

## THERAPEUTIC MASSAGE PROGRAM

CYPRESS HEALTH INSTITUTE  
21511 B East Cliff Drive  
Santa Cruz CA 95062

### CATALOG

January through December , 2012

Mailing address:  
P.O.Box 2941  
Santa Cruz CA 95063  
Tel. (831) 476-2115

Cypress shall provide a catalog pursuant to section 94909 of the Code, which shall be updated annually. Annual updates may be made by the use of supplements or inserts accompanying the catalog. If changes in educational programs, educational services, procedures, or policies required to be included in the catalog by statute or regulation are implemented before the issuance of the annually updated catalog, those changes shall be reflected at the time they are made in supplements or inserts accompanying the catalog.

## Our Philosophy and Description

The Cypress Health Institute is an educational organization dedicated to the teaching of preventative and holistic health care practices. We wish to provide an opportunity for interested students to acquire caring and professional training in a broad spectrum of therapeutic skills useful in facilitating a high level of physical, mental and emotional well-being in both themselves and others. Cypress is a licensed private postsecondary school in California, number 4400301.

The therapeutic Massage Program is designed to acquaint the student with his/her own creative healing potential. Within the framework given by the program, each practitioner is encouraged to develop his/her own unique style and approach to massage and the healing arts. To this end, our methods of instruction are both structured and flexible., widely applicable and highly personalized. Extensive, hands-on practice and guided experience under careful staff supervision are the keys to learning.

Class size is purposefully limited to best allow individual concerns to be met within the context of the larger class setting.

Program emphasis is on a commitment to professional integrity, personal growth and therapeutic effectiveness. It is our intention that the conscientious student will graduate as a massage practitioner of the highest caliber.

### Business Address

Administrative matters are handled through the Institute's business address: P.O. Box 2941, Santa Cruz CA 95063. The telephone number for administrative affairs is (831) 476-2115, available 9:00 A.M. - 5:00 P.M. Monday through Friday.

### Approval Disclosure Statement

The Cypress Health Institute is private and licensed to operate by the Bureau for Private Postsecondary Education.

The Cypress Health Institute was licensed to operate by the California Superintendent of Public Instruction under the provisions of Section 94311 (d), California Education Code, approved on June 6, 1983 and revised August, 1989 and 2004. Cypress's approval to operate means compliance with state standards as set forth in the Education Code.

### Schedule

Therapeutic Massage Program:

Wednesday evenings... 7-10 P.M.

Saturdays... 9 A.M - 6 P.M.

Classes run for fourteen weeks and are held three times yearly.

### Admission

The Therapeutic Massage Program is open to all interested persons age 18 or over who are high school graduates or have a successful passing score on the ability to benefit exam. There is no entrance testing requirement. Cypress does not provide English as a second language instruction or home study/ correspondence instruction. Cypress admits students from other countries, but no visa services are provided and Cypress will vouch for student status, but not any associated charges.

Students who have completed a course of study at another approved educational institution can apply to transfer credit by supplying Cypress with official transcript documentation from their previous educational institution. Cypress may grant up to

50% transfer credit. Cypress does not have specific transfer agreements with any other institution.

#### NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Cypress Health Institute is at the complete discretion of an institution to which you may seek to transfer, Acceptance of the certification you earn at the Cypress Health Institute is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may want to transfer after attending Cypress to determine if your certificate will transfer.

Prospective students should contact the school for information regarding registration at the address below:

Cypress Health Institute  
P.O.Box 2941  
Santa Cruz CA 95063  
(831) 476-2115

#### Student Services

Massage tables are available for student's use while in class.

Filtered water is available for students.

Public transportation is available in front of the school.

Ample free, off-street parking is available at the school.

#### Housing information

Cypress does not have any dormitory facilities.

The school has no responsibility to find or assist a student in finding housing. The approximate range of cost of housing is \$500-700/ for room and \$100-1400/month for house.

### Student records

Cypress retains student records for 5 years and transcripts are kept permanently.

### Rules of Operation

#### Attendance Policy

Regular class attendance and participation is essential to the hands-on practice of massage training. Students are expected to attend all scheduled classes held at 21511 B East Cliff Drive, Santa Cruz, CA 95062 and to be on time. The school is easily accessible, has heat and air conditioning, filtered water available for students, an herb garden/picnic area for student use and provides massage table for use while in class. There is no library at the school. A student who needs to drop-out or take a leave of absence must submit such a request, in writing, 10 days before leaving to the Director.

#### Grading Policy and Student Performance

Cypress Health Institute uses a pass/fail system of evaluation. A student passes upon demonstrated proficiency in and knowledge of the area of study taught in the program. Such demonstration will be evidenced through both the practical application of skills and by examination at the end of each program. A student must achieve at least 50% accuracy in the exam in order to pass.

#### Certificate of Completion

When a student successfully achieves in all aspects of the program the student will receive a Certificate of Completion from the Cypress Health Institute.

#### Student Conduct: Probation and Dismissal Policy

Disrespectful, disruptive or unsafe behavior may be cause for probation and/or dismissal. A student who behaves in this manner three times will be put on probation for a period of two weeks. If the behavior occurs again during this period, the student will be dismissed. If the behavior recurs after the two week probation, the student will also be dismissed.

#### Leave of Absence

Submitting a written request, a student may request a leave of absence from the program. The student will have one year from the date of the written request to return and complete the program.

### Placement Assistance

Cypress Health Institute does not guarantee any job placement as part of its training.

### Massage Licensing

The training received from the Cypress Health Institute will meet the requirements to practice massage in most parts of California and the United States. However, since city, county and state regulations do vary as they relate to the licensing of massage, the prudent practitioner will make local inquiry of the county clerk or department of licenses for the city in which he/she plans to practice.

## DESCRIPTION OF COURSE

Cypress Health Institute

250 hour Massage Practitioner Course Syllabus

The Therapeutic Massage Program consists of 170 hours of classroom instruction and 80 hours of practicum distributed as follows:

Bodywork: demonstration, practice and theory:

Swedish massage...	46 hours
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Swedish practicum...	40 hours
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polarity massage...	46 hours
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polarity practicum...	40 hours
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Anatomy: structure and function of the body:

anatomy...	72 hours
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Business practices...	2 hours
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Counseling skills...	6 hours
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### CURRICULUM

The Therapeutic Massage Program consists of 250 hours of instruction distributed as follows:

Bodywork theory, demonstration and practice:

Swedish massage...	46 hours
Swedish practicum...	40 hours
polarity massage ...	46 hours
polarity practicum...	40 hours
anatomy...	72 hours
counseling skills...	6 hours
business practices...	2 hours

### Therapeutic Massage Program

The Therapeutic Massage Program consists of 250 hours of state approved instruction, including:

Massage demonstration and practice...	142 hours
Integral massage with Jacob Ewing...	46 hours
Integral massage practicum...	40 hours
Polarity massage with Larry Bernstein and Chris Hauze ...	46 hours
Polarity practicum...	40 hours
Anatomy with Larry Bernstein...	72 hours
Function and structure of the body	
Counseling skills with Susan Scott...	6 hours
Active listening skills, sexuality, emotional release, self-awareness	
Business practices with Larry Bernstein...	2 hours

### Textbooks and other written material

Cypress Health Institute provides two manuals of instruction for each student. These are 'Integral Massage' by Susan Matthews-Scott and 'An Introduction to Polarity' by Larry Bernstein. The 'Anatomy Coloring Book' is also recommended.

### Instructional mode

The Cypress Health Institute uses the following method of instruction. First the teacher will discuss the work to be learned. The student uses their manual to follow along during the discussion. The teacher then demonstrates the material to be learned on an assistant. Students observe this demonstration and ask questions or follow along in their manual.

Students then pair up and the teacher leads the students through the previously demonstrated material. Students then practice the material themselves. After this, the students switch places and the instructor leads the second group of students through the previously demonstrated material. Students then practice the material themselves.

At the end of the practice time questions and answers are brought forward again. This teaching sequence is repeated for all new material.

### Outline of subject matter/measurement

The following is a description of the strokes taught in the Swedish section of the program. The instructor talks about the strokes, demonstrates them while students observe and then pairs students and leads them through the sequence. During the lead through and practice, the teacher circulates around the class and provides individual instruction to each student. At the end of this section students must demonstrate competency of a combination of these strokes on the instructor. This section is 46 clock hours of instruction.

#### Back of torso:

polarity balance  
 hip rock  
 push tissue away  
 sacrum rock  
 shoulder rock  
 apply oil  
 fingers down spine  
 define waist, figure 8's  
 thumb strips and circles  
 thumbs in upper shoulder  
 low back  
 elbow slide (both sides)
 

1. scapula slide
2. ski jump
3. cross over
4. side slide

 toothpaste squeeze  
 connective strokes  
 polarity balance  
 Back of legs:  
 thigh and hip rock  
 leg rock  
 leg toss

#### Front of Leg:

hip release  
 leg rock  
 rock and roll  
 thigh shimmers  
 leg flop  
 low back stretch  
 leg stretches  
 apply oil  
 v-stroke and knee circles  
 elephant walk  
 knee slide  
 push away from knee  
 push away from tibia  
 tibia slide  
 thumb strips and circles  
 kneading  
 circulation  
 feather off

#### Foot massage:

whole foot spread  
 bicycle  
 inch worm

lower leg rock  
 leg stretch  
 apply oil  
 v-stroke and butt circles  
 elephant walk  
 rope burn  
 foot work:  
   a. foot walk  
   b. foot spread  
   c. foot slide  
   d. milk the foot  
 thumb circles and strips  
 kneading

Front of torso:  
 polarity balance  
 belly rock  
 shiatsu wave  
 apply oil  
 belly circles  
 deep intestinal drain  
 cross-over binding at waist  
 diaphragm release  
 intercostals  
 breast stroke  
 kneading pectorals  
 open heart/pectoral slide  
 connective strokes  
 polarity balance

Arms:  
 scapula rotation  
 scapula pull  
 arm rock/stretch  
 apply oil  
 v-stroke  
 milk upper arm  
 knead upper arm  
 lymph drain  
 road to belly  
 milk lower arm  
 thumb work on lower arm  
 slide up lower arm

ankle rub  
 apply lotion  
 ankle circles  
 lymph drain  
 toe ridge  
 cork screws  
 chimney sweeps  
 web squeezes  
 strips  
 ankle pull  
 foot pull  
 balanced hold  
 circulation/ polarity balance

The neck:  
 head rock  
 neck lift rock  
 occipital rock  
 shoulder stretch  
 spinal curl  
 apply oil  
 neck wave  
 trough slide  
 deep neck work  
 head cradle  
 undulation  
 thoracic stretch  
 draw up spine  
 polarity hold

Face:  
 outward forehead slide  
 forehead massage  
 eye sockets  
 cheekbones  
 lower half of face  
 ears  
 scalp  
 prayer clasp  
 hands over eyes  
 polarity balance

Hands:

lower arm/wrist stretch

wrist slide/spread

bicycle

wrist circles

cork screws

finger lace

circulation stroke

The following is a description of the strokes taught in the Polarity section of the program. The instructor talks about the strokes, demonstrates them while students observe and then pairs students and leads them through the sequence. During the lead through and practice, the teacher circulates around the class and provides individual instruction to each student.

At the end of this section students must demonstrate competency of a combination of these strokes on the instructor. There is a written test, see addendum, that students must pass 70% of the questions. This section is 46 clock hours of instruction.

Polarity outline:

Opening moves:

head cradle

foramen magnum stretch

C-1 to C-7 on transverse process

C-7to C-1 on spinous process

north pole stretch

Forehead/ tummy rock:

stand on client's right side

left hand on forehead/ right on abdomen

hold or rock abdomen

Foot moves:

rotate clockwise

inside points (push towards client's head)

outside points ( pull towards you)

walk 5 elements/sole of foot (ether to earth)

massage foot

joint stretch

Do same to the other foot

5 element balance ( finger to toe hold)

Arm:

wrist flick

triple warmer 5 hold  
 elbow /thumb pad  
 wrist rotation  
 walk 5 elements of palm (ether to earth)  
 massage hand  
 joint stretch  
 rub arm from shoulder to hand  
 Torso:  
 hip/shoulder rock  
 diaphragm/clavicle rock  
 walk around body to other side  
 ankle diaphragm  
 diaphragm- neck/trapezius/shoulder  
 gently hold neck and diaphragm  
 Do above moves on other arm and side of torso  
 Specific balances  
 closing moves:  
 third eye/Umbilicus  
 fine tuning  
 neck/forehead ... finish with grounding

## Anatomy

The following is a description of the anatomy section of the program. The teacher uses charts, a white board, demonstrations and a skeleton to illustrate anatomical structures and principles.

At the end of the program, students must pass an anatomy test (see addendum) by correctly answering 70% of the questions asked on the test. This section of the program is 72 clock hours of instruction.

### Anatomical terms and definitions

Major bones of the axial and appendicular skeleton

Functions of bones in the human body

Smooth muscle cells, structure, function and location

Cardiac muscle cells, structure, function and location

Skeletal muscle cells, structure, function and location

Major skeletal muscles of the body, structure, function and location

Respiration: major and minor muscles of respiration, structure, function and location

Integument system, major attributes and contraindications

### Business practices

This section of the program is a round table discussion that teaches students how to create an intake form by using several examples of forms that students can use as reference material and by discussion. No exam is required.

This section of the program is 2 clock hours of instruction.

Marketing, identifying a market, creating intake forms, record keeping, office procedures, and sanitation.

### Counseling skills

This section of the program is a discussion-based class to help students be aware of the possible emotional components of massage and to refer out to the professional community. No exam is required. This section of the program is 6 clock hours of instruction.

### Statement of educational objectives

The educational objectives of the Therapeutic Massage program at Cypress Health Institute are to help students learn a broad range of physical manipulations and know how and when to apply various strokes and techniques. In addition, students are taught to focus life energy and channel it creatively for healing. Students are taught to give a nurturing massage and to help alleviate pain and provide other symptomatic relief. Another objective is to help students acquire insight into the dynamics of the healing process and an understanding of the underlying causes of disease. Students will also begin to understand anatomy of the human body with its structural and functional interrelationships. Finally, a student will begin to develop the self-confidence and intuitive freedom to trust his/her innate healing abilities.

As a prospective student you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

### List of job titles and occupations

While Cypress Health Institute does not offer instruction that is represented to lead to employment that requires licensure, the following is a list of occupations and job titles some of our students pursue:

massage practitioner

massage therapist

physical therapy aide

masseur/masseuse

## DESCRIPTION OF COURSE

Cypress Health Institute

### ASIAN BODYWORK 400 HOURS COURSE OUTLINE

The Asian Bodywork Program consists of 400 hours of classroom instruction as follows:

Item 1 The following classes provide a foundation of knowledge for students successfully being able to do Asian bodywork. The sequence of classes is as follows:

Item 2

Chinese Medical Theory	40 hours
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Anatomy	50 hours
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Medical Qi Gong	32 hours
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Ayurvedic Massage	24 hours
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Chi Nei Tsang	32 hours
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Tui Na/ Acupressure	48 hours
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Thai massage	24 hours
Clinic	142 hours
Ethics	8 hours
Total	400 hours

### Chinese Medical Theory Syllabus

- Item 3 (1) The Chinese Medical Theory class provides a basic foundation of the principles of Asian Bodywork. This knowledge will help the student successfully understand Asian bodywork.
- Item 3 (2) This class will present basic principles of Chinese Medical Theory.
- Item 3 (3) Chinese Medical Theory is 40 hours and meets March 9-11, July 13 and September 16, 2012.
- Item 3 (4) Classes are from 9-12 AM and 1-6 PM on the above dates.
- Item 3 (5) Handouts of relevant material are provided to the students. See Appendix
- Item 3 (6) outline of subject matter:
- Concepts of balance: yin and yang
- The 12 essential channels or meridians
- Location of the meridians on the body
- Which channels go where and what do they do
- Item 3 (7) Group discussion is the primary mode of instruction. The teacher will also

demonstrate information, such as location of channels on the body, and students will practice locating them on each other. The teacher evaluates proficiency as the students practice. There is no exam for this course.

### Anatomy Syllabus

- Item 3 (1) The anatomy class provides basic understanding of human anatomy. It includes skeletal as well as muscular gross anatomy.
- Item 3 (2) The goal of this course is to give the student a working knowledge of basic skeletal and muscular anatomy.
- Item 3 (3) Anatomy class is 50 hours and meets April 13, June 10, July 14-15, October 13, 2012.
- Item 3 (4) Classes are from 9-12 AM and from 1-6 PM on the above dates.
- Item 3 (5) Handouts with relevant information are given to the students. See appendix.
- Item 3 (6) outline of subject matter

#### Skeletal anatomy-

Composition and function of bone: Ground substance matrix, red and white blood cells, stem cells,

axial skeleton, name and location of bones

Appendicular skeleton, name of location of bones

#### Muscular anatomy

Anatomical position/ planes of the body: sagittal, coronal, transverse

Terms and definitions: anterior/posterior, superior/inferior/ medial

lateral/inversion/eversion/rotation/ flexion-extension/ synergists-antagonists/  
supination-pronation/ origin –insertion/ integument system/ heart-direction of  
blood flow/ liver function/ kidney function/

- Item 3 (7) Lecture and group discussions are the primary modes of instruction. The teacher has the students follow along with their handouts, and find muscles, bones, etc on each other. There are quizzes for this class.

### Medical Qi Gong Syllabus

- Item 3 (1) The Medical Qi Gong class provides a basic understanding of the principles of medical Qi Gong. It provides instruction on how these exercises can be applied during bodywork.
- Item 3 (2) The aim of this class is to inform the students of basic Medical Qi Gong practices.
- Item 3 (3) Medical Qi Gong meets for 32 hours on April 14-15 and June 8-9, 2012.
- Item 3 (4) Classes are from 9-12 AM and 1-6 PM on the above dates.
- Item 3 (5) Handouts are provided to the students for this class. See appendix..
- Item 3 (6) outline of subject matter:  
 Buddha Palm technique:  
 Self healing, building internal energy  
 Self protection exercises  
 Accessing universal energy and emitting it through the hands  
 5 yin organs and paired yang organs  
 Qi emission practice
- Item 3 (7) Lecture and group discussion are used in this class. The teacher also demonstrates the work in front of the class and then circulates to help students as they pair up and practice the material. The teacher evaluates proficiency as the students practice. There is no exam for this course.

### Ayurvedic Massage

- Item 3 (1) The Ayurvedic class provides a basic understanding of the techniques of Ayurvedic massage and how to give an Ayurvedic massage.
- Item 3 (2) The goal of this class is to teach students how to give an Ayurvedic massage.
- Item 3 (3) Ayurvedic massage meets for 24 hours on May 11-13, 2012.
- Item 3 (4) Classes are from 9-12 AM and 1-6 PM on the above dates.
- Item 3 (5) Handouts are provided to the students for class.
- Item 3 (6) outline of subject matter:  
 The 5 elements of Ayurveda, ether, air, fire, water and earth  
 Doshas or elements and their qualities

Vata, Pitta and Kapha qualities and characteristics

Applying oil

Back of torso, back of legs, front of legs, front of torso, arms, neck and head

- Item 3 (7) Lecture and demonstration are used in this class. The teacher talks about the strokes, demonstrates them for students, leads them through the stroke sequence and then walks around and helps students while they practice the strokes. The teacher evaluates proficiency as the students practice. There is no exam for this course.

### Chi Nei Tsang Syllabus

- Item 3 (1) The Chi Nei Tsang class provides students with a basic understanding of Chi Nei Tsang techniques in Asian bodywork.
- Item 3 (2) The objectives of this class are to teach students how to give a Chi Nei Tsang massage.
- Item 3 (3) Chi Nei Tsang meets for 32 hours on August 10-11 and September 14-15, 2012.
- Item 3 (4) Classes are from 9-12 AM and 1 -6 PM on the above dates.
- Item 3 (5) Handouts are provided for the students for this class.
- Item 3 (6) Outline of subject matter:  
 Techniques for  
 Navel diagnosis  
 Skin detoxification  
 Lymph system  
 Small and large intestine  
 Diaphragm  
 lungs  
 liver, pancreas and spleen  
 heart, kidneys and psoas muscle

- item 3 (7) Lecture and demonstration are used in this class. The teacher talks about the strokes, demonstrates them for students, leads them through the stroke sequence and then walks around and helps students while they practice the strokes. The teacher evaluates proficiency as the students practice. There is no exam for this course.

### Tui Na / Acupressure

- Item 3 (1) The Tui Na Acupressure class provides students with a basic understanding of Tui Na and acupressure.
- Item 3 (2) The objectives of this class are to teach the students how to give a Tui Na/Acupressure massage.
- Item 3 (3) Tui Na/Acupressure meets for 48 hours on August 24-26 and October 5-7, 2012.
- Item 3 (4) Classes are from 9-12 AM and 1-6 PM on the above dates.
- Item 3 (5) Handouts are provided for students in this class.
- Item 3 (6) Outline of subject matter:  
 Acupressure points, theory and application  
 Basic and advanced Tui Na massage techniques  
 Spinal system  
 Central and peripheral nervous system  
 Anatomy of muscles, bones and circulatory system  
 Disease prevention  
 Chinese reflexology  
 Clinical application and practice

- item 3 (7) Lecture and demonstration are used in this class. The teacher talks about the strokes, demonstrates them for students, leads them through the stroke sequence and then walks around and helps students while they practice the strokes. The teacher evaluates proficiency as the students practice. There is no exam for this course.

### Thai Massage

Item 3 (1) The Thai massage class provides students with a basic understanding of Thai massage techniques.

Item 3 (2) The objective of this class is to teach the students to give a Thai massage.

Item 3 (3) Thai massage meets for 24 hours on November 9-11, 2012.

Item 3 (4) Classes are from 9-12 AM and 1-6 PM on the above dates.

Item 3 (5) Handouts are provided for students in this class.

Item 3 (6) Outline of subject matter:

Stretching warm ups

Front of body, supine, treatment:

Feet and legs

Torso

Arms and hands

Neck, face and head

Back of body, prone, treatment

Feet and legs

Torso

Arms and hands

Neck, face and head

Stretching

item 3 (7) Lecture and demonstration are used in this class. The teacher talks about the strokes, demonstrates them for students, leads them through the stroke sequence and then walks around and helps students while they practice the strokes. The teacher evaluates proficiency as the students practice. There is no exam for this course.

### Ethics

Item 3 (1) The ethics class gives students a foundation of understanding the issues of ethics and massage.

Item 3 (2) The objectives of this class are to familiarize students with a basic understanding of ethics in their practice.

Item 3 (3) Ethics meets for 8 hours on December 14-15, 2012.

Item 3 (4) Classes are from 9 Am – 1PM on the above dates.

- Item 3 (5) Handouts are provided to the students for this class.
- Item 3 (6) Outline of subject matter:  
 Establishing a code of ethics  
 Patient issues  
 Professional issues  
 Public issues
- Item 3 (7) Lecture and group discussions are used in this class. The teacher talks about the issues for students and then leads them through a group discussion. A summary is then presented to the students. The teacher evaluates proficiency as the students discuss the material. There is no exam for this course.

### Clinic

- Item 3 (1) Clinic is an opportunity for students to practice the material they have learned in class.
- Item 3 (2) The objective of this class is to give practice time to students.
- Item 3 (3) Clinic is from 1:30-4:30 PM on March 12 and 26, April 16 and 23, May 14 and 28, June 11 and 18, July 16 and 23, August 13 and 20, September 17 and 24, October 15 and 22, November 12 and 19, 2012. Additional clinic hours are 4-6 PM on July 8 and 22, August 19, and October 14, 2012. In addition, clinic hours are accrued on the student's own time.
- Item 4 Cypress is not a degree granting school.
- Item 5 See course syllabi above.
- Item 6 Christine Sanmiguel is a licensed Acupuncturist, # 13268.  
 Marie Royer is a licensed Doctor of Chiropractic  
 Lee Holden is a licensed Acupuncturist.  
 Adrianna Gonzales is a licensed Acupuncturist.  
 Leah Class is a certified Thai instructor with 10 years experience in the field.  
 Talya Lutzker is a certified Ayurvedic practitioner with 10 years experience in the field.  
 Christian Real is a certified Tui Na and Acupressure bodyworker with 15 years experience in the field.
- Item 7 see syllabi above

- Item 8           Cypress does not offer on-line or distance learning programs.
- Item 9           Cypress does not offer undergraduate programs.
- Item 10          Cypress does not offer graduate degree programs.

### Faculty

#### Larry Bernstein, C.S.T.,C.P.T,FSoc OB.

...a certified orthobionomist, polarity and therapeutic massage therapist, with 20 years experience in the field. He is a state authorized teacher of massage and polarity. He is also state authorized administrator. As director of operations at the Plaza Santa Maria Hospital in Baja,Mexico, Larry worked with an international team of health care professionals. He presently has an active private practice in Body-Mind Integration in Soquel, CA. Larry has conducted workshops in various aspects of health care. Larry holds current certificates of authorization, number 012-34-2193, for both director and instructor.

#### Susan Matthews-Scott,M.F.C.C.

...is a licensed psychotherapist. She has taught massage and counseling skills since 1977 and is also an experienced workshop facilitator. She created the original Integral Massage used at Cypress Health Institute. Susan currently has a private practice in psychotherapy and teaches in Cypress Health Institute's Massage Program.

#### Jacob Ewing,C.M.P.

...is a certified massage therapist. He received massage certification from the Heartwood Institute in 1978 and in 1983 he completed an apprenticeship in deep tissue bodywork in Garberville, CA. In 1988-89 Jacob completed a 1000 hour rebalancing program at the Ranjneesh Multiversity in Poona, India. He has been an instructor at the Cypress Health Institute since 1988. Jacob holds a current certificate of authorization for service, # 63507 from the state of California.

Chris Hauze, C.M.P.

...has been studying and practicing massage since 1980. In the course of his work he has developed a deep faith in the healing power of the human body. His aim as a teacher at Cypress is to help her students become aware of and be in harmony with their own healing energy. Chris has a private massage practice in the Santa Cruz.

Gail Creeksong, CMT

Gail is a state certified Massage Therapist and has a private practice in Felton.

Christine Sanmiguel, L. Ac

...is a licensed acupuncturist in California and has taught at Five Branches University as well as maintaining a private practice. Christine is also a Ph. D. in Medical Qi Gong.

Marie Royer, D.C.

...is a licensed Chiropractor in Santa Cruz and an anatomy teacher at Bay area Chiropractic Colleges.

Lee Holden, L. Ac.

...is a licensed Acupuncturist in Santa Cruz and has taught classes in Medical Qi Gong, Chi Nei Tsang and Tai Chi around the world.

Adrianna Gonzalez, L. Ac.

... is a licensed Acupuncturist in Santa Cruz and has taught classes on the East and West coast.

Leah Class

... is a certified Thai instructor who has studied extensively in Thailand and has taught Thai massage in Thailand.

#### Talya Lutzker

... is a certified Ayurvedic Practitioner in Santa Cruz who teaches classes in the Bay area in Ayurveda.

#### Fa Jun, Christian Real

... is a certified Tui Na instructor who has a practice in Santa Cruz and has taught at Five Branches University and other Bay area schools.

All Cypress faculty members are current practitioners in their fields and are responsible for continuing education in their field.

Each instructor shall maintain their knowledge by completing continuing education courses in his or her subject area, classroom management or other courses related to teaching.

Each faculty member shall complete at least one course of instruction every two years and provide documentation to Cypress of their successful completion of that program.

#### Schedule of Tuition and Fees

The total charge for the Cypress Health Institute's 250 hr massage program is \$2200. There is a non-refundable registration fee of \$100, which is applied to the total cost of tuition. There is a \$50 discount for couples enrolling at the same time in class.

#### Payment schedules:

Students may choose from the following payment options:

- |    |                                 |           |
|----|---------------------------------|-----------|
| 1. | Upon enrollment, full payment.. | \$2200.00 |
| 2. | Upon enrollment...              | 1100.00   |
|    | by the end of the fifth week... | 1100.00   |
| 3. | Upon enrollment...              | 734.00    |
|    | by the end of the third week... | 733.00    |
|    | by the end of the fifth week... | 733.00    |

The total charge for the 400 hr Asian program is \$4400. There is a non-refundable registration fee of \$100, which is applied to the total cost of tuition. There is a \$50 discount for couple enrolling at the same time.

Payment schedules:

Students may choose from the following payment options:

1.	Upon enrollment, full payment...	\$4400.00
2.	upon enrollment...	2200.00
	by the end of the 5 <sup>th</sup> week	2200.00
3.	upon enrollment	2200.00
	by the end of the 5 <sup>th</sup> week	1100.00
	by the end of the 7 <sup>th</sup> week	1100.00

### Financial aid

There is currently no financial aid available for students through the school. If a student receives a loan from other sources to meet their tuition, then the student is required to repay the full amount of that loan plus interest, less the amount of any refund.

Cypress does not currently, and has never had, a petition in bankruptcy.

### Cancellation and refund policies

The student has the right to cancel the enrollment agreement with a written notice of cancellation and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later, with the exception of \$100 non-refundable registration fee.

Once classes have commenced the following refund schedule will apply:

Percent of course length	Amount of refund
up to 60%.....	a pro rata refund of the full tuition

Example: if a student prepays the full tuition and only attends 12 hours of class, the refund will be 90%. See student application form for additional details.

Students dismissed for misconduct will receive a pro rata refund up to 60% of time enrolled in the program. This refund policy is also stated in the student application packet.

Enrollment Agreement  
massage program

Cypress Health Institute    Student application form  
Classes held at 21511 B East Cliff Drive, Santa Cruz CA 95062

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**Student name**

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**Student address                      City                      State                      Zip Code**

This agreement is for the course: Therapeutic Massage Program.

A total of 250 hours (170 class hours and 80 practicum hours) are required to complete this course.

Start date: September 5, 2012

Scheduled completion date: December 8, 2012

#### STUDENT'S RIGHT TO CANCEL

The student has a right to cancel this enrollment agreement and obtain a refund before the first lesson and materials are received. You may cancel this enrollment agreement and receive a refund by providing a written notice to Larry Bernstein, Director, Cypress Health Institute, P.O. Box 2941, Santa Cruz, CA 95063.

## REFUND INFORMATION

The student has a right to a full refund of all charges less the amount of \$100.00 for the registration fee if she/he cancels this agreement prior to or on the first day of instruction, September 5, 2012 or 7 days after the first class, whichever is latest. The amount retained for registration fee may not exceed one hundred dollars (\$100.00).

In addition, the student may withdraw from this course after instruction has started and receive a pro rata refund for the unused portion of the tuition and other refundable charges if the student has completed 60% or less of the instruction. For example, if the student completes only 40 hours of a 170 hour course and paid \$2200 tuition, the student would receive a refund of \$1682.00:

$$\begin{array}{rcl} \$2200. \text{ amount paid} & \times & 130 \text{ hrs. paid but not received} \\ \text{for instruction} & & 170 \text{ hrs. for which student paid} \end{array} = \$1682.00 \text{ refund}$$

All moneys paid by the students, with the exception of a \$100. non-refundable registration fee, will be refunded when written notice of cancellation is received by the director prior to or at the commencement of class.

If a student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal student financial aid program funds.

If the student defaults on a federal or state loan, then 1) the federal/state/agency may take action against the student, including garnishing an income tax refund; and 2) the student may not be eligible for any other government financial assistance at another institution until the loan is repaid.

The school will also refund money collected for sending to a third party on the student's behalf such as license or application fees. If the school cancels or discontinues a course the school will make a full refund of all charges. Refunds will be paid within 45 days of cancellation or withdrawal.

## FEEES AND CHARGES

The student is responsible for the following fees and charges:

Registration:	\$ 100.00	
Tuition	\$ 2099.00	
Equipment	\$ 0	
Textbooks	\$ 0	
Other STRP*	\$ 1.00	STRF fee is non-refundable
Nonrefundable charges	\$ 0	
Nonrefundable deposits	\$ 0	
<u>TOTAL CHARGES</u>	<u>\$ 2200.00</u>	

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE OR EDUCATIONAL SERVICE IS \$2100.00.

\*As of January 2002 state regulations requires a)students are responsible for paying the state assessed amount for the Student Tuition Recovery Fund New Education, code 94810(a)(10),(11) and b) if the student is a recipient of third party payer tuition then the student is not eligible for STRF, code 94825

**I understand that this is a legally binding contract. My signature below certifies that I have read, understood and agreed to my rights and responsibilities and that the institution's cancellation and refund policies have been clearly explained to me.**

---

**Signature of student**

**Date**

This agreement is not operative until the student makes an initial visit to the institution and receives a thorough tour, or attends the first class or session of instruction. All materials will be presented to the student at the time of payment. This requirement is not applicable to correspondence or other distance learning programs.

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**Date of tour or visit**

**Student Signature**

I certify that the Cypress Health Institute has met the disclosure requirements of Education Code #94312 of the Private Postsecondary and Vocation Reform Act of 1989.

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**Signature, title of school official**

**Date**

This agreement is accepted by \_\_\_\_\_

**Signature of school official**

**Date**

#### NOTICE

**ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSE WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.**

#### Schedule of Tuition and Fees

The total cost of the Cypress Health Institute's massage program is \$2100. There is a non-refundable registration fee of \$100. which is applied to the total cost of tuition. There is a \$50. discount for couples enrolling at the same time in class.

#### Payment schedules:

Students may choose from the following payment options:

- |    |                                 |           |
|----|---------------------------------|-----------|
| 1. | Upon enrollment, full payment.. | \$2200.00 |
| 2. | Upon enrollment...              | 1100.00   |

	by the end of the fifth week...	1100.00
3.	Upon enrollment...	734.00
	by the end of the third week...	733.00
	by the end of the fifth week...	733.00

### Financial aid

There is currently no financial aid available for students through the school.

If a student receives a loan from other sources to meet their tuition, then the student is required to repay the full amount of that loan plus interest, less the amount of any refund.

Cypress does not currently, and has never had, a petition in bankruptcy.

### Transferability disclosure

The Therapeutic Massage Program is open to all interested persons age 18 or over who are high school graduates or the equivalent. There is no entrance testing requirement. Cypress does not provide English as a second language instruction or home study/ correspondence instruction. Students who have completed a course of study at another approved educational institution can apply to transfer credit by supplying Cypress with official transcript documentation from their previous educational institution. Cypress may grant up to 50% transfer credit. Cypress does not have specific transfer agreements with any other institution and charges no fee for processing transcripts from other institutions.

There is a \$25 fee for sending Cypress transcripts to other institutions.

### NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Cypress Health Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certification you earn at the Cypress Health Institute is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may want to transfer after attending Cypress to determine if your certificate will transfer.

### Information disclosure

Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rate, placement rates, license

examination passage rates, and salary or wage information included in the School Performance Fact Sheet, and signed, initialed, and dated the information provided in the School Performance Fact Sheet.

I certify that I have received the catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license examination passage rates, and salary or wage information included in the School Performance Fact Sheet, and have initialed, and dated the information provided in the School Performance Fact Sheet.

Student's initials                      date

ANY QUESTIONS A STUDENT MAY HAVE REGARDING THIS CATALOG THAT HAVE NOT BEEN SATISFACTORILY ANSWERED BY THE INSTITUTION MAY BE DIRECTED TO THE BUREAU FOR PRIVATE POSTSECONDARY EDUCATION, AT 2535 CAPITOL OAKS DR, SUITE 400, SACRAMENTO, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone number (888) 370-75899 or by fax (916) 263-1897

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Dr, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov) , toll free telephone number (888)370-7589 or by fax (916) 263-1897.

### Student Tuition Recovery Fund

The Student Tuition Recovery Fund (STRF) was established by the Legislature to protect any California resident who attends a private postsecondary institution from losing money if you prepaid tuition and suffered a financial loss as a result of the school closing, failing to live up to its enrollment agreement, or refusing to pay a court judgment.

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third party payer such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for {Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds, under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act of the Division within 30 days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

To be eligible for STRF, you must be a 'California resident' and reside in California at the time the enrollment agreement is signed or when you receive lessons at a California mailing address from an approved institution offering correspondence instruction. Students who are temporarily residing in California for the sole purpose of pursuing an education, specifically those who hold student visas, are not considered "California residents".

To qualify for STRF reimbursement you must file a STRF application within one year of receiving notice from the Council that the school is closed. If you do not receive notice from the Council, you have four years from the date of closure to file a STRF application. If a judgment is obtained you must file a STRF application within two years of that final judgment.

It is important that you keep copies of the enrollment agreement, receipts or any other information that documents the moneys paid to the school. Questions regarding the STRF may be directed to the Council for Private Postsecondary and Vocational Education, 1027-10th Street, Fourth Floor, Sacramento, CA .95814-3517, (916) 445-3427.

Enrollment Agreement  
Asian program

Cypress Health Institute    Student application form  
Classes held at 21511 B East Cliff Drive, Santa Cruz CA 95062

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**Student name**

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**Student address**

**City**

**State**

**Zip Code**

This agreement is for the course: Therapeutic Massage Program.  
A total of 400 hours (258 class hours and 142 practicum hours) are required to complete this course.

Start date: March 9, 2012      Scheduled completion date: December 16, 2012

#### STUDENT'S RIGHT TO CANCEL

The student has a right to cancel this enrollment agreement and obtain a refund before the first lesson and materials are received. You may cancel this enrollment agreement and receive a refund by providing a written notice to Larry Bernstein, Director, Cypress Health Institute, P.O. Box 2941, Santa Cruz, CA 95063.

#### REFUND INFORMATION

The student has a right to a full refund of all charges less the amount of \$100.00 for the registration fee if she/he cancels this agreement prior to or on the first day of instruction, September 5, 2012 or 7 days after the first class, whichever is latest. The amount retained for registration fee may not exceed one hundred dollars (\$100.00).

In addition, the student may withdraw from this course after instruction has started and receive a pro rata refund for the unused portion of the tuition and other refundable charges if the student has completed 60% or less of the instruction. For example, if the student completes only 40 hours of a 400 hour course and paid \$4400 tuition, the student would receive a refund of \$3960.00:

$$\begin{array}{rcl} \$4400. \text{ amount paid} & \times & 360 \text{ hrs. paid but not received} \\ \text{for instruction} & & 440 \text{ hrs. for which student paid} \end{array} = \$3960.00 \text{ refund}$$

All moneys paid by the students, with the exception of a \$100. non-refundable registration fee, will be refunded when written notice of cancellation is received by the director prior to or at the commencement of class.

If a student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal student financial aid program funds.

If the student defaults on a federal or state loan, then 1) the federal/state/agency may take action against the student, including garnishing an income tax refund; and 2) the student may not be eligible for any other government financial assistance at another institution until the loan is repaid

The school will also refund money collected for sending to a third party on the student's behalf such as license or application fees. If the school cancels or discontinues a course the school will make a full refund of all charges. Refunds will be paid within 45 days of cancellation or withdrawal.

#### FEES AND CHARGES

The student is responsible for the following fees and charges:

Registration:	\$ 100.00	
Tuition	\$ 4299.00	
Equipment	\$ 0	
Textbooks	\$ 0	
Other STRP*	\$ 1.00	STRF fee is non-refundable
Nonrefundable charges	\$ 0	
Nonrefundable deposits	\$ 0	
<b>TOTAL CHARGES</b>	<b>\$ 4400.00</b>	

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE OR EDUCATIONAL SERVICE IS \$2100.00.

\*As of January 2002 state regulations requires a) students are responsible for paying the state assessed amount for the Student Tuition Recovery Fund New Education, code 94810(a)(10),(11) and b) if the student is a recipient of third party payer tuition then the student is not eligible for STRF, code 94825

**I understand that this is a legally binding contract. My signature below certifies that I have read, understood and agreed to my rights and responsibilities and that the institution's cancellation and refund policies have been clearly explained to me.**

\_\_\_\_\_  
**Signature of student**

\_\_\_\_\_  
**Date**

This agreement is not operative until the student makes an initial visit to the institution and receives a thorough tour, or attends the first class or session of instruction. All materials will be presented to the student at the time of payment. This requirement is not applicable to correspondence or other distance learning programs.

\_\_\_\_\_  
**Date of tour or visit**

\_\_\_\_\_  
**Student Signature**

I certify that the Cypress Health Institute has met the disclosure requirements of Education Code #94312 of the Private Postsecondary and Vocation Reform Act of 1989.

\_\_\_\_\_  
**Signature, title of school official**

\_\_\_\_\_  
**Date**

This agreement is accepted by \_\_\_\_\_

\_\_\_\_\_  
**Signature of school official**

\_\_\_\_\_  
**Date**

#### NOTICE

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#### Schedule of Tuition and Fees

The total cost of the Cypress Health Institute's massage program is \$2100. There is a non-refundable registration fee of \$100, which is applied to the total cost of tuition. There is a \$50 discount for couples enrolling at the same time in class.

Payment schedules:

Students may choose from the following payment options:

1.	Upon enrollment, full payment..	\$4400.00
2.	Upon enrollment...	2200.00
	by the end of the fifth week...	2200.00
3.	Upon enrollment...	2200.00
	by the end of the third week...	1100.00
	by the end of the fifth week...	1100.00

Financial aid

There is currently no financial aid available for students through the school.

If a student receives a loan from other sources to meet their tuition, then the student is required to repay the full amount of that loan plus interest, less the amount of any refund.

Cypress does not currently, and has never had, a petition in bankruptcy.

Transferability disclosure

The Therapeutic Massage Program is open to all interested persons age 18 or over who are high school graduates or the equivalent. There is no entrance testing requirement. Cypress does not provide English as a second language instruction or home study/ correspondence instruction. Students who have completed a course of study at another approved educational institution can apply to transfer credit by supplying Cypress with official transcript documentation from their previous educational institution. Cypress may grant up to 50% transfer credit. Cypress does not have specific transfer agreements with any other institution and charges no fee for processing transcripts from other institutions.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED  
AT OUR INSTITUTION

The transferability of credits you earn at Cypress Health Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certification you earn at the Cypress Health Institute is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may want to transfer after attending Cypress to determine if your certificate will transfer.

There is a \$25 fee for sending Cypress transcripts to other institutions.

### Information disclosure

Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rate, placement rates, license examination passage rates, and salary or wage information included in the School Performance Fact Sheet, and signed, initialed, and dated the information provided in the School Performance Fact Sheet.

I certify that I have received the catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license examination passage rates, and salary or wage information included in the School Performance Fact Sheet, and have initialed, and dated the information provided in the School Performance Fact Sheet.

Student's initials \_\_\_\_\_ date \_\_\_\_\_

ANY QUESTIONS A STUDENT MAY HAVE REGARDING THIS CATALOG THAT HAVE NOT BEEN SATISFACTORILY ANSWERED BY THE INSTITUTION MAY BE DIRECTED TO THE BUREAU FOR PRIVATE POSTSECONDARY EDUCATION, AT 2535 CAPITOL OAKS DR, SUITE 400, SACRAMENTO, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone number (888) 370-75899 or by fax (916) 263-1897

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Dr, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll free telephone number (888)370-7589 or by fax (916) 263-1897.

### Student Tuition Recovery Fund

The Student Tuition Recovery Fund (STRF) was established by the Legislature to protect any California resident who attends a private postsecondary institution from losing money if you prepaid tuition and suffered a financial loss as a result of the school

closing, failing to live up to its enrollment agreement, or refusing to pay a court judgment.

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third party payer such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds, under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act of the Division within 30 days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

To be eligible for STRF, you must be a 'California resident' and reside in California at the time the enrollment agreement is signed or when you receive lessons at a California mailing address from an approved institution offering correspondence instruction. Students who are temporarily residing in California for the sole purpose of pursuing an education, specifically those who hold student visas, are not considered "California residents".

To qualify for STRF reimbursement you must file a STRF application within one year of receiving notice from the Council that the school is closed. If you do not receive notice from the Council, you have four years from the date of closure to file a STRF application. If a judgment is obtained you must file a STRF application within two years of that final judgment.

It is important that you keep copies of the enrollment agreement, receipts or any other information that documents the moneys paid to the school. Questions regarding the STRF may be directed to the Council for Private Postsecondary and Vocational Education, 1027-10th Street, Fourth Floor, Sacramento, CA .95814-3517, (916) 445-3427.

### Student Complaint Procedure

A student or any member of the public may file a complaint about the institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll free or by

completing a complaint form, which can be obtained on the bureau's internet web site [www.bppe.ca.gov](http://www.bppe.ca.gov).

The school director, Larry Bernstein, is designated to receive and resolve student complaints. A student may lodge a complaint by communicating orally or in writing to any teacher, staff person or directly to the director. The recipient of the complaint shall transfer it as soon as possible to the director for resolution.

After receiving a complaint in writing, Cypress shall, within ten days of receiving the complaint, provide the student with a written response, including a summary of the school's investigation and disposition of the complaint.

Larry Bernstein will be regularly accessible to all students during their time of study at Cypress Health Institute. As director, Larry Bernstein has the duty to investigate complaints thoroughly, including interviewing all people and reviewing all documents that pertain to the complaint. He shall also record a summary of the complaint, its disposition and reasons. He shall place a copy of the summary, and other related documents, in the student's file and make an appropriate entry in the log of the students complaints.

The director will implement reasonable policies to avoid similar complaints in the future and communicate directly to any person regarding a complaint. The director may compromise or resolve the complaint in any reasonable way. If the complaint is valid and not resolved within thirty days after it was first made by the student, the director will notify the Council and authorities of the complaint investigation and resolution or lack of resolution. The director may also reject the complaint if, after investigation, it is determined to be unfounded. A student's participation in the complaint procedure and disposition of a student's complaint shall not limit or waive any of the student's rights.