**School Catalog**

Vol. 7

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Wisconsin Institute of

East-West Wellness

 

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**School Information**

**Mission**

Wisconsin Institute of East-West Wellness is passtionate in empowering each student to become qualified massage therapist by providing professional hands-on training in a supportive, diverse, and ethical environment.

**Vision**

Wisconsin Institute of East-West Wellness is dedicated to be developed into a model professional training school for massage therapy.

**Purpose**

This school provides you with a holistic training of natural wellness by integrating traditional Asian and European massage techniques into contemporary massage practice. We establish this school to help you become licensed massage therapists. We also welcome those professionals who need to strengthen their skills as massage therapists.

**Objectives**

To help you meet your educational and professional needs, we are dedicated to fulfil the following objectives:

1. We want to share with the community the history and value of traditional Asian natural wellness.
2. We want to promote internationalism and multiculturalism in natural wellness.
3. We offer in-depth, professional training that prepares you to become licensed, professional massage therapists.
4. We support and encourage you to successfully complete your study.
5. We want to improve your interpersonal and communication skills required for massage therapists.
6. We want to help you find employment and/or start your own business.
7. We want to provide Kenosha-Racine area with professional, competent, and ethical massage therapists.
8. We want our faculty and staff to grow and develop professionally in natural wellness.

**Core values**

Wisconsin Institute of East-West Wellness values honesty, quality, diversity, perseverance, teamwork, respect, professionalism, and communication.

1. Honesty: Be truthful and faithful to oneself and others.
2. Quality: Achieve excellence in learning and practice.
3. Diversity: Embrace different cultures and ethnic backgrounds.
4. Perseverance: Refuse to give up despite hardships.
5. Teamwork: Contribute and be productive in group settings.
6. Respect: Treat each other kindly, fairly, and friendly.
7. Professionalism: Maintain high standards of business conducts.
8. Communication: Stay connected and open-minded with each other.

**School Approval**

We are approved by the Educational Approval Program.

Please contact 262-748-2852 for any questions regarding this institute’s approval.

**Description of School Facilities**

We are located at the prime Kenosha Uptown business area, 2222 Roosevelt Road, Kenosha. Our school has big and bright classrooms with multi-media station and massage training and practice area. We also have well-decorated clinic rooms. We use the best massage-related products and materials for our students and our clients. We believe our school environment will facilitate your learning.

**School Owners and Faculty**

Owner: Dr.Wang, Baomei

licensed Massage Therapist in China

Licensed Massage Therapist in WI

Chiropractor

Acupuncturist

30+ years of clinical experience

Faculty: Manhui Wang

 Licensed Massage Therapist in China

 Licensed Massage Therapist in WI

 PhD in Higher Education

 20+ years of clinical experience

 Xiaohui Wang

 Licensed Massage Therapist in China

 Licensed Massage Therapist in WI

 20+ years of clinical experience

**Curriculum**

**Program Description**

This massage therapy program is presented to you in 20 courses with 600 hours for 9 months. You will learn both Asian traditional healing arts and Western massage styles and techniques. It is offered on Tuesdays and Thursdays from 8 to 4:30 each week. You can start your study in September of each year.

You will study subjects of anatomy and physiology, kinesiology, pathology, massage theory and massage techniques, business, law, and ethics, traditional Chinese healing theory and practice, clinical practice, and Adult CPR/AED. You will also learn and practice varieties of massage styles and techniques including *Swedish Massage, Spa Technique, Chinese Massage (Tu Na), Chinese Massage (Gua Sha and Cupping), Indian Head Massage, Deep Tissue Massage, Hot Stone Massage, Infant Massage, Pregnancy Massage, Chinese Foot Massage, and Sports Massage*. This program will prepare you to be employed as a massage therapist.

Specific hours of the courses are offered as follows:

|  |  |  |
| --- | --- | --- |
| Subjects of Study  | Course Titles | Total Hours Offered by this Institute |
| Anatomy, Physiology, Kinesiology, and Pathology | Foundations of Massage Therapy I Foundations of Massage Therapy II  | 136 hours |
| Business, Law, and Ethics | Business, Law, and Ethics  | 50 hours |
| Massage Therapy or Bodywork Theory, Technique and Practice  | Theories of Massage Principles and Techniques I Theories of Massage Principles and Techniques IISwedish MassageSpa TechniqueChinese Massage(Tu Na) Chinese Massage (Gua Sha and Cupping) Indian Head MassageDeep Tissue MassageHot Stone MassageInfant MassagePregnancy MassageChinese Foot Massage Sports Massage | 304 hours |
| Student Clinic  | Student Clinic  | 20 hours |
| Adult CPR/AED and Standard First Aid  | CPR Certification  | 5 hours |
| Additional Course Offerings Meeting Massage Therapy or Bodywork Objectives | Theories of Traditional Chinese Wellness I Theories of Traditional Chinese Wellness II Theories of Traditional Chinese Wellness III  | 100 hours |
| Total  |  | 600 hours |

**Course Description**

Foundations of Massage Therapy I

This course offers you a comprehensive study of the anatomy and physiology of the human body. Your study covers body organization, homeostasis, cytology, histology, and the integumentary, skeletal, muscular, nervous systems, and special senses. Appropriate laboratory work and projects are included. Once completion, you will demonstrate an in-depth understanding of principles of anatomy and physiology and their interrelationships.

Foundations of Massage Therapy II

This course provides you with basic knowledge and understanding of the skeletal and muscular systems and their relation to movement, including an introduction to homeostatis and disease, and the biomechanical factors of posture and the pathological processes of the organ systems. Once finished, you will demonstrate a profound understanding of the anatomical aspects of movement, with exploration of the pectoral girdle, shoulder joint and upper extremities, the pelvic girdle, lower extremities, and an analysis of the trunk.

Theories of Chinese Traditional Wellness I

This course helps you understand the basic history of the origins of Traditional Chinese healing arts theory and philosophy. You will explore the most basic theories of Yin-Yang and five elements, as well as the history and its role in Chinese wellness and pathology. You will also learn visceral manifestation theory; Jing, Qi, blood, body fluid; meridian theory; and meridian points that causes and prevention of physical and mental health issues applying Ancient Chinese natural cure methods.

You will learn some major Chinese acupressure points, their locations, meanings, and functions in treatment.

Theories of Chinese Traditional Wellness II

In this class, you will learn the internal organs (Zang Fu) about the functions and properties of each of the Zang (Yin) and Fu (Yang) organs and some of the major organs’ relationships. You will also learn the Six Extraordinary Organs (Marrow, Brain, Bone, Uterus, Vessels, and the Gallbladder). The six evils are covered in this section (Wind, Cold, Damp, Heat, Summer Heat, and Dryness), as well as the seven emotions (Anger, Fear, Fright, Grief, Joy, Worry and Pensiveness), and other major causes of illness. Once finished, you will gain profound knowledge of the foundation of functions of organs, their interrelationship, and their significance in related to wellness and health.

You will learn the major Chinese acupressure points, their locations, meanings, and functions in treatment.

Theories of Traditional Chinese Wellness III

This course provides a comprehensive overview of some common massage theories and techniques adopted in ancient China and in modern times; it also offers the summary of the features of each massage theory through comparison and contrast. Once finished, students gain a thorough understanding of massage theories and techniques.

Theories of Massage Principles and Techniques I

This course offers you various theories and practices including topics such as history, equipment, hygiene and sanitation, technique, contraindications, communication and client management, alternative therapies, and business in massage therapy. Once finished, you will demonstrate a solid understanding of the theories and practices of all the popular massage skills and techniques. You will also understand the functions and significance of massage therapy to wellness and health.

Theories of Massage Principles and Techniques II

This course introduces you to various massage techniques practiced in ancient eastern and modern western world including Swedish massage, deep tissue massage, spa techniques, Chinese massage, and Indian head massage. You will also learn the history, origin, principles of these massage techniques. Once finished, you will gain profound knowledge of the theories of some well-known ancient and modern massage therapy skills and techniques.

Business, Law, and Ethics

You will explore the professionalism and ethical behavior of a massage therapist. You will learn essential requirements for starting a new business such as recordkeeping requirements, tax, insurance, management skills, and goal setting. You will design a business plan based on individual career goals, and design marketing and advertising materials. This course also covers subjects of the general laws and rules governing business owners and massage therapists, including Wisconsin laws and regulations in the field of massage therapy. You will discover the ethical guidance and practices of businesses in massage therapy. You will also receive professional training of CPR/AED. Once finished, you will be clear of the requirements of obtaining a Wisconsin license as massage therapists. In addition, you also will know the laws and regulations in practicing in massage therapy as business owners.

Swedish Massage

This course provides you with basic theory and principles of performing Swedish relaxation and seated massage including the five basic strokes (effleurage, pétrissage, friction, vibration, and tapotement). This course also discusses the sequence of strokes, typically beginning with broad general strokes, transitioning to more detail specific strokes to address problem areas, and finishing with broad connecting strokes. You will learn techniques to improve circulation and tissue elasticity while reducing muscle tone and creating a parasympathetic response. In addition, you will explore skills of applying oil or lotion with light to medium pressure. Once finished, you will be able to perform a professional Swedish massage and a 30-minute chair massage onto each other and onto the instructor.

Chinese Massage (Tui Na)

This course discusses rhythmic compression along energy channels of the body, as well as a variety of techniques that manipulate and lubricate the joints. You will learn various Tui Na techniques of holding and pressing the body at acupressure points including gliding (known as effleurage or Tui), kneading (petrissage or Nie), percussion (tapotement or Da), friction, pulling, rotation, rocking, vibration, and shaking. Once finished, you will be able to demonstrate a complete 30-minute Chinese Tui Na onto each other and onto the instructor.

Chinese Massage (Gua Sha and Cupping)

You will learn and practice techniques of applying scraping skills with repeated pressured strokes over lubricated skin with a smooth edge to release pain and inflammation. Once finished, you should be able to operate a complete Gua Sha and Cupping onto each other and the instructor.

Spa Technique

This course covers various relaxation massage techniques that can be applied in a spa environment, such as face massage, ear massage, head massage, hand massage, and feet massage. Once finished, you will be able to perform a complete spa massage onto each other and onto the instructor.

Head Massage

This course covers a range of different movements including application of deep kneading and compression movements over the neck, shoulder and scalp areas. In addition, you will also learn the techniques of gently stimulate and stroke pressure points on the face. Once finished, you should be able to treat clients to relieve stress, tension, fatigue, insomnia, headaches, migraine and sinusitis. In addition, you should also be able to demonstrate a professional Indian and Chinese Head massage onto each other and the instructor.

Deep Tissue Massage

This course discusses the natures of deep-tissue techniques including myofascial release work and trigger point work. You will learn techniques to alleviate the source of the pain through cycles of isolated pressure and release by identifying the exact location and intensity of the discomfort. You will explore the process beginning from a thorough postural assessment to work to restore balance to the posture by applying massage skills of working the muscles. Once finished, you should be able to perform a myofasical release and a trigger point massage onto each other and onto the instructor.

Hot Stone Massage

This course explores history, theories, and techniques of applying heated stones at specific points on the body to promote relaxation and to help open up the meridians (energy pathways). You will learn techniques in applying appropriate pressure through the hot stones to penetrate the muscles for relaxation and pain relief. Once finished, you should be able to operate the complete sequence of performing a professional hot stone massage.

Infant Massage

This course discusses various massage skills and techniques through gentle strokes and light pressure onto infants to improve sleeping patterns, colic, constipation, common cold, and pain. You will learn the different levels of massage techniques between an adult and an infant. Once finished, you should be able to demonstrate your skills and techniques of various massage techniques onto a model.

Pregnancy Massage

You will learn the gentle strokes to apply on specific areas of an expectant mother to help her reduce the aches and discomfort during pregnancy. You will practice techniques of positioning an expectant mother appropriately and precautionary areas to avoid touching. Once finished, you should be able to demonstrate their massage skills and techniques onto a model.

Chinese Foot Massage

In this course, you will explore different techniques to stimulate the reflex points on the feet with strokes and pressure to relieve stress, improve circulation, stimulate the nervous system and induce deep relaxation.  Once finished, you should be able to demonstrate a 30-minute Chinese foot massage onto each other and the instructor.

Sports Massage

This course will allow you to explore massage skills that are sport-related injuries to help minimize pain; speed recovery; and help clients perform their best at their favorite activities with full range of motion. You will learn specific strokes and pressure techniques for pre-event sports massage, post-event sports massage, restorative sports massage, and rehabilitive sports massage. Once finished, you should be able to perform a sports massage onto each other and onto the instructor.

Student Clinic

This course offers you real-life practices and applications of massage therapy techniques presented in this program. You will learn how to interview clients to determine the appropriateness of massage, make appropriate diagnosis, and design treatment plan through professional communications with the patients. You will gain real-world experience providing the kinds of treatments and services you will encounter in your profession before graduation. Once finished, you should be able to perform a professional massage onto a client independently in a clinical setting from the initial communication to a complete massage.

**School Rules and Policies**

**Business Hours**

|  |  |
| --- | --- |
| Days  | Time  |
| Monday | 10-5 |
| Tuesday | 10-5 |
| Wednesday  | 10-5 |
| Thursday  | 10-5 |
| Friday  | 10-5 |
| Saturday  | 10-5 |
| Sunday | Closed |

This Institute is closed on Thanksgiving Eve, Thanksgiving Day, Christmas Eva, and Christmas Day, New Year’s Eve, and New Year. You can always call the school office at 262-748-2852 for business or clinical hours.

**Administrators**

We hire competent and ethical professionals for faculty and administrators. The administrative and faculty are as follows:

Administrative Body:

President: Dr. Bob Wang

Vice-President of Instruction: Dr. Amy Wang

Clinic Supervisor: Ms. Aileen Wang

**Self-Evaluating Process**

This school plans to provide networking opportunities with the professionals in the field, such as massage therapists, chiropractors, and/or acupuncturists to ensure that we are providing the most up-to-date training information with the students. We will also follow up with national massage therapists associations to make sure we are following the national level of guidance and rules. In addition, we plan on professional in-service workshops in China to refresh and strengthen our Chinese Tui Na skills.

 **Admission Information**

**Admission Requirements**

To be admitted into this program, you must have a high school diploma, GED or equivalent when you apply.

You also need to be able to lift and position your clients and handle the bending, walking and standing required for massage therapy.

Please make sure your background does not have any record that will make you disqualified to apply for a massage therapy license in Wisconsin.

For admissions, you need to be interviewed by Amy Wang, Vice-President of Instruction, complete all admissions documents.

You will receive an e-mail from the school about your application status within 7 business days after the interview.

Our program starts on the first Tuesdays of September and ends on the last Thursday of May. The deadline for application is one week before class starts each year.

**Tuition and Payment**

Your total cost of this program is $10,740.00. There is a one-time registration fee of $100. There are three options to pay the tuition as listed on the application form. If you are interested in renting the books from our school, it will be $100 for the entire program; if you are interested in renting a massage bed from our school, it will be $100 for the entire program. Both renting options are first come first serve while supplies last. All the books and the massage bed must be returned to school before graduation.

Tuition must be paid in full by the end of the course in order to graduate on time.  The program completion diploma and verification to the state will be held by the school until all tuition is paid in full. You will need to sign up the direct deposit application form once accepted.

We expect you to pay your tuition in full and on time. If your payment is later than the 5th day of the month, you will be charged $50 for each late payment. If your payment is later than 15 days after the due date, we will ask you to withdraw from the program.

**Cancellation and Refund Policies**

|  |
| --- |
| You will receive a full refund of all money paid if you: 1. Cancels within the three-business-day cancellation period under EAB6.04;
2. Accepted was unqualified and the school did not secure a disclaimer under EAB9.04;
3. Enrollment was procured as the result of any misrepresentations in the written materials used by the school or in oral representations made by or no behalf of the school.

Refunds will be made within 10 business days of cancellation. If you withdraw or is dismissed after attending at least one class, but before completing 60% of the instruction in the current enrollment period, you are entitled to a pro rata refund as follows:  |

### Refund Table

|  |  |
| --- | --- |
| Percent of Time Enrolled  | Refund of Tuition |
| Within first 10% of program  | 90% |
| After 10% but within 20% of program  | 80% |
| After 20% but within 30% of program | 70% |
| After 30% but within 40% of program  | 60% |
| After 40% but within 50% of program  | 50% |
| After 50% but within 60% of program | 40% |
| After 60%  | No Refund |

As part of this policy, we may retain a one-time application fee of no more than $100. We will make every effort to refund paid amounts for books, supplies and other charges. You will receive the refund within 40 days of termination date. If you withdraw after completing 60% of the instruction, and withdrawal is due to mitigating circumstances beyond your control, we may refund a pro rata amount.

If you miss four weeks of class time in accumulation, you are considered withdrawn from the program.

**Academic Information**

**Program Length**

This program has 600 hours. We are closed on Thanksgiving, Christmas Eve, Christmas, New Year Eve, and New Year.

You can start this program either on September of each year. Please start your application process at least one week before your intended starting date.

**Meeting Time**

You come to school on Tuesdays and Thursdays from 8-4:30 for 9 months.

**Student/Instructor Ratio**

We keep classes small with 10 students maximum for quality training and learning.

**Attendance Policy**

We expect you to be here on time for each class and stays for the entire class hour. We expect you to honor a professional culture during your massage therapy training. Your attendance record is kept in an electronic system as a permanent record. You must sign in and sign out for the exact time of attendance for each class. Your signature is the written record for your attendance. In case your instructor has some questions about your attendance, the sign-in sheet is the final record to check.

1. Throughout the 9 months in this program, each of you is given 8 hours of absence free of charge for personal and emergent situations. These 8 hours needs to be made up with the individual instructor, but at no cost.

2. Any additional absences will be charged $20 per hour payable to the school. Emergencies will be considered or excused with requested documents from individual instructors. All the missed hours need to be made up within 7 days with the instructor.  It is each instructor's discretion whether the provided documents are acceptable or not.  All absences must be reported to me by either calling or text at 262-748-2852 on the same day of your absence.

3. No student can stay at this program for more than 12 months. In other words, if you miss more than 2 months' hours, or still cannot pass the courses with 2 months' extension, you will not graduate this program.

**Tardy Policy**

Again, please arrive on time for each class and stay for the entire class session. Your instructor will start to record your missed hours if you are 15 minutes late or if you need to leave 15 minutes earlier. Each 2 hours of tardiness is equal to an absence.

**Leave of Absence**

We do not allow leave of absence. Please make sure to have regular attendance.

**School Closings and Make-up**

If the school closes for any unexpected reason (snow days, building issues, etc.,) you will receive an e-mail for make-up hours. Please make sure to have you e-mail address updated with the Director of Students Service.

**Homework Policy**

We expect you to turn in homework on time when due. Please use appropriate time management skills to devote time daily at home to study and practice the hands-on techniques.

**Grading System**

We use Pass/Fail grade for each course.

**Academic Assessment**

You will receive a progress grade at the end of each month. Your instructor will have a one-on-one conference with you every four months to discuss your grade and your progress in this program. Please ask your instructor any questions or concerns you have at that time.

If you are not doing well academically, your instructor will give you an early warning for your progress and work out a plan with you to make sure you will do better in the next month.

The theory courses will need you to take tests and do homework and projects. The massage technique courses will need you to demonstrate the techniques, and your performance be graded based on a rubric.

If you fail a test or miss a homework, you must provide the instructor with an action plan within 7 days via e-mail. If you fail another test (or homework) again, you need to do extra homework assigned by the instructor to pass the course. In other words, no student can pass a course after failing two tests without extra work. Since it is extra work for the instructor, you will need to pay $20 per hour payable to the school.

If you fail a course, you will receive an e-mail from the instructor as a warning. After receiving this e-mail, you must design an action plan with your instructor within 7 business days in order to improve your grade. In addition, you need to apply for the tutoring assistance offered by this school. Please be aware that each tutoring hours is $20 charged on you.

You must pass your failed course within two months under the tutoring assistance. If you still fail that course, you will be dismissed from this program. You cannot be readmitted to the program if you are dismissed because of academic poor performance.

If you disagree with your grade, please discuss it with specific instructor. If you have any concerns or complaints with your tutoring assistance, please discuss it with Amy Wang, Vice-President of Instruction.

**Clinical Training**

You need to practice your massage techniques for 51 hours in the student clinic. You can start your clinical hours during the whole program as long as you have been trained for the specific massage technique. All school rules apply to clinical hours. Please treat the clients professionally during your clinical hours because you represent this school. You also need to keep the clinic room clean and tidy. Please do not eat or drink (except water) in clinic rooms.

In case of an accident because of malpractice, we will purchase your malpractice liability insurance to cover your clinical practice up to a year.

**Textbooks**

We will purchase all of your textbooks and give them to you prior to the start of each course. These books are free to use, but need to be returned to school before graduation. The following are the textbooks that you will receive from us:

1. *Memmler’s Structure and Function of the Human Body* by Barbara Cohen and Jason Taylor, published by Lippincott Williams & Wilkins, 2012.
2. *Trail Guide to the Body, Red* by Andrew Biel and Robin Dorn, published by Books of Discovery, 2005.
3. *Massage Therapy, Principles and Practice* by Susan Salvo, published by Saunders, 2007.

**Transferability of Credits**

We do not guarantee any credits earned at this Institute be transferable to another school.

**Advanced Standing**

We do not accept any credits transferred from outside schools. You must complete this massage therapy program with us.

**Graduation Requirements**

You will receive your diploma if you meet all of the following requirements:

* Passed all the courses satisfactorily, which indicates that you have mastered all the fundamental theories, techniques, and skills of massage therapy.
* Completed 600 hours as required by the program of study, which means that you met the minimum 600 training hours required to be licensed in Wisconsin.
* Design a future career plan, which shows your future goal and purpose of attending this program.
* Paid all of your tuition.

**Students Service**

**Student Advising**

If you have any questions or concerns about this program (such as the program content, job opportunities, and the responsibilities of the potential positions), please discuss them with the Director of Students Service. The Director of Students Service will meet you on a monthly basis to discuss your academic progress, future goals, and current challenges while studying in this program. We will help you in any way we can to make sure you are successful at this Institute.

**Employment Assistance**

To help you become better informed with potential job opportunities, we will share with you job fair information and job openings. However, we do not have any direct contact with any employers for students referrals. The Institute does not guarantee employment of graduates.

**Student Records**

Your academic and attendance records are permanently kept at this school and are available if you request them. Any original copy of a student’s file related to any academic, financial, clinical, or any other events or activities belong to school’s property. Taking any of the original document from the school’s premise is considered stealing.

All your academic records are stored in the electronic system of the school permanently; the attendance records are stored electronically for 7 years. We stress confidentiality of any of your records. All written, hard copy records are locked in the school premises and all electronic records are accessible only by the instructor and the school administrators with a password.

If you need a copy of your record, you need to notify the school in writing, indicating specifically which record you are looking for. School officials has 45 days to respond to your request. Copies of records will be provided for 50 cents per page. Students whose has not paid the tuition on time or who has missed tuition payment(s) will be restricted to view his or her record until all the due payments are received by the school.

There is no charge for the first transcript requested. For any additional request for transcripts, you will be charged $25 per copy.

Your academic records may be placed on hold if you have not paid your tuition in full. Until you pay all of your tuition, you cannot obtain an official transcript or receive your diploma.

**Student Conduct Codes**

**Student Conduct**

None of your classroom behavior should interfere with the learning of any other student, the classroom presentation by the instructor, or the progress of the class in general. The following behaviors are not acceptable and cannot be tolerated:

1. If you carry a concealed or potentially dangerous weapon
2. If you come to school under the influence or effects of alcohol, drugs or narcotics of any kind

(3) If you do not follow the rules and policies of the school

 (4) If you falsify school records

 (5) If you threaten someone at school

 (6) If you speak profanity or use it in your electronic communication with students, faculty, or staff

 (7) If you put clients’ safety in jeopardy because of negligence

 (8) If you refuse to follow reasonable instruction from any member of faculty or staff

 (9) If you steal

 (10)If you vandalize school’s property

If you are found with any of the above behavior, there will be a record on you in the school electronic system and you will receive an e-mail from us as a written warning. If you conduct the same behavior twice or if you are found with any of the two behaviors listed above, you will be dismissed from this Institute, and you shall not be readmitted to this program.

**Academic Honesty**

We do not accept plagiarism as you are expected to learn and grow professionally in the field of massage therapy. You will fail the course if you are found with dishonesty of any type in a course, including cheating on examinations or plagiarizing materials. In other words, you shall not submit classwork or receive credit for the ideas or writing of another person as your own.

**Dress Code**

Please groom your hair, secure long hair, clean your nails and file short. We do not suggest wearing perfume or cologne in case someone else such as the client is allergic to scented products.

**Telephones**

Please turned off your cell phone during classes or placed on silent mode as it is disruptive to the instructor and fellow classmates. Your family members may reach you in the event of an emergency through the school office, but we cannot pull you out of class for a telephone call except in the case of an emergency. Please share with your family and friends the classroom hours and of the school policy regarding phone calls.

**Student Grievance/Complaint Procedure**

If you have any disagreement or dispute with another student, or a staff member, please the follow these procedures:

1. Request a meeting with the student or staff person with whom the problem is involved;
2. Request a meeting with the Vice-President of Instruction;
3. If you feel the problem cannot be resolved with us, you are encouraged to speak with the school consultant of Wisconsin Educational Approval Program. The contact information is listed as follows:

**Department of Safety and Professional Services**

**Educational Approval Program**

**P. O. Box 8366**

**4822 Madison Yards Way**

**Madison, WI 53705**

[www.dsps.wi.gov](http://www.dsps.wi.gov)

dspseap@wisconsin.gov

**608-266-1996**

Your grievances will be responded to you via e-mail within 7 business days after the meeting. Copies of dispute documents will be kept confidentially in your files and school record for future reference. You will never be retaliated or prejudiced because you file a grievance or complaint.