

MAS PROGRAM COORDINATOR CONTACT INFORMATION

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**Pronounced: Wis kev itch*

Welcome!

Congratulations on joining the NCCC Massage Therapy program! We hope you are as excited as we are to meet everyone in the NCCC MAS Class of 2025!

As you may have heard, this is a very challenging program, but as the saying goes, 'anything in life worth having is worth working hard for!' After two years of hard work and dedication, you will be ready to enter a very rewarding career with the opportunity to work in a variety of settings!

In the meantime, the MAS program faculty are here to help you achieve your goals. Keep in mind that you must do the hard work, we provide the guidance!

Good luck in the program. We look forward to seeing you grow as a student to become a competent, knowledgeable licensed massage therapist!

*Dr. Wyzykiewicz
Massage Therapy Program Coordinator*

**Niagara County Community College
Nursing, Physical and Allied Health Division**

MASSAGE THERAPY PROGRAM
PHILOSOPHY, MISSION STATEMENTS AND GOALS AND OUTCOMES

Philosophy

We believe that Massage Therapy is an important element in the multi-faceted health care professions that exist in our modern world. Massage Therapy may be used alone, or in conjunction with other methods of health care, both allopathic and holistic. As Massage Therapists, we endeavor to provide a safe and healing atmosphere for clients seeking our services. Our intention is to develop and maintain a high level of technical competence, as well as a mindful and inclusive set of values and high ethical standards concerning our profession. We know that the learning never stops. As Massage Therapists, we will continue to increase our level of skill in order to provide our clients with individualized therapeutic methods to best suit their needs. We pledge to do this with technical skill, thoughtfulness, compassion and empathy.

Mission Statement

The Massage Therapy Program will provide students with the opportunity to learn the therapeutic benefits of massage therapy, which is defined as engaging in applying a scientific system of activity to the muscular structure of the human body by means of stroking, kneading, tapping and vibrating with the hands or vibrators for the purpose of improving muscle tone and circulation. Massage therapy is administered for the purpose of improving blood and lymph circulation, relaxation of muscles, relief of pain, and discomfort, and restoration of metabolic balance. Western and Eastern massage therapy techniques will be offered in the curriculum. Graduates of the program will meet the education requirement for licensure in massage therapy in New York State, which will enable them to take the New York State Massage Therapy Examination. Graduates may also qualify for examinations offered in other jurisdictions or by national certification membership organizations, such as the Examination of the Federation of Massage Therapy Boards or the National Certification Examination for Massage and Bodywork Therapy.

Goals of the Massage Therapy Program

The program will prepare graduates:

- For licensure in massage therapy in NYS.
- To be skilled in both Eastern and Western Massage.
- To set up a professional / private practice.
- To meet 4 to 5 SUNY general education requirements.

Curriculum Objectives

At the completion of this program, students will:

- Apply knowledge of human anatomy, physiology, neurology, pathology, myology, kinesiology, behavioral science, and humanities when providing Western and Eastern massage therapy.
- Integrate knowledge of health and hygiene into the practice of self-care for the massage therapist, and the creation and maintenance of a safe and effective work environment.
- Utilize professional judgment to recognize the presence of disease processes, signs of abuse or neglect that may require the intervention of other health care providers and make appropriate referrals.
- Demonstrate understanding of the uses, effects and chemical ingredients of powders, oils, and other products used in the practice of massage therapy.
- Communicate effectively to practice as an individual, or in collaboration with consumers, colleagues and other health care providers.
- Consistently apply massage therapy techniques within the legal and ethical parameters of the profession as defined by the New York State Education Department
- Apply concepts of small business management to the operation of a massage therapy service.

MAS CURRICULUM PLAN

FIRST YEAR

Fall

		CREDIT HOURS	LECTURE HOURS/WK	LABORATORY HOURS/WK	CLINICAL HOURS/WK
MAS 100	Introduction to Massage Therapy	3	3		
MAS 101	Western Massage Therapy I	3	2		
MAS 101L	Western Massage Therapy I Lab	0		3	
MAS 102	Myology	3	2		
MAS 102L	Myology Lab	0		3	
BIO 213	Human Anatomy and Physiology I	4	4		
BIO 213L	Human Anatomy and Physiology Laboratory I	1		3	
ENG 101	Writing I	3	3		

Spring

		CREDIT HOURS	LECTURE HOURS/WK	LABORATORY HOURS/WK	CLINICAL HOURS/WK
MAS 103	Eastern Massage Therapy	3	2		
MAS 103L	Eastern Massage Therapy Lab	0		3	
MAS 104	Kinesiology	3	2		
MAS 104L	Kinesiology Lab	0		3	
MAS 105	Western Massage Therapy II	3	2		
MAS 105L	Western Massage Therapy II Lab	0		3	
BIO 214	Human Anatomy and Physiology II	4	4		
BIO 214L	Human Anatomy and Physiology Laboratory II	1		3	
ENG 102	Writing II and Introduction to Literature	3	3		

SECOND YEAR

Fall

		CREDIT HOURS	LECTURE HOURS/WK	LABORATORY HOURS/WK	CLINICAL HOURS/WK
MAS 203	Health, Hygiene and Hydrotherapy	2	2		
MAS 204	Pathology for Massage Therapists	3	2		
MAS 204L	Pathology for Massage Therapists Lab	0		3	
MAS 205	Massage Practicum I: Clinical Applications	2			2
MAS 215	Neurology	3	3		
PSY 110	Introduction to Psychology	3	3		
HED 214	Advanced First Aid and CPR	2	1	2	

Spring

		CREDIT HOURS	LECTURE HOURS/WK	LABORATORY HOURS/WK	CLINICAL HOURS/WK
MAS 206	Massage Practicum II: Clinical Applications	3			9
MAS 207	Related Massage Modalities	3	2		
MAS 207L	Related Massage Modalities Lab	0		3	
PSY 210	Developmental Psychology: A Life-span Approach	3	3		
BUS 122	Small Business Management	3	3		
MAS 105	Mathematics for Consumers OR	3	3		
MAT 164	Introduction to Statistics	3	3		

CPR AND FIRST AID CERTIFICATION

Certification in both ***CPR for the Professional Rescuer and First Aid Responding to Emergencies*** will be completed through the completion of HED 214 at Niagara County Community College

Seniors: Documentation of both First Aid and CPR certification (as above) must be received by the DCE no later than January 27, 2025. If this information is not received by this date, the student WILL NOT be allowed to participate in clinic in the last semester.

NOTE: IT IS THE STUDENT'S RESPONSIBILITY TO KEEP TRACK OF EXPIRATION DATES AND SEEK RENEWAL FOR ALL REQUIREMENTS FOR CLINICAL EDUCATION...IT IS NOT THE MASSAGE PROGRAM COORDINATOR'S RESPONSIBILITY!

ALSO NOTE: Fully online CPR and First Aid courses are NOT acceptable.

GRADING IN MAS COURSES

Final grades are given at the end of each semester or module. Mid-semester deficiency letters may also be issued so that students will be aware of their standing in each course. The following letter grade and quality point system is used for all MAS courses:

Letter Grade**	Quality Points	Numerical Grade
A	4.0	90.0-100
A-	3.67	88.0-89.9
B+	3.33	85.0- 87.9
B	3.0	83.0- 84.9
B-	2.67	80.0-82.9
C+	2.33	78.0-79.9
C	2.0	75.0-77.9
D	1.0	65.0-74.9
F	0	<65.0
I*	0	Incomplete
S*	0	Satisfactory
U*	0	Unsatisfactory
J*	0	Audit
W*	0	Withdrawal
X*	0	Withdrawal

The grading procedures for individual courses will be distributed to the student at the beginning of each course.

*See College Catalog for complete description of these grades.

**NOTE: 'Passing' in any MAS prefix course or BIO prefix course is a C (2.0) or better.

Please see the program policies section for more details.

*****ALSO NOTE: Once a student takes ONE exam (or more) in any MAS class, that student WILL receive a LETTER grade (A, B, C, D or F, as appropriate). It is the STUDENT'S responsibility to drop a class either during the DROP/ADD period or before completing an exam in order to avoid receiving an actual letter grade.**

COMPUTER USAGE

NCCC courses may require students to use computers to access our campus wide Course Management System named Brightspace and/or utilize course specific software. Computer use may be required at the discretion of the instructor to deliver course content, support assignments, administer tests, and enhance class communication. Students may use their home computers or the open access computers located in the Library. If a student requires support or training in the use of computers and/or the use of Brightspace, please contact the instructor the first week of classes to obtain information regarding training sessions for students.

BRIGHTSPACE

NCCC uses Brightspace for our learning management system. For this course I will use Brightspace to provide course materials and assignments. Brightspace uses the same username and password as your T-Wolves email. You must first activate your email account before you can access Brightspace. If you need assistance with Brightspace, please contact onlinelearning@niagaracc.suny.edu or call Open SUNY at 1-844-673-6786.

ACADEMIC CENTER FOR EXCELLENCE (ACE)

The Academic Center for Excellence is located on the Sanborn campus within the Henrietta G. Lewis Library (entrance on the 2nd floor of the Learning Commons). ACE provides in-person and online academic support services, such as academic coaching and student tutoring, free to all NCCC/NFCI students as well as computer and printing services. It is recommended to visit ACE for academic support services. Visit the ACE web page for more details and to access online tutoring services (www.niagaracc.suny.edu/ace).

ATTENDANCE

Rationale for Attendance Policies

1. Massage therapy is a discipline which requires acquisition of knowledge and practical skills along with organizational and personal capabilities. Large amounts of material are covered in each class, and attendance is important as the curriculum builds on previously learned material.
2. In order to meet the program objectives, the MAS curriculum consists of classroom and laboratory experiences. A critical element that influences students' success is attendance in all areas.
3. NYS requires 1000 clock hours of academic experience to sit for the NYS licensing exam. Missing classes or tardiness will impact these hours.
4. Punctuality, consistent attendance, and the student's diligence in participating 100% with client care are key factors to the successful completion of this program as well as to securing employment.
5. Students who miss classes, labs and clinical days are in jeopardy of missing opportunities to meet course objectives and subsequently achieving passing grades.
6. Attendance is documented for each class. Absences and tardiness are not representative of professional behavior and points may be deducted for a lack of professionalism in merit records or other documents.

Attendance Policy for Class and Lab and Clinic

Attendance will be taken daily. Students are expected to attend all classes and laboratories. Students are responsible for all assigned work. In the event of absence, it is the student's responsibility to contact the instructor in order to:

1. Inform instructor of absence
2. Inquire about work assigned
3. Discuss make-up of material missed, exams, quizzes and assignments.

Students are responsible for officially dropping a course they are no longer attending; otherwise, they will automatically fail. Dropping a MAS or BIO course will result in dematriculation from the program but may allow the student to reapply later if the student chooses to do so.

Students are advised that an absence from a lecture or laboratory session will significantly impact the student's success in both the course and clinical courses. Of course, this will also jeopardize the welfare of any clients in the student's care. Furthermore, the student may not obtain all the required hours for NYS licensure.

In the event of an unexpected school closing (e.g., "snow days"), all work planned for that day will be completed on the following day of that class. This includes all homework assignments, quizzes examinations and practicals-- so be prepared!

*NOTE: Absences and tardiness will impact your participation grade (if applicable)—please see individual course syllabi for details!

The following is the Attendance Policy from the 2023-2024 NCCC College Catalog:

Attendance Policy

The student is expected to be present and on-time for every class in which he/she is registered. The student is responsible for meeting the objectives of each course and for participating in the learning experiences which occur in the classroom. Excessive absences or tardiness by the student may make it impossible for the instructor to assist the student in meeting either, or both, of these criteria. The ability to make-up class work, assignments or examinations is at the discretion of the instructor. Consequently, the instructor may determine that excessive absences or tardiness have made it impossible for the student to complete the course successfully. The instructor will distribute a course syllabus that will outline the attendance policy.

If the student does not attend any classes for the first 20% of a particular course, the student will be reported as non-attending and be withdrawn from that course. A final grade of W will be issued on the academic transcript for the course. If a student is reported as non-attending in ALL classes, a grade of X will be issued for each enrolled course and the student withdrawn from the college. These grades are irrevocable. During the first 85 percent of a course, a student may also initiate a course withdrawal request and a final grade of W will be issued. None of the above situations will adversely affect his/her grade point average. After the 85 percent point, if a student remains registered in a course in which he or she is not attending, the student may earn an F as a final grade.

Regulations require all faculty members to record attendance. The student's failure to attend class may negatively affect financial aid and/or academic standing. Any student who will be absent from a class or classes for one week or longer should contact the Office of Student Services so that individual instructors may be notified.

A student who plans to participate in intercollegiate athletics may experience a conflict with academic curricular course work. Missing a class, or another requirement such as a field placement, clinical experience or internship because of participation in intercollegiate athletics is not an excused absence. Students who plan to participate in intercollegiate athletics should consult the Absence Due to Participation on an Athletic Team policy below.

Students shall not be penalized for class absences due to unavoidable or legitimate required military obligations not to exceed two (2) weeks or 15% of the course, or unless special permission is granted by the instructor. Instructors must also consider the student's overall attendance and progress when determining if sufficient attendance/work completed warrants a passing grade. Students are responsible for notifying faculty of such circumstances as far in advance as possible, and for providing documentation to verify the absence. Official notice will be sent to members of the faculty by the Office of Veteran Services upon receipt of documentation. Faculty members are responsible to provide reasonable accommodations or opportunities to make up exams or other course assignments.

Absence Due to Participation on an Athletic Team

Regular class attendance is a precondition to serious intellectual engagement, a goal that Niagara County Community College has established for all of its students. Student athletes representing NCCC may be unable to attend classes that conflict with authorized competition. In order to ensure an orderly, accurate, and mutually satisfying arrangement regarding class absences, the athletic department will send an email to instructors via Starfish alerting the instructors about such absences for athletes.

Absence Due to Field Trips

If an instructor arranges a field trip for a class, it is the student's responsibility, in advance of the trip, to inform the instructors of any classes that will be missed as a result of the field trip. Instructors should try to arrange

opportunities for students to make up work missed because of the trip, but the individual student is responsible for completing missed assignments.

Absence Due to Religious Observance

According to Section 224-A of the New York State Education Law: “Any student in an institution of higher education who is unable, because of his or her religious beliefs, to attend classes on a particular day or days shall, because of such absences on the particular day or days, be excused from any examination or any study or work requirements. It shall be the responsibility of the faculty and of the administrative officials of each institution of higher learning to make available an equivalent opportunity to make up any examination, study or work requirements which he or she may have missed because of such absence on any particular day or days. No adverse or prejudicial effects shall result to any student because of his or her availing himself or herself of the provisions of this section.”

Additional Notes for MAS Program

If a quiz is given when a student is not present, or a homework assignment is late, a “0” grade will be recorded for that quiz or homework. Quizzes are usually administered in the first 15 minutes of a lab or lecture session; **no opportunity for taking the quiz later will be provided.**

***Note:**

- Students are strongly advised to avoid missing scheduled tests.
- Make-up tests will be reserved for emergency situations.
- In the event of a **genuine** family or personal **emergency**, it is the student’s responsibility to contact the instructor within **24 hours** of the scheduled exam, or a “0” grade will be recorded for that test.

Students who miss, or are late, or leave early on a quiz day, or homework due date, will **NOT** be given a make-up or allowed extra time and will receive a 0 for that grade. Quizzes and homework assignments are not on the course schedule. Homework assignments will be given in class. Quizzes will not always be announced in advance. (Keep up – be prepared!) All homework assignments must be received by the due date and during the class period on the assigned date and time. If not received by the due date and time, the student will receive a zero for the assignment.

Those students who have legitimate **documentation** of an illness, emergency or family tragedy, etc. MAY be eligible to make-up a test or exam if: the faculty member is contacted within 24 hours of missing the test/exam, AND if the test/exam is made up within a reasonable period of time as determined by the faculty member. Typically, this would be within 24-48 hours after the test/exam was originally scheduled. Students without legitimate documentation will be given a zero for that test/exam. Note: this policy only applies to tests/exams and not to any other assessment or assignment (quiz, CPE, homework, project, etc.).

The instructor for each course is committed to being on-time for classes and expects the same of students. It is a matter of respect for all the participants in this class. It has been the instructor’s observation that there is a direct correlation between attendance and student success. Students are cautioned that to be absent from lecture, even with adequate effort on the part of the student to make up the missed work, will significantly reduce the likelihood of passing this course. It is the student's responsibility to obtain missing handouts, notes and other information. Students should also be aware that if late to lecture, they will be marked as absent in the instructor’s records. **Additionally, if a quiz is given when a student is not present, or a homework assignment is not submitted by the due date and time, “0” grade will be recorded for that quiz or homework. Late submissions of homework will not be accepted. There are no ‘makeups’ on quizzes or other assignments given during class time.**

EXAMINATION POLICIES AND PROCEDURES

Attendance at all scheduled examinations is mandatory. Any student absent from examinations due to illness or injury must have a written justification from their physician. Absence from an examination for any other reason must be excused by the instructor before the time of the scheduled examination, or be brought about by a very serious, verifiable circumstance. Any unexcused absence from an examination will automatically result in a score of ZERO for that examination.

Excused absences:

The faculty recognize that situational emergencies and illnesses may occur. In addition, jury duty or military duty may require the student to be absent. In these cases, documentation will be requested by the instructor or program director to verify the reason for the absence. Evidence such as a physician's note, copy of military order, or jury summons will be requested. Students must call the instructor at the MAS office as soon as the absence is anticipated. Students do not lose merits for EXCUSED absences.

Makeups:

Students are responsible for meeting all required course assignments (e.g. papers, tests, clinical assignments) despite absence from class, labs or clinical. The student is responsible for getting notes from other students and contacting the instructor who will determine the manner in which missed assignments will be made up. Make up exams must be taken within one week after the student returns or at the discretion of the instructor. Make up exams may not be the same as the original exam and may include essay questions, oral exam, etc..

MAS Testing and Test Taking Procedures:

For exams which take place on campus:

Seating arrangements and decisions on students leaving the room during a test/exam is at the discretion of the instructor. The instructor may also stop a student from completing an test/exam in the event of violations of the test taking policies or cheating.

ATTENDANCE AT ALL SCHEDULED EXAMINATIONS IS MANDATORY. Any student absent from examinations due to illness or injury must have a written justification from their physician. Absence from an examination for any other reason must be excused by the instructor BEFORE the time of the scheduled examination or be the result of very serious, VERIFIABLE circumstance. All makeup examinations must be taken no later than one week after the student returns to class. Any unexcused absence from an examination will automatically result in a score of ZERO for that examination.

An area will be designated for personal belongings (cell phones, computers, tablets, smart watches (ie any electronic devices), books, handbags, backpacks, etc.) before the students are seated for the examination. The only materials that students may have at the table with them are pens and pencils to complete the answer sheets. If a student wears a cap or hat during the exam, the brim must not cover the student's face (ie worn backwards). If necessary, faculty will distribute scratch paper to be used during the test. This paper MUST be turned in with the exam.

When scantrons are utilized, the student must use a number 2 pencil. The answers must be neatly marked and any erasures must be clearly removed.

Cheating **WILL NOT BE TOLERATED**. If a student is found cheating, he/she will receive a grade of zero and will NOT be allowed to retake the test. If repeat offenses occur, the student will be dismissed from the MAS program. All tests and answer sheets must be handed in within the time limit determined by the instructor at the start of the examination. Once the student has submitted the completed examination, he/she should either quietly leave the examination room or return to their seat and remain quiet throughout the remaining examination time period. The student should not ask the instructor to verify any answers during this time.

Students should wear a watch (NOT A SMART WATCH!) to monitor the time during the exam since cell phones will not be allowed.

In the event of a fire drill/alarm during an exam:

Students must leave all exam materials on desk and stay with instructor while exiting the building and while outside the building and when returning to the building. Student must not talk to other students during this entire time. Students will return to their desk and restart the exam.

MAS LABORATORY CLASSES

In MAS laboratory courses, the student will be learning new skills that will be applied in the clinic. Thus, the acquisition of these skills is an integral part of the program. Students are to come to all laboratories prepared to practice skills or competencies. This preparation includes wearing appropriate laboratory attire, but also reading all assigned materials prior to the assigned laboratory. The scheduled lab time is utilized for instruction in, and practice of, those skills. Since this time is limited, it will be necessary for the student to further practice these skills outside of the assigned laboratory period.

Additionally, student attendance and participation in lab must be documented by the instructor in order to demonstrate fulfillment of the state mandated 'clock hours' to obtain licensure.

Each semester, a schedule of open lab times will be posted outside of the massage therapy lab. All practice sessions, particularly those utilizing mechanical/electrical devices or equipment, must be supervised directly, i.e. in the room, by a MAS faculty member and/or technical assistant. Open labs in which students are utilizing mechanical and/or electrical equipment, a MAS faculty member must be present to supervise. Students must limit their practice to "clients" who are MAS classmates, and to skills which have already been introduced in class and to those which are in the scope of practice of the MAS.

Students **may be** required to wear masks which cover mouth and nose while on campus, at all times. Therefore, of course, masks may be worn while practicing skills and during clinicals.

LABORATORY AND CLINIC RULES AND SAFETY GUIDELINES

1. Students with any history of an underlying medical condition (i.e., diabetes, pregnancy, cardiac problems, seizure disorders, cancer, high blood pressure, allergies, etc.) must report these to the instructor IMMEDIATELY PRIOR TO ATTENDING LABS. All information will be kept in strict confidence. Also, students with such a change in their health status are required to submit medical documentation to the MAS program coordinator which confirms they are cleared to participate in the MAS coursework without restrictions. All students are required to complete and submit the form on the following page. Students will be required to complete a medical update form at the start of each semester.
2. Students will conduct themselves in a manner which will exhibit an attitude of caring, respect, and dignity for fellow students and teachers. Professionalism is a must. Joking and disruptive behavior will not be tolerated and will result in removal from lab.
4. Students are **REQUIRED (MANDATORY)** to dress in appropriate lab attire, which can differ depending upon the lab. For myology and kinesiology labs, **LOOSE** fitting SHORT shorts (with drawstring or elastic waist) and hospital gowns or other appropriate covering attire. It is advisable to wear a two-piece bathing suit beneath shorts and hospital gowns. Sweats may be worn OVER shorts and hospital gowns or other appropriate covering* if desired. Students should be dressed in lab attire **PRIOR TO** the start of each lab unless notified by the lab instructor to the contrary. (*other appropriate covering = may be an old t-shirt modified by cutting off sleeves for example) This will be further explained by the lab instructor for each lab. For all other MAS labs, while students are on the table being worked on, it is required (mandatory) to be fully undressed with appropriate draping protocol practiced. This is imperative in order to properly develop palpation and draping skills necessary to the massage therapist. The instructor will educate students of the proper way to change and get on the table in this manner during the draping and bolstering lab session. Those students unable to meet this requirement due to medical reasons should see the instructor during office hours to develop an alternative solution.
5. During student clinic hours (second year of the program), students are required to wear the NCCC Massage Therapy program shirt (purchased in the NCCC bookstore) and either black or khaki, clean, ironed pants and clean shoes (no sandals).
5. All jewelry must be removed prior to administering lab skills or practicing treatment techniques on fellow students and clients. Fingernail length must be kept to a minimum (i.e. nails cannot be seen from palmar surface of hand). Only pale or clear nail polish is acceptable. Students are expected to maintain body hygiene by bathing and using deodorants.
6. All students must participate in maintaining a clean, safe environment. All traffic areas must remain obstacle-free (of shoes, book bags, stools, etc.) Objects which could puncture tables (e.g. book bags, pens, pencils) should be stowed beneath tables. Linens must be used on tables. The surfaces tables must be sanitized after use, as instructed by lab instructor. Dirty linens are to be placed in the linen basket for laundering.
7. Faculty and students are expected to follow standard precautions at all times.
8. Students are not to attempt to utilize, or practice with any equipment or devices with which they have not yet received instruction.
9. All equipment should be returned to its appropriate storage location after each use.

10. All equipment is inspected annually and recalibrated or repaired as needed by a medical equipment technician for safety, at least once per year. Please IMMEDIATELY notify the MAS faculty and/or teaching assistants if equipment appears to be in need of repair or malfunctioning. If it is suspected that equipment malfunction, immediately stop using that equipment, set aside with an 'UNSAFE' sign taped to it and notify the MAS program coordinator.
11. Do NOT use any electrical equipment that does not have a current, valid safety inspection sticker or any equipment that is marked with an 'UNSAFE'.
12. Each semester, depending upon the equipment utilized, students will be given additional safety guidelines, which must be abided by all students.
13. Laboratory practice sessions which occur outside of regularly scheduled lab/class time must be supervised by a MAS instructor or teaching assistant. Students are only to practice those lab skills previously instructed in labs which fall within their scope of work. Additional lab practice time will be available by arrangement with instructors.
14. A first aid kit and fire extinguisher are available in the MAS laboratory. Please be aware of their location and use. An eye rinse station is available in C208.
15. Any emergencies or incidents that are out of the ordinary must be immediately reported to the lab instructor.

The emergency phone numbers on campus are: *Security/Safety: Ext. 6400 Wellness Center Ext. 6275

ACADEMIC HONESTY & INTEGRITY POLICY

The following academic integrity policy is from the *NCCC 2023-2024 College Catalog*:

Honest participation in academic endeavors fosters an environment in which optimal learning can take place and is consistent with the mission of NCCC. Academic misconduct is destructive to the spirit of an educational environment and, therefore, cannot be condoned.

The following definitions will apply:

1. The term “cheating” includes, but is not limited to, use of any unauthorized assistance in taking quizzes, tests or examinations; including all assessment tests, unless prior permission has been given (this assistance includes but is not limited to smartphones, tablets, and other electronic devices); dependence upon the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems or carrying out other assignments; the acquisition without permission of tests or other academic materials belonging to a member of the college’s faculty.
2. The term “plagiarism” includes, but is not limited to, the use by paraphrase or direct quotation, of the published or unpublished work of another person without full and clear acknowledgment. It also includes the unacknowledged use of materials prepared by another person or by an agency engaged in the selling of term papers or other academic materials.
3. The term “academic misconduct” includes any or all forms of the above.

Unless an instructor has provided students with an alternative academic integrity policy at the start of the semester, the college policy that follows will apply:

For the first incident of academic misconduct in a course, the student will receive a grade of F (or zero) for the test, assignment, or activity.

If there is a second incident in the same course, the student will receive a grade of F for the course.

The instructor who believes that an incident of academic misconduct has occurred will discuss it immediately with the student. If, in the judgment of the instructor, the student has committed an act of academic misconduct or if the student admits that there has been misconduct, the instructor will assess the appropriate penalty.

Instances of admitted or proven academic misconduct should be reported in writing to the Vice President for Academic Affairs. The purpose of this reporting will be to track individuals who have repeated offenses. If such a pattern of behavior is found, the Vice President of Academic Affairs will determine an appropriate sanction on a case-by-case basis.

Students who think they have been treated unfairly may invoke the Academic Grievance procedure, which is explained in the student code of conduct handbook.

ELECTRONIC COMMUNICATION DEVICES (CELL PHONES, ETC.)

A professional, respectful atmosphere is expected at all times. When in class, lab, or clinic...that is the students' priority at that time, not an outside call or text. Therefore, all cell/smart phones should be **TURNED OFF** so as not to disturb the class. If the student is expecting a call due to an EMERGENCY, the student must ask the instructor if the device may be left on during class. Students will be required to place cell phones in a central location at the front of the room during face-to-face examinations per faculty policy.



CIVILITY POLICY

Justification: A career as an LMT requires frequent work with clients, vulnerable populations, confidential medical records and/or proprietary information and data. In preparation for this requirement, MAS students will be required to adhere to a common set of ethical standards and principles that promote professionalism and civility.

Civility Explanation: Civility is defined as courteous behavior, kind words and politeness; it is a demonstration of respect for others, reciprocity (treating others as we wish to be treated) and behaviors that create a positive setting in which to learn.

Ethical Behavior: Ethical behavior is defined as behavior that is in accordance with the accepted principles of right and wrong that govern the conduct of a profession. These guidelines apply on campus, online and during clinical experiences.

1. Be a model of civil and ethical behavior in the classroom, lab, clinical, on campus, and during all interactions with fellow students, faculty, staff and clinical affiliates.
2. Realize that incivility in the classroom takes an emotional, educational and economic toll on learners and instructors alike.
3. Arrive on time to class, lab and clinical.
4. Shut cell phone off before arriving to class, clinical and lab. No texting or scrolling during class, lab, clinical.
5. Realize that conversing with another student during lecture, lab, or clinical pre/post conference is disruptive to the learning environment and will refrain from doing so.
6. Demonstrates clinical decorum. Focuses on conversations during class and lab on information relevant to learning. Students should remember that lab and clinic are designed to be learning experiences. Realize that the instructor must maintain control of the classroom, lab, or clinical setting at all times and that unprofessional behavior as defined by my instructor will not be ignored
7. Address all faculty, staff, and college administrators by their title and surname (eg. Dr.).
8. Realize that course communications will occur in many instances by email/Brightspace and that I will be expected to keep current on course information posted/sent.
9. Make, keep, and be on time to appointments with faculty when necessary.
10. Follow the dress code, maintaining a professional appearance in the clinical and dress appropriately as requested in lab settings.
11. Enthusiasm. Displays initiative in class, lab, and in clinical situations; volunteers to assume responsibility.

12. Pride in personal appearance. Maintains professional appearance and personal hygiene consistent with the program's guidelines.
13. Follow the no smoking policy of the NCCC campus and clinical sites (this includes e-cigarettes!)
14. Shows consideration for others. Demonstrates through verbal and non-verbal communication thoughtful regard for the feelings and rights of other students, faculty and staff and clinical personnel. The MAS is a member of the health care team and must therefore learn to cooperate with others. Being respectful and courteous with classmates is the first step toward this goal. Students should show the proper respect and courtesy to the members of faculty and staff. This applies whether in the classroom, laboratory, at the clinical facility, or anywhere on campus.
15. Maintain appropriate tone and volume when communicating with others. Use assertive, not aggressive communication skills. Use polite language (such as please and thank you). Refrain from using profanity. Not monopolize conversations, giving others an opportunity to speak and express their views.
16. Tact. Exercises discretion in words and actions to maintain good relations with clients, peers and faculty.
17. Maintain appropriate nonverbal behavior (no eye rolling, no sitting sideways or on the floor, putting head down on desk etc.)
18. Avoid audible yawning during formal faculty instruction.
19. Respect my fellow classmates, NCCC faculty and staff, and the personnel and policy of any clinical facility where I am a guest by avoiding unprofessional, rude, or offensive behavior.
20. Engage in professional use of email and other written communication.
21. Follows established departmental protocol and procedures; demonstrates a willingness to work well with others and is receptive to suggestions for improvement.
22. Value and respect the differences in others and reject discrimination and prejudice. Work with all clients (and students) regardless of gender, age, body size, and those with infectious diseases (such as AIDS, tuberculosis, hepatitis, etc.)
23. Protect confidentiality of fellow students and clients. Confidential information should not be shared for any reason and to share this information is considered a serious breach of ethics. Client information must only be shared within the confines of appropriate clinical practice and in accordance with HIPAA regulations.
24. Attribute work and ideas appropriately and refrain from plagiarism.
25. Takes pride in workmanship. Strives for improvement in assignments and clinic; requests assistance when having difficulty in attaining the specified performance standards.

26. Takes mature actions. Assumes responsibility and consequences for his/her actions; accepts his/her own limitations; strives to resolve personal conflicts.
27. Use social media appropriately and without causing harm or ill feelings to others.
28. Ability to accept constructive criticism gracefully. Be attentive and listen before responding Strives to improve and is not defensive but receptive to suggestions for improvement and provides counter comments that are free of a defensive attitude.
29. Respect physical property in the classroom, lab, on campus and in the clinical setting.
30. Utilize appropriate channels of communication and follow the chain of command if questions or concerns arise.
31. Demonstrates concern for clients. Demonstrates through verbal and non-verbal communication that the client comes first; refrains from spoken remarks and/or facial expressions which could arouse undue concern, alarm, or embarrassment to the client; respects client's rights to confidentiality of personal information; refrains from referring disparagingly to the services of another health professional in the presence of a client. The MAS student must be prompt, courteous, and respectful AT ALL TIMES. The client's care must always be the MAS's primary concern.
32. Loyalty. Supports with words and actions the ideals and policies of the school, the program and the profession.
33. Realize that in addition to the learning of theoretical concepts, development of professional behaviors is a key component in this program. Academic integrity and professional conduct are expected of all NCCC MAS program students.

SOCIAL MEDIA POLICY

Social media is defined as user generated content that is shared over the internet via technologies that promote engagement, sharing and collaboration. It includes but is not limited to social networking sites such as Facebook, Twitter, Instagram, LinkedIn, personal websites, news forums, chat rooms and blogs.

It is recognized that social media is an avenue for self-expression, but MAS students must remember that they are personally responsible for the content they contribute and should use social media responsibly. Be mindful that what you publish/post may be public for a long time and that limiting access to postings through privacy settings is not sufficient to ensure absolute privacy.

The following code of conduct guidelines regarding social/electronic media that must be adhered to WHILE A STUDENT IN THE MAS PROGRAM:

- ☞ Be respectful. MAS students must not use any form of social media to harass, bully, coerce, intimidate or retaliate against any other student, college faculty or staff member, the MAS program, clinical agency employee, or client nor make degrading comments about the program, school or clinical agency.
- ☞ MAS students must recognize that they have an ethical and legal obligation to maintain client privacy and confidentiality at all times.
- ☞ MAS students must not transmit by way of any electronic media any client relationship information or image that is reasonably anticipated to violate client rights to confidentiality or privacy or to otherwise degrade or embarrass the client
- ☞ MAS students must not share, post or otherwise disseminate any information (including images) about a client or information gained in the nurse-client relationship with anyone.
- ☞ MAS students must not take photos or videos of fellow students, faculty, clients or of anything on NCCC or clinical facility property on personal electronic devices, including mobile devices.
- ☞ MAS students must promptly report any inappropriate postings, breach of confidentiality or privacy to the MAS program coordinator, or chair of Nursing and Allied Health Division.
- ☞ Students are not to 'friend' or link online with any academic or clinical instructors or technical assistants or staff until he/she has graduated or left the MAS program.

Behavior related to social media must comply with all NCCC policies, clinical facility policies, discrimination and harassment policies, HIPAA policies, FERPA regulations, and ethical standards of massage therapist conduct.

Ultimately, students have the sole responsibility for what they post or publish in any form of online social media. If your social media activity shows that you have exercised poor judgment in such activities, or if your activities violate any of the guidelines as stated in this policy, disciplinary action may be taken against you, which may include dismissal from the MAS program.

From NYSED: *Any statement made by students in person, in writing or on any electronic site (i.e. email, Facebook, Twitter, etc) which may cause harm or injury (actual or potential harm) to another person or to the school may be grounds for dismissal from the MAS program. This can include bullying, degrading comments about students, faculty, or the MAS program.*

MERIT SYSTEM

Students begin each MAS lecture/laboratory/clinic course with 10 'merits' for EACH course. If a student has 2 or fewer merits left at the end of a course, the student will automatically **FAIL** the MAS course.

To be consistent and fair with all students, there are **NO** exceptions to the following **EXCEPT** for: physician documented illness *or* death of **IMMEDIATE** family member with documentation for an absence or tardy arrival.

How might a student lose merits?

Throughout the semester, merits are deducted (*per occurrence*) for the following:

- Absence from lecture/lab/clinic/clinic appointment = loss of 1 (one) merit
- Tardy (late) for lecture/lab/clinic/clinic appointment = loss of 1 (one) merit
- Left lecture/lab/clinic/clinic appointment early = loss of 1 (one) merit
- Unprofessional behavior or demeanor (see Civility Policy for details) = loss of 1 (one) merit
- Not dressed appropriately for lab/clinic/clinic appointment = loss of 1 (one) merit
- Fingernails are longer than 1 mm past distal edge of nail bed and/or have a nail polish other than clear/pastel during lab/clinic/clinic appointment = loss of 1 (one) merit
- Failure to have clean hair pulled back for lab/clinic/clinic appointment = loss of 1 (one) merit
- Failure to wear clean clinic uniform for lab/clinic/clinic appointment = loss of 1 (one) merit
- Failure to wear appropriate face mask at all times during clinic/lab (if required) = loss of 1 (one) merit
- Failure to disinfect space and equipment pre- and post- clinic = loss of 1 (one) merit
- Not submitting homework assignment by due date and time = loss of 1 (one) merit
- Not prepared for lecture/lab/clinic/clinic appointment (including but not limited to: academic preparation) = loss of 1 (one) merit
- Student eating inside the MAS lab during lab/clinic (should do so outside of clinic during a break) = loss of 1 (one) merit
- Failure to contact MAS faculty to schedule makeup any clinical hours before second to last week of semester = loss of 1 (one) merit.
- Altering the clinic schedule or agenda without formal authorization by MAS faculty= loss of 1 (one) merit

DISMISSAL AND COURSE REPEAT POLICIES

FAILURE/REPEAT COURSE POLICIES:

A student must demonstrate discernible progress toward achieving a degree in a given program. If a student fails one or more introductory courses in the major sequence as determined by the department, or has a curriculum QPA of less than 2.0 (C), the student may be dismissed from the program at the discretion of the department.

Students must maintain an overall QPA of 2.0 in order to remain in the MAS Program and qualify for graduation.

Failure of one of the major sequence courses (ie, those with a "MAS" prefix) will be any grade less than a C (2.0). A student cannot continue with sequential courses unless the course is repeated and a passing grade is achieved. Each major sequence course may be repeated once and only once.

A STUDENT MAY NOT REPEAT MORE THAN ONE MAJOR SEQUENCE COURSE IN THE PROGRAM. Repetition of a course is also dependent upon the availability of seats in the program. **IN THE EVENT THAT A STUDENT FAILS OR WITHDRAWS FROM A MAS CLASS, THAT STUDENT IS THEN DEMATRICULATED FROM THE PROGRAM.** The student must complete the Student Status Report form with a MAS Coordinator **AND MUST REAPPLY TO THE PROGRAM.**

All matriculated students in the MAS program must begin MAS 110, 111, 112, and 116 in the first semester, and complete them in the first semester of matriculated status or must re-apply to the program.

All students must maintain continuous registration in the MAS pre-requisite and co-requisite courses to maintain matriculation in the MAS program, or must re-apply to the progra

BIO PREFIX COURSES:

The student must also obtain a minimum C (2.0) in all biology courses required for the program:

- BIO 213 - Anatomy and Physiology I Lecture (**pre/co-requisite** for MAS 110,111L,112L,116)
- BIO 213L – Anatomy and Physiology I Laboratory (**pre/co-requisite** for MAS 110,111L,112L,116)
- BIO 214 - Anatomy and Physiology II Lecture (**pre/co-requisite** for MAS 130, 131L)
- BIO 214L – Anatomy and Physiology II Laboratory (**pre/co-requisite** for MAS 130, 131L)

In the event that a C grade is not achieved, the course must be repeated. The student cannot continue with the sequential MAS courses until a C grade is obtained in the biology course(s) that are pre/co-requisites, since successful completion of these courses is required for admittance to sequential MAS courses.

In the event that a student has previously taken and completed a MAS or BIO course, the student must repeat that course, regardless of the grade received, if it has been more than 5 years since completion of that course.

SUMMARY OF STEPS FOLLOWING FAILURE OF MAS OR BIO PREFIX COURSE OR WITHDRAWAL (AT ANY TIME) FROM THE MAS PROGRAM

1. Student must meet with their MAS program advisor for an exit interview to complete a form entitled the *Student Status Report*. The student will receive a copy of this form. **THIS IS A MANDATORY STEP, PARTICULARLY IF THE STUDENT PLANS TO RETURN TO THE PROGRAM.**
2. The student will then meet with a Counselor at the College to discuss next steps and future plans.
3. The student will be dematriculated from the MAS program. This means that the student is **NO LONGER enrolled in the MAS program and must REAPPLY to the program.**
 - ❖ As long as the student remains enrolled in the College, the student may reapply through their admission's counselor.
 - ❖ If the student withdraws from the College, the student must go to the Admissions office to reapply to the College and to the MAS program.
4. Since enrollment in the MAS program can fluctuate, there is **NO GUARANTEE** that seats will be available at the time the student wishes to return to the MAS program.
5. The 5 year limit applies to returning students to the MAS program. That is, upon readmission, all MAS and BIO prefix courses already completed must have been completed, with a C or better, within the last 5 years.

STUDENT PRIVACY AND CONFIDENTIALITY

All student records are kept confidential and secure in the MAS faculty office. Students who wish to discuss their grades and/or performance in the program with the MAS program faculty can do so in a private, confidential environment. Student grades and/or performance will not be discussed with anyone but that student unless the student has formally requested that another individual be included in such a discussion (see below).

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

As stated in the Family Educational Rights and Privacy Act of 1974, "Institutions may not disclose information about students nor permit inspection of their records without permission..." If the student wishes to allow a family member or friend to discuss the student's grades, status, or records with the MAS faculty, the student must sign a consent form, the *Permission to Disclose* form, which is available in the Records office.

CLINIC DRESS CODE

The personal appearance and demeanor of MAS students at NCCC reflect both the College and the Program and are indicative of the students' interest and pride in their profession. All students are expected to present a professional appearance at all times. All clothing must be neat, professional in appearance and well maintained. The appearance of all students must generate confidence and respect from patients, families, visitors, and other health care professionals. Student's grooming practices must make ample provision for sanitation, safety and comfort.

☉ **NOTE: You can be dismissed from clinic if you do not abide by the NCCC dress code!!!**

HYGIENE: Maintain body hygiene by washing, using deodorants, and brushing teeth daily.

HAIR: Hair will be kept neat at all times. Students will tie back long hair and keep it off the face. Men must keep face clean shaven daily. Beards, mustaches and sideburns are acceptable but must be kept clean and neatly trimmed. No exaggerated hairstyles or accessories or unnatural colors.

FINGERNAILS: All students' fingernails should be well-groomed, SHORT, neat and clean. Only clear or soft pastel shades of nail polish are acceptable. Length should not interfere with safe and efficient patient care...nails should not be seen from palmar surface of hand (shorter than 1 mm past distal edge of nail bed). Per CDC: 'Health care personnel should avoid wearing artificial nails and keep natural nails less than ¼" long.' Artificial nails includes, but is not limited to: tips, gels, sculptured, acrylic, bindings, tips, wrappings, tapes, and jewelry decoration.

SCENTS: NO fragrances should be used. NO scented products should be used. (This includes body sprays, lotions, hair products, deodorants, hand gels, etc.)

MAKEUP: Discreet use of make-up is required. Heavy makeup must be avoided.

JEWELRY: No excessive jewelry should be worn. Long necklaces, earrings, bracelets, pins, pendants shall not be worn. Wedding and engagement rings are permitted, however, must not interfere with patient care and treatment. Necklaces must be no more than 16" in length. Earrings are permitted ONLY IN EARS with a maximum of two. No dangling earrings or other visible body piercings are allowed.

SHOES/FEET: No sandals, clogs, boots, high heels, mules, flip-flops, crocs. White, black or brown or good casual shoes - clean, new, all white or all black sneakers are acceptable if approved by CI. Bare legs are not acceptable in the work situation. White or neutral hose/socks are required at all times.

REQUIRED ATTIRE FOR CLINIC: Uniform: Conservative dress pants/khakis in black or khaki. NCCC Massage Therapy program shirt which can be purchased in the bookstore. Socks or stockings. **ALL CLOTHES MUST BE FREE OF STAINS AND WRINKLES.**

MISCELLANEOUS:

- **No chewing gum!!**
- **If you must smoke, be sure to brush your teeth and/or use breath mints.....but also think about your stinky clothes!!**
- **Personal Protective Equipment (PPE) as necessary.**

CONFIDENTIALITY

Students are required to keep all information concerning patients strictly confidential. All students are urged to refrain from gossiping, loud talking and any other activity that would be disturbing to the patients. Courtesy and cheerfulness are important at all times, and make for a pleasant relationship with fellow workers and the public. Patients' charts, of course, are confidential and information concerning clients must not be discussed with anyone who is not directly concerned with the care and treatment of that patient.

As a member of the NCCC MAS Program, you represent not only the College, but also yourself! The impression you leave with each person is very important to the massage therapy clinic, NCCC and all of the people involved in the health care team, as well as your fellow students.

**A BREACH OF CONFIDENTIALITY WILL RESULT IN IMMEDIATE DISMISSAL
FROM THE PROGRAM.**

STANDARD PRECAUTIONS OVERVIEW

Standard precautions deals with the handling of client body fluids, dressings, etc. OSHA, Federal, state and county laws, mandates these precautions. The guidelines are from the Center for Disease Control in conjunction with OSHA. All physicians' offices, hospitals, laboratories, and Niagara County Community College follow these laws.

Please note that that these regulations are covered in extensive detail in MAS course work. These laws will apply to all procedures performed on campus in our laboratories and clinical sites.

Universal or standard precautions include: general standard precaution guidelines, as well as, any policies set forth by the clinical site. Students will be responsible for following these precautions to the letter.

General standard precaution guidelines apply to all students and clients in both the academic and clinical settings.

Students will be instructed in proper use of personal protective equipment (PPE) and must comply with NCCC policies and procedures for campus and for participating in labs and lectures on campus.

CHEMICAL HAZARDS/OSHA STANDARDS

Federal law requires that all individuals are notified about hazardous substances present in the work place. This law applies to all occupations, and is intended to raise consciousness regarding worker safety. This information is not intended to cause panic, however.

Health Care facilities and NCCC are required to prepare Safety Data Sheets (SDS) for all hazardous substances used in their clinic. These are compiled into handbooks and are available in each facility with which NCCC massage therapist students are affiliated, and NCCC.

The SDS will include:

1. Information regarding toxicity/ingestion of hazardous substances.
 - a. signs and symptoms
 - b. treatment
2. Procedures used for safe clean up and disposal of hazardous substances.
3. Necessary precautions to be used when working with hazardous substances.

PHYSICAL AND IMMUNIZATION REQUIREMENTS

The student must have a complete physical examination **EACH YEAR** of the program. The paperwork for this physical may be obtained from the Wellness Center at NCCC and when completed, is to be **returned to the Wellness Center at NCCC. ONLY THE NCCC PHYSICAL FORM IS TO BE USED.**

This physical includes an update of the student's immunization records. A hepatitis B vaccination is **REQUIRED** at most facilities.

The Wellness Center will give the student a statement reporting that all records are complete and up-to-date. ***This statement*** should then be submitted to the Massage Therapy program coordinator.

ALL STUDENTS SHOULD PHOTOCOPY THEIR PHYSICAL BEFORE SUBMITTING TO THE WELLNESS CENTER.

Juniors: This information must be received by the DCE no later than **October 31, 2023** If this information is not received by this date, the student **WILL NOT** be allowed to continue in lab.

Seniors: This information must be received by the DCE, no later than **October 31, 2024**. If this information is not received by this date, the student **WILL NOT** be allowed to participate in lab or clinic.

NOTE: IT IS THE STUDENT'S RESPONSIBILITY TO KEEP TRACK OF EXPIRATION DATES AND SEEK RENEWAL FOR ALL REQUIREMENTS FOR CLINICAL EDUCATION... IT IS NOT THE COORDINATOR'S RESPONSIBILITY!

LICENSURE

Upon the completion of all program requirements and the conferral of a degree (or diploma), students may be eligible for licensure in New York State as a massage therapist.

The New York State Massage Therapy Examination is required for those seeking licensure by examination in New York State. For students seeking licensure in other jurisdictions, the student should inquire from the licensing authority in that jurisdiction regarding the examination(s) that they accept. (The student should inquire with the State Education Department/Professional Licensing Bureau in the state in which he/she plans to relocate to determine all of the requirements for licensure in that particular state.)

To sit for the New York State Massage Therapy Examination, graduates must apply for licensure to the State Education Department and meet all other application requirements. There is an additional examination application and fee that must be submitted to the examination administrator several weeks prior to the examination.

Additional information concerning licensure can be found at <http://www.op.nysed.gov/prof/mt/mtforms.htm> .

NOTE: Prior to applying for licensure, there will be mandatory meeting to assist students in this process.

POTENTIAL OBSTACLES/BARRIERS TO LICENSURE

Students should be aware that the following could lead be obstacles to obtaining licensure as a massage therapist upon completion of the MAS program:

- **Felony or misdemeanor conviction**
- **Probation or charges in a criminal proceeding**
- **Discharge from the Armed Forces which was other than honorable**

COMPLAINT PROCESS

If a student has a concern about the MAS program, the student should discuss this concern with MAS program faculty. In the event that this does not resolve the problem, or the student is not comfortable discussing the concern with the faculty, the student should utilize the following:

MAS Complaint Policy and Complaint Procedures

I. NCCC MAS Complaint Policy for complaints falling outside the realm of institutional due process:

It is the policy of the NCCC MAS program to be responsive to concerns of individuals who are associated with the MAS program, including, but not limited to: prospective and enrolled students, clinical education sites, employers of graduates, and the general public. It is the policy of the NCCC MAS program to prohibit any form of retribution or retaliation as a consequence of filing a complaint.

II. NCCC Massage Therapy Program Complaint Procedure

A. The following steps should be followed by any individual with a complaint concerning the MAS program. The procedure is designed to assure that complaints may be handled consistently and equitably.

1. Submit the complaint in writing or via email to the MAS Program Coordinator.
2. If the complaint is not resolved after following step #1, then submit the complaint to the Assistant Vice President of Academic Affairs for the Department of Nursing and Allied Health.
3. If the complaint remains unresolved after following step #2, then submit the complaint the Executive Vice President of Academic Affairs.
4. If the complaint remains unresolved after following step #3, then submit the complaint the College President.

Records of complaints and notation of actions taken in the disposition of complaints are kept in the offices of each of the individuals receiving them.

STUDENT SUCCESS

SUCCESS:

There is only one person who will determine whether or not you will succeed in the MAS program. That person is YOU! YOU are in charge of your destiny! YOU are in control of your future. Here are some general tips that we have found important to student success in our program:

- **Time management.** Get a planner (either electronic or otherwise) and enter all of your personal commitments, exams, CPE's, etc. Look at it often (at least daily) to keep on schedule. Plan your studying time as well.
- **Keep on schedule with your assignments.** You will comprehend more in lab and lecture if you have read the material first. This will also improve your retention.
- **Form a study group.** Students who do not form study groups DO NOT SUCCEED. You will need to practice lab skills with others, if nothing else. Although family and friends may be more than happy to help you practice a skill, such as positioning, they will not know whether what you are doing is correct or not. Fellow students work together to perfect their skills, and critique each other to improve performance. Besides, you will need to critique your client's performance as well, so this is good experience.
- **Ask questions.** As your instructors, we WANT YOU TO SUCCEED. We will do whatever we can to help you succeed. Please know that you can come and ask questions or ask for assistance. If we cannot help you, we will find someone who can.
- **Tutoring** is available for many courses, including Anatomy & Physiology. Some semesters, there is also MAS tutoring available, depending upon graduate availability.
- Students also pay for private tutoring with past grads or LMTs that may offer these services.
- The Academic Achievement Center can also assist students with other concerns.
- **Personal counseling** is also available in the Wellness Center. Please keep them in mind and take advantage of their services.

On the following two pages you will find a comparison of successful students and struggling students. You will also find some inspirational quotes.

TUTORING:

Services are provided at no cost to students who are struggling academically in spite of their efforts. Tutoring applications are reviewed to offer students the best option: one-on-one tutoring, supplemental instruction, study groups, or referral to the Math and Writing Centers. *Sometimes*, MAS course tutors are not available, there are tutors to assist students with anatomy & physiology.

From an employment perspective, many students earn extra money on campus as peer tutors. They must meet the minimum qualifications or be recommended by an instructor.

ACADEMIC COUNSELING:

Students who have academic progress concerns (e.g., not passing/attending classes, mid-term deficiency letters) will receive information and discuss options to maintain academic integrity. Available services include academic counseling, GPA estimates, filing academic appeals, and referrals to other college/community resources. Academic counseling is available in the Ernest Notar Building. Following up on Starfish notices will also help keep a student on track.

CHOICES OF SUCCESSFUL STUDENTS

SUCCESSFUL STUDENTS....	STRUGGLING STUDENTS...
1. ...accept PERSONAL RESPONSIBILITY for creating the quality of their lives.	1. ...see themselves as victims, believing for the most part that what happens to them is out of their control.
2. ...discover a personally meaningful and motivating PURPOSE for their lives.	2. ... have difficulty choosing a purpose, often experiencing depression and/or resentment about the meaninglessness of their lives.
3. ...consistently plan and take effective ACTIONS in pursuing their life purpose.	3. ...seldom identify the specific actions needed to accomplish a task, and when they do, tend to procrastinate.
4. ... NURTURE SUPPORTIVE RELATIONSHIPS that assist them in pursuing their chosen purpose.	4. ...are solitary, not requesting, even rejecting offers of assistance from legitimate resources.
5. ... MAXIMIZE LEARNING by understanding and enjoying the process of learning and by finding personally valuable lessons in nearly every experience.	5. ...tend to resist learning new ideas and skills, often viewing learning as drudgery rather than play.
6. ...actively create a POSITIVE EXPERIENCE OF LIFE , characterized by joy, optimism, and peace of mind.	6. ...experience life negatively; focusing much of their attention on what is disappointing and painful.
7. ... BELIEVE IN THEMSELVES , feeling capable, lovable and unconditionally worthy as human beings.	7. ...doubt their personal value, feeling inadequate to accomplish meaningful tasks and unworthy to be loved by others or by themselves.

ACCEPTING PERSONAL RESPONSIBILITY

- ❖ Responsibility...is...the ability to fulfill one's needs, and to do so in a way that does not deprive others of the ability to fulfill their needs. Dr. William Glasser
- ❖ It is not *what happens*, it is how we *react* to it. We are each 100% responsible for all our experiences. Louise Hay
- ❖ Once we accept responsibility for choosing our lives, everything is different. We have the power. We decide. We are in control. Will Schutz
- ❖ The individual who sees himself and his situation clearly and who freely takes responsibility for that self and for that situation is a very different person from the one who is simply in the grip of outside circumstances. Carl Rogers
- ❖ Who is stopping you but you? Dr. Fritz Perls
- ❖ ...there is a gap or a space between stimulus and response, and ...the key to both our growth and happiness is how we use that space. Stephen Covey
- ❖ I am the master of my fate;
I am the caMASin of my soul. William E. Henley
- ❖ My assertion is that assuming full responsibility allows you to be the most effective, powerful, and creative in the face of all circumstances. John Hanley
- ❖you are responsible for the eventual outcome of your life. You have been given the greatest power in the world—the power to choose. Dr. Dennis Waitley
- ❖ Properly credentialed institutions with legitimate faculty offer the *possibility* of an education, the *opportunity* to study, the occasion to work with accomplished thinkers. It is the student who must avail himself or herself of these resources. The college educates no one.
Dr. Christopher Monte
- ❖ Teachers are responsible for providing an opportunity. Students are responsible for learning.
David Ellis
- ❖an adult is a creation to marvel at; there are so relatively few of them. M. Scott Peck
- ❖ Man must accept responsibility for himself...there is no meaning to life except the meaning man gives his life by the unfolding of his power. Erich Fromm
- ❖ The fault, dear Brutus, is not in our stars, but in ourselves that we are underlings. William Shakespeare

STUDY GROUPS

A study group can be helpful when you are trying to learn information and concepts and preparing for class, CPEs, and exams.

Students should maintain social distancing and utilize personal protective equipment while studying with other students.

Benefits of a Study Group

A study group can be beneficial in many ways. Here are the most important benefits:

- ☺ A support group can “pick you up” when you find that your motivation to study is slipping. The other group members can be a source of encouragement.
- ☺ You may be reluctant to ask a question in class. You will find it easier to do so in a small study group.
- ☺ You may become more committed to study because the group members are depending on your participation. You will not want to let them down.
- ☺ Group members will listen and discuss information and concepts during the study sessions. These activities add a strong auditory dimension to your learning experience.
- ☺ One or more group members are likely to understand something you do not. They may bring up ideas you never considered.
- ☺ You can learn valuable new study habits from the other group members.
- ☺ You can compare your class notes with those of the other group members to clarify your notes and fill in any gaps.
- ☺ Teaching/explaining information and concepts to the other group members will help you reinforce your mastery of the information and concepts.
- ☺ Let’s face it...studying can sometimes be boring. Interacting with the other group members can make studying enjoyable.

Getting a Study Group Started

Study groups don’t just happen. Here is what you should do to get a study group started:

- ☺ Get to know your classmates by talking with them before class, during breaks, and after class. When selecting a classmate to join your study group, you should be able to answer YES for each of the following questions:
 - ✓ Is this classmate motivated to do well?
 - ✓ Does this classmate understand the subject matter?
 - ✓ Is this classmate dependable?
 - ✓ Would this classmate be tolerant of the ideas of others?
 - ✓ Would you like to work with this classmate?
- ☺ Invite enough of these classmates to work with you in a study group until you have formed a group of three to five. A larger group may allow some members to avoid responsibility, may lead to cliques, and may make group management more of an issue than learning.

- ☺ Decide how often and for how long you will meet. Meeting two or three times a week is probably best. If you plan a long study session, make sure you include time for breaks. A study session of about 60 to 90 minutes is usually best.
- ☺ Decide where you will meet. Select a meeting place that is available and is free from distractions. An empty classroom or a group study room in the library are possibilities.
- ☺ Decide on the goals of the study group. Goals can include comparing and updating notes, discussing readings, practicing skills, and preparing for exams.
- ☺ Decide who the leader will be for the first study session. Also decide whether it will be the same person each session or whether there will be a rotating leader. The leader of a study session should be responsible for meeting the goals of that study session.
- ☺ Clearly decide the agenda for the first study session and the responsibilities of each group member for that session.
- ☺ Develop a list of all group members that includes their names, telephone numbers, and email addresses. Make sure each group member has this list and update the list as needed.

Characteristics of a Successful Study Group

Once started, a study group should possess the following characteristics to be successful:

- ☺ Each group member contributes to the discussions.
- ☺ Group members actively listen to each other without interrupting. Only one group member speaks at a time.
- ☺ The other group members work collaboratively to resolve any concern raised by a group member.
- ☺ Group members are prompt and come prepared to work.
- ☺ The group stays on task with respect to its agenda.
- ☺ Group members show respect for each other.
- ☺ Group members feel free to criticize each other but keep their criticisms constructive. This can encourage group members to reveal their weaknesses so that they can strengthen them.
- ☺ Group members feel free to ask questions of each other.
- ☺ At the end of each study session, an agenda including specific group member responsibilities is prepared for the next session.
- ☺ Above all, the positive attitude that “we can do this together” is maintained.

Possible Pitfalls of a Study Group

A study group can be a very positive learning experience. However, there are pitfalls to be avoided. Here are some cautions:

- ☹ Do not let the study group get distracted from its agenda and goals.
- ☹ Do not let the study group become a social group. You can always socialize at other times.
- ☹ Do not allow group members to attend unprepared. To stay in the group, members should be required to do their fair share.
- ☹ Do not let the session become a negative forum for complaining about teachers, other students or courses.
- ☹ Do not allow one or two group members to dominate the group. It is important that all members have an equal opportunity to participate.

Hopefully, this information will help you decide when a study group is appropriate and will help ensure its success.