. The diploma program meets the licensing requirements of most state laws presently enacted, and exceeds the educational requirements for the Massage and Bodywork Licensure Exam (MBLEx), as well as the licensing requirements for the State of Tennessee. In the technique classes, students learn through giving, as well as receiving hands-on work. The curriculum is designed to meet a wide range of learning styles and students are encouraged to identify and strengthen their strategies for success.

PROGRAM OBJECTIVES

Upon successful completion of the Clinical Massage Therapy Program, the student will have an entry-level knowledge to:

- be eligible for an entry-level position as a Licensed Massage Therapist;
- demonstrate a high level of proficiency in wellness, therapeutic, and clinical massage;
- demonstrate professional attitudes and ethical practices in all interactions with clients, students, and others;
- have an entry-level knowledge of anatomy, physiology, and pathology;
- be knowledgeable of the requirements necessary when establishing a private practice and when working in an established setting;
- be aware of body-mechanics necessary to practice massage therapy safely.

CURRICULUM

Life Science

Number	Title	Hours
LS101	Anatomy, Physiology, and Pathology	200
	Total	**200**

Massage Science

Number	Title	Hours
MS100	Massage Theory	26
MS101	Wellness Massage	26
MS102	Therapeutic Massage	26
MS103	Clinical Massage: Orthopedic	28
MS104	Clinical Massage: Sports	16
MS106	Clinical Reflexology	16
CP100	Clinical Practicum Internship	225
	Total	**363**

Practice Management

Number	Title	Hours
PM100	Ethics for Massage Therapist	10
PM101	Tennessee Massage Law	05
PM102	Business and Marketing	24
	Total	**39**

Resource

Number	Title	Hours
RS101	Career Planning	06
RS103	Energy Work-Reiki	16
	Total	**22**
	PROGRAM TOTAL	**620**

COURSE DESCRIPTIONS

LIFE SCIENCE

LS100-Anatomy, Physiology & Pathology (200 hours)
This course is designed to present the learner with an entry-level knowledge of human anatomy, physiology, and pathology. The course provides detailed information about location, palpation, and actions of the muscles, bones, and bone landmarks of the human body.

MASSAGE & BODYWORK SCIENCE

MS100–Massage Theory (26 hours)
This course provides an introduction to the key principles and techniques necessary for entering the field of massage therapy such as the benefits of massage, indications and contraindications for massage, endangerment sites, necessary equipment, safety and sanitation issues, and benefits of hydrotherapy as an adjunctive treatment.

MS101– Wellness Massage (26 hours)
This course explores the intuitive and artistic aspects of massage creating a nurturing and profoundly comforting and relaxing routine. The two strokes of the classic system, that relate to flow and transition and the application of these strokes in full body massage will be taught, including techniques for draping and body positioning. An overview of the indications and contraindications for relaxation massage, basic hygiene, equipment, lubricants and supplies will be presented. Instructions in body mechanics relative to self-care techniques will be covered.

MS102– Therapeutic Massage (26 hours)
This course is designed to provide the learner with essential principles and techniques of therapeutic massage. In this course the learner will learn the techniques of therapeutic massage. The five strokes of the therapeutic system and the application of these strokes in full body massage will be taught, including techniques for draping and body positioning. An overview of the indications and contraindications for therapeutic massage, basic hygiene, equipment, lubricants and supplies will be presented. Instructions in body mechanics relative to self-care techniques will be covered.

MS103- Clinical Massage: Orthopedic (28 hours)
This course examines the clinical approach to common conditions in the musculoskeletal system encountered by massage practitioners. Specific massage techniques are applied and combined with therapeutic intent, to address various types of soft tissue pain, dysfunction, and injury.

MS104– Clinical: Sports Massage (16 hours)
This course is an introduction to the profession of athletic and sports massage. This course includes how to assist athletes in training to perform optimally with pre-event massage, athletes in competition in intra- and post-event massage, and athletes in injury recovery and rehabilitation.

MS105-Clinical: Reflexology (16 hours)
This course is designed to provide a basic overview of zone therapy. The focus of this course is on theory and technique of reflex points and their healing effects on the human body.

CP100-Clinical Practicum (225 hours)
This course is designed to allow the learner to experience working in a simulated “real world” professional massage therapy clinic. This course offers faculty supervision of student massages performed in the student clinic. The learner experiences the daily operations through the role of practitioner in a professional massage therapy setting, while building self-confidence through hands-on experience with a wide-range of patients.

PRACTICE DEVELOPMENT

PM100-Ethics for Massage Therapists (10 hours)
This course covers the ethical guidelines and standards established by the massage profession. Students will be presented with a myriad of situational problems designed around ethical issues regarding personal and professional boundaries, scope and limits of practice, discrimination, sexual misconduct, and professionalism.

PM101-Tennessee Massage Law (5 hours)
This course is designed to provide the students with information regarding the laws, rules, regulations, limitations, scope of practice, restrictions, and revisions for the practice of massage in the State of Tennessee. The course utilizes and distributes the most recent version of the Tennessee Massage Practice Act and General Rules Governing Licensure of Massage Therapists and Establishments issued by the Tennessee Massage Licensure Board, as its primary text.

PM102-Business and Marketing (20 hours)
This course covers a broad spectrum of business practices and methods vital to establishing and maintaining a successful massage therapy practice, including business marketing and promotion and offers a variety of information on proven methods of marketing. The subjects covered include advertising, branding and imaging, media campaigns, internet and network marketing, health and trade fair participation, public relations, and event promotion.

RESOURCES

RS100-Career Planning (6 hours)
This course is designed to assist the learner in developing the necessary skills needed to research, interview for, acquire and successfully maintain a career in the massage and bodywork industry. Topics covered in-

clude resume preparation, and job interviewing MBLEx Review and obtaining a license. This course is a requirement for all seniors.

RS101-Energy Work Concepts (16 hours)
This course is designed to introduce the learner to the fundamental and rudimentary principles of energy work. A variety of modalities and methods of energy work will be researched, discussed, and demonstrated throughout the course. The course is designed for individuals who are interested in enhancing their own well-being as well as for learners seeking to broaden their skills by introducing an energy perspective to their practices.

ELECTIVES

MS107-Myofascial Massage (20 hours)
The goal of this course is to refine the learner's ability to provide a more specific course of treatment in relation to the overall benefits of soft tissue manipulation for special client populations that present with postural distortions resulting from fascial restrictions; augmenting the understanding and application of the principles and concepts of patient assessment.

PM104-Practice Development Lab (4-12hours)
This course is designed to allow the students to demonstrate competency of the marketing skills and knowledge that they acquire in PM101 Business and Marketing . In addition, the student will have an opportunity throughout the educational process to share the gift of touch with individuals and a wide variety of groups.

ADMINISTRATIVE INFORMATION

BOOKS AND SUPPLIES

Students are required to purchase their own textbooks and supplies. Once a student has been accepted into the program, the Director of Education will send each student a letter apprising the students of all necessary supplies and textbooks needed. Included in this letter is a list of vendors that provide the necessary supplies and textbooks at a reasonable or discounted cost.

ENROLLMENT AGREEMENT

The Enrollment Agreement is an agreement between the school and the student. Upon admission to the school and prior to attending the first day of classes the agreement must be executed along with a tuition deposit. Although the entire deposit is applied to tuition, $100 of the deposit is a non-refundable registration fee. Students who do not start the program on the date listed on their original enrollment agreement will be required to complete a new agreement, and will be subject to all applicable tuition increases and fees.

PAYMENT OPTIONS

Because we believe that every person has a right to a quality education, we have made it easy and affordable for you to pursue your career in massage and bodywork. Arbor is committed to helping students achieve their educational goals. We do not participate in the Title IV Federal Financial Assistance program; however, we do accept cash, personal checks, money orders, debit and credit cards.

- Students may make full payment of tuition and fees at the time of enrollment, obtain tuition assistance from outside agencies, or set up a payment plan using ArborCare™ Program.

- Qualifying students may be eligible for financial assistance through the Veterans Administration GI Bill®or the State and Federal Vocational Rehabilitation Program.

- The ArborCare™ Program allows us to help you attain your dreams. We can customize an interest free in-school payment program that works for you.

We care about you, not your money! Arbor is one of a handful of schools in the nation committed to a “need-blind” admissions process. In other words, we don’t consider your financial situation when we consider your application for admission. We accept fantastic people and make sure Arbor is a possible for them. Arbor is committed to making every effort to work with students in the financial planning process and to ensure that students are able to pursue their educational goals, regardless of their financial resources. This program enables us to choose our students solely on the basis of educational considerations such as talent, promise and ability to contribute to the educational community while removing cost as a barrier to a first rate educational opportunity. We require that all tuition and fees be paid in-full prior to completion of the program. We do not issue a diploma or a transcript to individuals that have an unpaid balance. Should you have any questions regarding payment options, please contact the admissions office at 865-450-3330 for additional information.

CANCELATION AND REFUND POLICY

The Cancelation and Refund Policy of Arbor College|School of Massage is as follows:

a) If a student withdraws from the institution on or before the first day of classes, or fails to begin classes, the refund shall equal the sum of all refundable fees paid and, if the student has institutional loans, forgiveness of the amounts owed by the student for the period of enrollment for which the student was charged, less an administrative fee of one hundred dollars ($100.00);

b) A student who withdraws at any time is entitled to a full refund of any fee, regardless of whether the fee is included in tuition, paid to the institution for tangible goods or services not delivered to or fully provided to the student;

c) In addition to subparagraph (4)(b) of this rule, if after classes have commenced and before expiration of ten percent (10%) of the period of enrollment for which the student was charged, a student withdraws, drops out, is expelled, or otherwise fails to attend classes, the refund shall equal seventy-five percent (75%) of all refundable fees paid and, if the student has institutional loans, forgiveness of the loan amount in excess of the twenty-five percent (25%) the student owes by Arbor College|School of Massage, less administrative fee of one hundred dollars ($100.00);

d) In addition to subparagraph (4)(b) of this rule, if after expiration of ten percent (10%) of the period of enrollment for which the student was charged, and before expiration of twenty-five percent (25%) of the period, a student withdraws, drops out, is expelled, or otherwise fails to attend classes, the refund shall equal twenty-five percent (25%) of all refundable fees paid and, if the student has institutional loans, forgiveness of the loan amount in excess of the seventy-five percent (75%) the student owes by Arbor

College- School of Massage, less administrative fee of one hundred dollars ($100.00); or

e) In addition to subparagraph (4)(b) of this rule, If after expiration of twenty-five percent (25%) of the period of enrollment for which the student was charged, a student withdraws, drops out, is expelled, or otherwise fails to attend classes, the student may be deemed obligated for one hundred percent (100%) of the tuition and other fees charged by Arbor College|School of Massage.

f) For a student who cannot complete one or more classes because Arbor College|School of Massage discontinued such a class during a period of enrollment for which the student was charged, Arbor College|School of Massage shall refund the sum of all refundable fees paid and, if the student has institutional loans, forgive the amounts owed by the student.

When computing refunds, pursuant to the "Cancelation and Refund Policy", the last day of attendance for a student shall be determined by the following:

a. The date on the expulsion notice if a student is expelled from the school; or

b. The date the school receives a written notice of withdrawal from a student; or

c. When no written notice of withdrawal is given, the school shall use the last day of attendance as the date of withdrawal; or

d. The date the student fails to return from an approved leave of absence.

Refunds are made within ninety (90) days of the effective date of termination. Any amounts due to Arbor College| School of Massage by the enrollee apart from tuition will be deducted from the refund amount. Any money owed to the school will be due and payable immediately.

TUITION/POTIENTIAL/OPTIONAL COSTS

Arbor College|School of Massage endeavors to deliver the highest quality education at the most affordable cost possible. It is important to us that you completely understand the commitment that you will be making of your time, energy, and finances. Included below is a summary of the financial cost of attending Arbor, including cost of tuition, supplies, and post graduate costs for licensure at the time of publication. Should you have any questions regarding the cost of tuition for any program or necessity the any potential, additional, and/or optional costs, please contact the Director of Administrative Services.

	Cost
Tuition	$5,850
Fees Paid to Arbor	
Business Cards (500)	$30
Lubrication Fee (Per Term)	$60
Linen Fee (Per Term)	$60
Holster and Bottle	$15
Graduation Fee	$60
Classroom Supplies	
Textbooks*	$200
Uniforms*	$75
Massage Sheet Sets*	$30
Optional Materials and Supplies	
Massage Table*	$450-900
Massage Chair*	$200-425
Massage Bolsters*	$20-75
Post Graduate Fees	
Criminal Background Check	$35
National Examination (MBLEx)	$195
Initial State Licensure Fee	$280

APPENDIX

Appendix A

FACULTY AND STAFF

Our faculty and staff come from a variety of massage and healthcare backgrounds, and many have taken the same road you're about to travel. That means they understand your needs and concerns, and they're always ready to assist. Our program is primarily hands-on, allowing you to experience and practice massage techniques during your education. Our faculty and staff are right there with you helping you to develop techniques and encouraging you when there's room for improvement.

Administration

Ed Bolden, LMT
President/Director/Instructor
Certificate of Massage Therapy
Certificate of Reflexology
C.O.R.E. Institute
Knoxville, Tennessee

Benita F. Hamby, RCR
Executive Assistant
Certificate of Reflexology
Diploma of Clinical Massage Therapy
Arbor College|School of Massage
Knoxville, Tennessee

Education

Donna Funk, LMT
Director of Education/Instructor
Certificate of Massage Therapy
Certificate of Reflexology
C.O.R.E. Institute
Knoxville, Tennessee

Student Clinic

Jeryd Greer, LMT
instructor
Director of Student Clinic Services
Diploma of Clinical Massage Therapy
Arbor College|School of Massage
Knoxville, Tennessee

Sarah Schubert, LMT
Student Clinic Coordinator
Diploma of Massage Therapy
Tennessee Institute of Healing Arts
Chattanooga, Tennessee

Jonathan McCurdy, LMT
Student Clinic Coordinator
Diploma of Clinical Massage Therapy
Arbor College|School of Massage
Knoxville, Tennessee

Paul Justice, LMT
Student Clinic Coordinator
Diploma of Clinical Massage Therapy
Arbor College|School of Massage
Knoxville, Tennessee

ADVISORY BOARD

Arbor works closely with an Advisory Board from the local community to ensure that curriculum, equipment, and instruction is current and relevant. The Advisory Board is helpful in researching new programs and placement of students after graduation.

Board of Advisors

Ed Bolden, LMT	President/Director/Owner
Travis Jackson, LMT	Program Advisor
Amanda Caldwell, LMT	Program Advisor
Pam Bull, LMT	Program Advisor
Kim Hawkins, LMT	Program Advisor
Derek Richards, DC	Life Science Advisor
Dena HySmith, CPA	Educational CPA
Paula Lynch	Web Advisor
Alex McKinnon, LMT	Technology Advisor
Marcela Collins, LMT	Board Consultant
Laura Woitte, LMT	Board Consultant
Cathy Thaler, LMT	*Advisor Emeritus*

Ex Officio Member

Donna Funk, LMT	Director of Education
Jeryd Greer, LMT	Director of Student Clinic

ARBOR ACADEMIC CALENDAR

2020-2021

COVID-19 Addendum

June	20	New Student Orientation
July	1-5	Summer Break
	6	Term Starts
	11	Graduation (Closed)
August	27	Staff In-service
September	7	Labor Day
October	3	New Student Orientation
	6	Term End (Projected)
	11	Graduation (Projected)
	12-16	Fall Break
	16	Enrollment Deadline
	19	Term Start
November	3	In-service
	25-26	Thanksgiving Break
December	21-31	Winter Break

** Denotes No Classes*

This academic calendar may be changed at the discretion of Arbor to facilitate completion of programmatic benchmarks