

# FINAL ANALYSIS AND RECOMMENDATION FOR COMTA

## Meeting Date: 07/15/2023

Type of Submission:  
Compliance Report

### Criteria: 602.15(a)(2)

#### Description of Criteria

(2) Competent and knowledgeable individuals, qualified by education or experience in their own right and trained by the agency on their responsibilities, as appropriate for their roles, regarding the agency's standards, policies, and procedures, to conduct its on-site evaluations, apply or establish its policies, and make its accrediting and preaccrediting decisions, including, if applicable to the agency's scope, their responsibilities regarding distance education and correspondence courses;

#### Narrative:

The agency must demonstrate that it has come into compliance with section 3.2 of its bylaws concerning the number and tenure of Commissioners -

The Commission on Massage Therapy Accreditation amended and adopted its Bylaws on July 14, 2021 – see EXHIBIT 1. Section 3.2. Number and Tenure of Commissioners states: The Commission shall consist of at least ten, and if necessary for the effective functioning of the Commission, not more than thirteen Commissioners. Commissioners shall hold office for staggered four-year terms, and each such four-year term shall begin in even-numbered years. Terms may be adjusted by a majority vote of the Commission, as necessary to allow for a balanced number of Commissioners to stand for election. Each Commissioner shall hold office until the day before the first meeting after July 1 in the year in which his or her term is scheduled to end and until his or her successor shall have been elected and qualified. Commissioners may serve three complete terms (12 years). If a Commissioner is appointed to fulfill a portion of an unfulfilled term, that portion will not count toward the three complete term maximum.

In July 2021, the Commission Chair, with approval from full Commission, appointed India Hankins to fill the open position of Esthetics Educator. In March 2022, the Commission Chair, with approval from full Commission, appointed Nathan Nordstrom to fill the open position of Employer. See EXHIBITS 2 and 3. At present, the Commission consists of 11 Commissioners, with all positions filled by qualified members. See EXHIBIT 4. Additionally, COMTA is conducting its election of Commissioners in the summer of 2022, as outlined and in accordance with Section

### 3.4 of the Bylaws.

The agency must also demonstrate that its Commissioners, staff, and peer reviewers are trained on their responsibilities, as appropriate for their roles, regarding the agency's standards, policies, and procedures, to conduct its on-site evaluations, apply or establish its policies, and make its accrediting decisions -

As described in the draft analysis response, the agency takes steps with Commissioners to maintain awareness of the agency's standards, policies, and procedures. Agency staff and Commissioners are directly involved in reviewing and revising the COMTA Policy and Procedure Manual and Standards of Accreditation documents on a regular and periodic basis and as needed relative to specific changes with recognition criteria or other applicable updates. The staff and Commissioners therefore maintain active and ongoing attention to the contents of those important documents. The Commission implemented an updated version of the COMTA Policy and Procedure Manual, effective November 2021 – see EXHIBIT 5. Additionally, the Standards Review Committee, a standing Committee as noted in the Bylaws, has convened its review and potential revision of the Standards of Accreditation - see EXHIBITS 6a and 6b.

To even more effectively support compliance with 32 C.F.R. §602.15(a)(2), the Commission has instituted a formal bi-annual process of review of policies, procedures and training opportunities for agency staff and Commissioner professional development related to responsibilities, decision-making, and policy implementation. The formal process includes an attestation of review and understanding of the agency's standards, policies and procedures coinciding with each fall Commission meeting and an attestation of applicable training opportunities provided with each spring Commission meeting – See EXHIBITS 7 – 18 for copies of attestation statements, as described, from the October 2021 and those in attendance at the April 2022 Commission meetings.

The Commission also maintains a process of orientation for new Commissioners, which includes acknowledgement and signature of onboarding documents pertinent to ethical responsibilities, understanding of COMTA policies and disclosure of potential conflicts of interest. With the orientation of the two newly appointed Commissioners, COMTA staff included a document to confirm completion of the New Commissioner Orientation and understanding of applicable information contained therein - See EXHIBITS 35 & 36. New Commissioners who are elected in summer 2022 will also participate in a consistent orientation and training process prior to attendance at their first Commission meeting on October 17, 2022 and will sign consistent confirmation of completion documentation.

The agency takes similar steps with peer reviewers/site team evaluators to maintain awareness of the agency's standards, policies, and procedures. Peer reviewers are provided with a Peer Reviewer Manual (See EXHIBIT 37) which outlines the site visit process, Standards of Accreditation, Self-Study Report and Team Report writing, as well as policies and procedures of the agency. The agency does not collect

“attendance records” for peer reviewer training as it is provided through the completion of the COMTA 101 and COMTA 102 asynchronous online courses and self-guided review of the Peer Reviewer Manual. See EXHIBITS 38 - 40 for COMTA online training completion certificates for the two recent/new COMTA peer reviewers/site evaluators.

Subsequent to the agency’s renewal of recognition, we have implemented a procedure to collect documentation confirming orientation for new peer reviewers/site evaluators, which includes acknowledgement and signature of onboarding documents pertinent to ethical responsibilities, understanding of COMTA policies and disclosure of potential conflicts of interest. With the orientation of the two new peer reviewers/site evaluators, COMTA staff included a document to confirm completion of the orientation and understanding of applicable information contained therein - See EXHIBITS 41 – 42.

In order to more even effectively demonstrate compliance with the criterion in §602.15(A)(2), the agency has also implemented/established a formal annual training session for review of the Standards of Accreditation and Policies and Procedures for peer reviewers and the collection of documentation to serve as evidence and verification of training documentation. COMTA staff conducted a virtual meeting with all current/active peer reviewers/site evaluators on March 31, 2022 to provide information about the new training cycle, which will include a review of projected updates to the Peer Reviewer Manual and site visit interview forms. The first annual training sessions is planned for the fall of 2022, and will be maintained each fall going forward. The agency will have a full review cycle of annual peer reviewer training records to provide at the next renewal of recognition.

Lastly, the agency must demonstrate that all peer reviewers are qualified for their roles according to their education and experience in accordance with its policy on peer reviewer qualifications and application -

Qualifications required to be a peer reviewer/on-site evaluator are described in EXHIBIT 43, Peer Reviewer Application. Upon receipt of application materials, the applicant is interviewed by COMTA staff using EXHIBIT 44, Peer Reviewer Interview Questions. Agency staff and the Commission understand the importance of appropriate qualifications for all peer reviewers/site evaluators, particularly with respect to COMTA’s specialized recognition status. Diligence is shown when reviewing applications and all peer reviewers/site evaluators participate in an “observation visit” to ensure they are not only qualified but also capable of demonstrating the responsibilities of the role. Please see EXHIBITS 45 - 48 for copies of applications and resumes for the two new/recently oriented/trained peer reviewers/site evaluators.

EXHIBIT 1 – COMTA Bylaws - effective July 21 2021

EXHIBIT 2 – I. Hankins Commissioner Welcome

EXHIBIT 3 – N. Nordstrom Commissioner Welcome

EXHIBIT 4 – Commission and Staff Contact List – April 2022  
 EXHIBIT 5 – COMTA Policy and Procedure Manual – effective November 2021  
 EXHIBIT 6a – Standards Review Committee Meeting Minutes – May 10 2022  
 EXHIBIT 6b – Standards Review Committee Meeting Minutes – June 14 2022  
 EXHIBIT 7 – Signature Documents – B. Giroud  
 EXHIBIT 8 – Signature Documents – B. Levine  
 EXHIBIT 9 – Signature Documents – C. Johnson Pelava  
 EXHIBIT 10 – Signature Documents – C. Korn  
 EXHIBIT 11 – Signature Documents – D. Healey  
 EXHIBIT 12 – Signature Documents – D. Hogue  
 EXHIBIT 13 – Signature Documents – D. VanNostran  
 EXHIBIT 14 – Signature Documents – I. Hankins  
 EXHIBIT 15 – Signature Documents – J. Harmon  
 EXHIBIT 16 – Signature Documents – L. Bain  
 EXHIBIT 17 – Signature Documents – N. Nordstrom  
 EXHIBIT 18 – Signature Documents – T. Baker  
 EXHIBIT 35 – New Commission orientation – I Hankins  
 EXHIBIT 36 – New Commissioner orientation – N. Nordstrom  
 EXHIBIT 37 - Peer Reviewer Manual  
 EXHIBIT 38 – P. Comstock COMTA 101 Online Training Certificate  
 EXHIBIT 39 – P. Comstock COMTA 102 Online Training Certificate  
 EXHIBIT 40 – D. Newman COMTA 101 and 102 Online Training Certificates  
 EXHIBIT 41 – P. Comstock COMTA Peer Reviewer Orientation Completion  
 EXHIBIT 42 – D. Newman COMTA Peer Reviewer Orientation Completion  
 EXHIBIT 43 - Peer Reviewer Application and Qualifications  
 EXHIBIT 44 - Peer Reviewer Interview Questions  
 EXHIBIT 45 – COMTA Peer Reviewer Application – P. Comstock  
 EXHIBIT 46 – COMTA Peer Reviewer Resume – P. Comstock  
 EXHIBIT 47 – COMTA Peer Reviewer Application – D. Newman  
 EXHIBIT 48 – COMTA Peer Reviewer Resume – D. Newman

**Document(s) for this Section**

Exhibit Title	File Name	Analyst Comments	Agency's Exhibit Comments
Exhibit 1 EXHIBIT 1 COMTA Bylaws - effective July 21 2021	1 COMTA Bylaws - effective July 21 2021.pdf	-	-
Exhibit 10 EXHIBIT 9 Signature Documents - C. Johnson Pelava	9 Signature Documents - C. Johnson Pelava.pdf	-	-

<b>Exhibit Title</b>	<b>File Name</b>	<b>Analyst Comments</b>	<b>Agency's Exhibit Comments</b>
Exhibit 11 EXHIBIT 10 Signature Documents - C. Korn	10 Signature Documents - C. Korn.pdf	-	-
Exhibit 12 EXHIBIT 11 Signature Documents - D. Healey	11 Signature Documents - D. Healey.pdf	-	-
Exhibit 13 EXHIBIT 12 Signature Documents - D. Hogue	12 Signature Documents - D. Hogue.pdf	-	-
Exhibit 14 EXHIBIT 13 Signature Documents - D. VanNostran	13 Signatue Documents - D. VanNostran.pdf	-	-
Exhibit 15 EXHIBIT 14 Signature Documents - I. Hankins	14 Signature Documents - I. Hankins.pdf	-	-
Exhibit 16 EXHIBIT 15 Signature Documents - J. Harmon	15 Signature Documents - J. Harmon.pdf	-	-
Exhibit 17 EXHIBIT 16 Signature Documents - L. Bain	16 Signature Documents - L. Bain.pdf	-	-
Exhibit 18 EXHIBIT 17 Signature Documents N. Nordstrom	17 Signature Documents - N. Nordstrom.pdf	-	-
Exhibit 19 EXHIBIT 18 Signature Documents - T. Baker	18 Signature Documents - T. Baker.pdf	-	-
Exhibit 2 EXHIBIT 2 I.Hankins Commissioner Welcome	2 I. Hankins Commissioner Welcome.pdf	-	-
Exhibit 20 EXHIBIT 35 I. Hankins Commissioner Orientation	35 I. Hankins Commissioner Orientation.pdf	-	-
Exhibit 21 EXHIBIT 36 N. Nordstrom Commissioner Orientation	36 N. Nordstrom Commissioner Orientation.pdf	-	-
Exhibit 22 EXHIBIT 37 Peer Reviewer Manual	37 Peer Reviewer Manual.pdf	-	-
Exhibit 23 EXHIBIT 38 P. Comstock COMTA 101 Online Training Certificate	38 P. Comstock COMTA 101 Online Training Cert	-	-
Exhibit 24 EXHIBIT 39 P. Comstock COMTA 102 Online Training Certificate	39 P. Comstock COMTA 102 Online Training Cert	-	-
Exhibit 25 EXHIBIT 40 D. Newman	40 D. Newman COMTA 101	-	-

Exhibit Title	File Name	Analyst Comments	Agency's Exhibit Comments
COMTA 101 and 102 Online Training Certificates	and 102 Online Trainin		
Exhibit 26 EXHIBIT 41 P. Comstock COMTA Peer Reviewer Orientation Completion	41 P. Comstock COMTA Peer Reviewer Orientatio	-	-
Exhibit 27 EXHIBIT 42 D. Newman COMTA Peer Reviewer Orientation Completion	42 D. Newman COMTA Peer Reviewer Orientation	-	-
Exhibit 28 EXHIBIT 43 Peer Reviewer Application and Qualifications	43 Peer Reviewer Application and Qualificatio	-	-
Exhibit 29 EXHIBIT 44 Peer Reviewer Interview Questions	44 Peer Reviewer Interview Questions.pdf	-	-
Exhibit 3 EXHIBIT 3 N. Nordstrom Commissioner Welcome	3 N. Nordstrom Commissioner Welcome.pdf	-	-
Exhibit 30 EXHIBIT 45 COMTA Peer Reviewer Application - P. Comstock	45 COMTA Peer Reviewer Application - P. Comst	-	-
Exhibit 31 EXHIBIT 46 COMTA Peer Reviewer Resume - P. Comstock	46 COMTA Peer Reviewer Resume - P. Comstock.p	-	-
Exhibit 32 EXHIBIT 47 COMTA Peer Reviewer Application - D. Newman	47 COMTA Peer Reviewer Application - D. Newma	-	-
Exhibit 33 EXHIBIT 48 COMTA Peer Reviewer Resume - D. Newman	48 COMTA Peer Reviewer Resume - D. Newman.pdf	-	-
Exhibit 4 EXHIBIT 4 Commission and Staff Contact List - April 2022	4 Commission and Staff Contact List - April 2	-	-
Exhibit 5 EXHIBIT 5 COMTA Policy and Procedure Manual - November 2021	5 COMTA Policy and Procedure Manual - Novembe	-	-
Exhibit 6 EXHIBIT 6a Standards Review Committee Meeting Minutes - May 10 2022	6a COMTA Standards Review Committee Meeting M	-	-
Exhibit 7 EXHIBIT 6b Standards Review Committee Meeting Minutes - June 14 2022	6b COMTA Standards Review Committee Meeting M	-	-

Exhibit Title	File Name	Analyst Comments	Agency's Exhibit Comments
Exhibit 8 EXHIBIT 7 Signature Documents - B. Giroud	7 Signature Documents - B. Giroud.pdf	-	-
Exhibit 9 EXHIBIT 8 Signature Documents - B. Levine	8 Signature Documents - B. Levine.pdf	-	-

Analyst Worksheet- Narrative

**Analyst Review Status:**

Does not meet the requirements of this section

**Staff Determination:**

**The agency must provide documentation to demonstrate that it has come into compliance with its bylaws concerning the composition of its decision-making body and the qualifications of its members. The agency must also provide documentation to demonstrate that its decision-making body members and site visitors are trained on their responsibilities, as appropriate for their roles, regarding the agency's standards, policies, and procedures, to conduct its on-site evaluations, apply or establish its policies, and make its accrediting decisions.**

**Analyst Remarks to Narrative:**

**Outstanding issue: When the agency's petition was reviewed in spring of 2021, the SDO decided that the agency did not demonstrate that it has come into compliance with section 3.2 of its bylaws concerning the number and tenure of decision-making body members (commissioners). The agency also did not demonstrate that its decision-making body members, staff, and site visitors are trained on their responsibilities, as appropriate for their roles, regarding the agency's standards, policies, and procedures, to conduct its on-site evaluations, apply or establish its policies, and make its accrediting decisions. It also did not demonstrate that all site visitors are qualified by their education and experience as required by the agency's policy requirements.**

**Analysis: COMTA provided its revised bylaws (effective July 14,**

**2021) and documentation of the current composition of the decision-making body (Commission) (Exhibits 1 and 4). The agency provided documentation that it filled the open esthetics educator position in July 2021 and the open employer position in March 2022 (Exhibits 2 and 3). However, COMTA did not provide any documentation to demonstrate that the two new commissioners are qualified by education or experience for the roles they fill on the Commission.**

**The agency provided information and documentation concerning the training provided to commissioners. COMTA has implemented a “formal bi-annual process” to provide professional development to commissioners. The agency provided the “Statement of Ethical Responsibility” for commissioners dated fall 2021 and attendance attestations for the April 2022 commission meeting, where annual training was provided (Exhibits 8-12 and 14-19). However, the attendance attestations for the April 2022 training were not provided for two commissioners (I. Hankins and B. Levine) and almost half of the statements or attestations provided for commissioners did not include ‘wet’ signatures or any other identity verification to demonstrate implementation.**

**The agency provided documentation of the new commissioner orientation for the two recently filled positions (Exhibits 20 and 21). COMTA also stated that commissioners remain current on the agency’s standards, policies and procedures as they are directly involved in the review and revision of the agency’s Policy and Procedure Manual (effective November 2021) and the Standards of Accreditation (Exhibits 5 and ED Exhibit 2 - COMTA-Accreditation-Standards-Effective-Rev-2017\_07). The agency has also initiated its comprehensive standards review process and provided minutes of the commission subcommittee to demonstrate implementation of the process (Exhibits 6 and 7).**

**The agency provided information and documentation concerning the training provided to site visitors. COMTA stated that it requires new site visitors to complete an orientation program and current site**



visitors to complete an annual training program. The agency provided documentation of the orientation program, to include completion of the online asynchronous courses, for the two new site visitors (Exhibits 23-27). However, COMTA did not provide any documentation of the virtual meeting held on March 31, 2022, to demonstrate implementation of the annual training program for all current site visitors.

COMTA provided information and documentation to demonstrate that all site visitors are qualified by their education and experience as required by the agency's policy requirements. The agency provided its site visitor application and qualification requirements, and described the site visitor review process (Exhibits 28 and 29). COMTA provided documentation of the applications and qualifications for the two new site visitors (Exhibits 30-33).

The agency provided information and documentation concerning the training provided to agency staff. COMTA provided the signed "Statement of Ethical Responsibility" for the agency's one staff member dated fall 2021 and the signed attendance attestation for the April 2022 commission meeting, where annual training was provided (Exhibit 13). The agency also stated that staff remain current on the agency's standards, policies and procedures as they are directly involved in the review and revision of the agency's Policy and Procedure Manual (effective November 2021) and the Standards of Accreditation (Exhibit 5).

**List of Document(s) Uploaded by Analyst - Narrative**

<b>Exhibit Title</b>	<b>File Name</b>
ED Exhibit 2 - COMTA-Accreditation-Standards-Effective-Rev-2017_07	ED Exhibit 2 - COMTA-Accreditation-Standards-Effective-Rev-2017_071.pdf

Response:

In order to demonstrate compliance with 32 C.F.R. §602.15(a)(2) and COMTA bylaws concerning the composition of its decision-making body and the qualifications of its members, specifically Commissioners referenced in previously submitted Exhibits 2 and 3. Please see Exhibits 500 and 501, copies of the resumes for the

esthetics educator Commission position filled in July 2021 and employer Commission position filled in March 2022.

As noted in the Staff Analysis, to support compliance with 32 C.F.R. §602.15(a)(2), the Commission instituted a formal biannual process of review of policies, procedures and training opportunities for agency staff and Commissioner professional development related to responsibilities, decision-making, and policy implementation. The formal process includes collection of an Annual Commission Training Completion form as documentation of training received. The agency provided documentation of attendance for the April 2022 Commission meeting and included the Annual Commission Training forms for all but two Commissioners, I. Hankins and B. Levine. The two Commissioners noted were both absent from the in-person meeting, therefore no Annual Commission Training Completion form was available - see Exhibit 502 – April 2022 Commission Meeting minutes reflecting Commissioners’ absence.

The agency provided Commission and staff members electronic copies of the Annual Commission Training Completion form and allowed for electronic or wet signature return. In order to more effectively demonstrate compliance with 32 C.F.R. §602.15(a)(2) and to better ensure verification of attendee’s identities, the agency will implement a procedure of collecting wet signatures from each individual commencing with the upcoming April 2023 Commission meeting and continuing thereafter.

In the original Compliance Report draft, the agency indicated that, in order to more even effectively demonstrate compliance with the criterion in §602.15(A)(2), it also implemented/established a formal annual training session for review of the Standards of Accreditation and Policies and Procedures for peer reviewers/site visitors. The agency held a virtual zoom meeting with COMTA peer reviewers/site visitors on March 31, 2022. The meeting was not intended as a training itself, but rather a general meeting to share feedback from recently completed site visits and garner input for the review and revision of the Peer Reviewer Manual and other site visit documents planned to begin in the summer/early fall of 2022. See Exhibit 503 – Peer Reviewer Meeting Minutes – March 2022.

Additionally, in the original Compliance Report draft, the agency indicated that the first annual training session for peer reviewers was planned for the fall of 2022 and would be maintained each fall thereafter. In order to demonstrate evidence of implementation, the agency conducted a virtual training session on November 17, 2022, which included a review of the COMTA Policies and Procedures and a focused training on the process of file review documentation for accreditation site visits. The agency also provided updates about the continued process of review, analysis, and revision of the Peer Reviewer Manual and site visit interview forms. Please see Exhibits 504 - 507 - samples of Annual Peer Reviewer Training Completion 2022

documents. The agency provided peer reviewers/site visitors electronic copies of the Annual Peer Reviewer Training Completion form and allowed for electronic or wet signature return. In order to more effectively demonstrate compliance with 32 C.F.R. §602.15(a)(2) and to better ensure verification of attendee's identities, the agency will implement a procedure of collecting wet signatures from each individual commencing with the upcoming fall 2023 training and continuing thereafter. The agency will have a full review cycle of annual peer reviewer training records to provide at the next renewal of recognition.

Exhibit 500 – I Hankins resume esthetics educator

Exhibit 501 – N Nordstrom resume employer

Exhibit 502 – April 2022 Commission Meeting Minutes

Exhibit 503 – Peer Reviewer Meeting Minutes – March 2022

Exhibit 504 – Annual Peer Reviewer Training Completion - 2022 – K Alexander

Exhibit 505 – Annual Peer Reviewer Training Completion – 2022 – M Brennan

Exhibit 506 – Annual Peer Reviewer Training Completion – 2022 – V. Drago

Exhibit 507 – Annual Peer Reviewer Training Completion – 2022 – L. Williams

#### Analyst Worksheet - Response

##### Analyst Review Status:

Meets the requirements of this section

##### Analyst Remarks to Response

COMTA provided resumes (Ex. 500 and 501) for I. Hankins, the esthetics educator Commission position and N. Nordstrom, the employer Commission position, which was filled in July 2021 and March 2022, respectively, to demonstrate they are qualified for the appointed position. The resumes highlight over 35 years of combined experience, expertise, and education allowing both Commissioners a unique mix of talents to fill the position.

In response to the draft analysis, the agency instituted a formal biannual training process whereby staff and Commissioners complete an Annual Commission Training Completion form as documentation of training received. The agency attests that it will

begin the practice collecting wet signatures on the Annual Commission Training Completion form commencing with the April 2023 meeting- which was not included in the agency's response to the draft analysis.

Additionally, the agency clarified that it previously did not provide documentation of training for the two new site visitors, I. Hankins and B. Levine, at the April 2022 meeting because they were not in attendance (Ex. 502) for that meeting. The agency subsequently provided training (in the same year) in May and July 2022 (Ex. 47 and 48), for the two new site visitors in accordance with agency policy to provide training on an annual basis and in accordance with this criterion. It is important to note that the agency instituted the policy of collecting wet signatures to verify training attendance in April 2023, a year after I. Hankins and B. Levine attended training.

COMTA also provided documentation of its annual Commissioner training (Ex. 59) to demonstrate its policy in practice which satisfies previous Department staff concerns.

**List of Document(s) Uploaded by Analyst - Response**

<b>Exhibit Title</b>	<b>File Name</b>
ED Exhibit 2 - COMTA-Accreditation-Standards-Effective-Rev-2017_07	ED Exhibit 2 - COMTA-Accreditation-Standards-Effective-Rev-2017_071.pdf

**Criteria: 602.15(a)(3)**

**Description of Criteria**

(3) Academic and administrative personnel on its evaluation, policy, and decision-making bodies, if the agency accredits institutions;

**Narrative:**

The agency must demonstrate it has come into compliance with section 3.2 of its bylaws concerning the number and tenure of Commissioners. Specifically, the agency must address the open esthetics educator position on its Commission -

The Commission on Massage Therapy Accreditation amended and adopted its Bylaws on July 14, 2021 – see EXHIBIT 1. Section 3.2. Number and Tenure of Commissioners states: The Commission shall consist of at least ten, and if necessary for the effective functioning of the Commission, not more than thirteen Commissioners. Commissioners shall hold office for staggered four-year terms, and each such four-year term shall begin in even-numbered years. Terms may be adjusted

by a majority vote of the Commission, as necessary to allow for a balanced number of Commissioners to stand for election. Each Commissioner shall hold office until the day before the first meeting after July 1 in the year in which his or her term is scheduled to end and until his or her successor shall have been elected and qualified. Commissioners may serve three complete terms (12 years). If a Commissioner is appointed to fulfill a portion of an unfulfilled term, that portion will not count toward the three complete term maximum.

In July 2021, the Commission Chair, with approval from full Commission, appointed India Hankins to fill the open position of Esthetics Educator - see EXHIBIT 2. At present, the Commission consists of 11 Commissioners, with all positions filled by qualified members. See EXHIBIT 4. Additionally, COMTA is conducting its election of Commissioners in the summer of 2022, as outlined and in accordance with Section 3.4 of the Bylaws.

EXHIBIT 1 – COMTA Bylaws - effective July 21 2021

EXHIBIT 2 – I. Hankins Commissioner Welcome

EXHIBIT 4 – Commission and Staff Contact List – April 2022

**Document(s) for this Section**

Exhibit Title	File Name	Analyst Comments	Agency's Exhibit Comments
Exhibit 1 EXHIBIT 1 COMTA Bylaws - effective July 21 2021	1 COMTA Bylaws - effective July 21 2021.pdf	-	-
Exhibit 2 EXHIBIT 2 I.Hankins Commissioner Welcome	2 I. Hankins Commissioner Welcome.pdf	-	-
Exhibit 4 EXHIBIT 4 Commission and Staff Contact List - April 2022	4 Commission and Staff Contact List - April 2	-	-

Analyst Worksheet- Narrative

**Analyst Review Status:**

Does not meet the requirements of this section

**Staff Determination:**

The agency must provide documentation to demonstrate that it has come into compliance with its bylaws concerning the composition of its decision-making body *and the qualifications of its members.*

**Analyst Remarks to Narrative:**

**Outstanding issue: When the agency's petition was reviewed in spring of 2021, the SDO decided that the agency did not demonstrate that it has come into compliance with section 3.2 of its bylaws concerning the open positions on its decision-making body.**

**Analysis: COMTA provided its revised bylaws (effective July 14, 2021) and documentation of the current composition of the decision-making body (Commission) (Exhibits 1 and 4). The agency provided documentation that it filled the open esthetics educator position in July 2021 and the open employer position in March 2022 (Exhibits 2 and 3). However, COMTA did not provide any documentation to demonstrate that one of the new commissioners are qualified by education or experience as an academic.**

**List of Document(s) Uploaded by Analyst - Narrative**

No files uploaded

Response:

In order to demonstrate compliance with 32 C.F.R. §602.15(a)(3) and COMTA bylaws concerning the composition of its decision-making body and the qualifications of its members, specifically please see Exhibits 500 and 501, copies of the resumes for the esthetics educator Commission position filled in July 2021 and employer Commission position filled in March 2022.

Exhibit 500 I Hankins resume esthetics educator

Exhibit 501 N Nordstrom resume employer

**Analyst Worksheet - Response**

**Analyst Review Status:**

Meets the requirements of this section

**Analyst Remarks to Response**

COMTA provided documentation of its two new Commission members, I. Hankins and N. Nordstrom to demonstrate their qualifications by education or experience. Specifically, the agency's Commission & Staff Contact List (Ex. 4) lists, I. Hankins as an academic (an esthetics educator) and N. Nordstrom (as an employer). The

agency also provided documentation of their resumes (as noted above) verifying their qualification in compliance with this criterion (Ex. 500 and 501).

**List of Document(s) Uploaded by Analyst - Response**

No file uploaded

**Criteria: 602.15(a)(4)**

Description of Criteria

(4) Educators, practitioners, and/or employers on its evaluation, policy, and decision-making bodies, if the agency accredits programs or single-purpose institutions that prepare students for a specific profession;

Narrative:

The agency must demonstrate compliance with section 3.2 of its bylaws concerning the number and tenure of Commissioners. Specifically, the agency must address the open esthetics educator and employer positions on its Commission. These vacancies put the agency out of compliance with its bylaws -

The Commission on Massage Therapy Accreditation amended and adopted its Bylaws on July 14, 2021 – see EXHIBIT 1. Section 3.2. Number and Tenure of Commissioners states: The Commission shall consist of at least ten, and if necessary for the effective functioning of the Commission, not more than thirteen Commissioners. Commissioners shall hold office for staggered four-year terms, and each such four-year term shall begin in even-numbered years. Terms may be adjusted by a majority vote of the Commission, as necessary to allow for a balanced number of Commissioners to stand for election. Each Commissioner shall hold office until the day before the first meeting after July 1 in the year in which his or her term is scheduled to end and until his or her successor shall have been elected and qualified. Commissioners may serve three complete terms (12 years). If a Commissioner is appointed to fulfill a portion of an unfulfilled term, that portion will not count toward the three complete term maximum.

In July 2021, the Commission Chair, with approval from full Commission, appointed India Hankins to fill the open position of Esthetics Educator. In March 2022, the Commission Chair, with approval from full Commission, appointed Nathan Nordstrom to fill the open position of Employer. See EXHIBITS 2 and 3. At present, the Commission consists of 11 Commissioners, with all positions filled by qualified members. See EXHIBIT 4. Additionally, COMTA is conducting its election of

Commissioners in the summer of 2022, as outlined and in accordance with Section 3.4 of the Bylaws.

In addition, a site evaluator may be qualified to serve composition, a single role should be identified when conducting accreditation activities -

As described in the agency’s renewal petition and outlined in the COMTA Policy & Procedure Manual (EXHIBIT 5), site visit teams consist of at least three people. The selection process for ensuring the applicable specialist roles as well as a representative serving as a “designated practitioner” on each site team is the function of agency staff. Heretofore, the Designated Practitioner role was able to be fulfilled by any of other roles if the peer reviewer had the proper credentials on file. Subsequent to the agency’s recognition renewal and in order to effectively demonstrate full compliance with the recognition criteria, COMTA staff has assigned a single role to each peer reviewer/site evaluator for site visits conducted in the current review period (between July 1, 2021 – June 30, 2022), which coincides with receipt of final decision letter from the Deputy Under Secretary in June, 2021. Please see EXHIBIT 49 for chart of site visit team member assignments/identified roles of peer reviewers/site evaluators who participated on a site visit in COMTA’s current review period (between July 1, 2021 and June 30, 2022).

EXHIBIT 1 – COMTA Bylaws - effective July 21 2021

EXHIBIT 2 – I. Hankins Commissioner Welcome

EXHIBIT 3 – N. Nordstrom Commissioner Welcome

EXHIBIT 4 – Commission and Staff Contact List – April 2022

EXHIBIT 5 – COMTA Policy and Procedure Manual – November 2021

EXHIBIT 49 – Chart Peer Reviewer Team Member Assignments

**Document(s) for this Section**

Exhibit Title	File Name	Analyst Comments	Agency's Exhibit Comments
Exhibit 1 EXHIBIT 1 COMTA Bylaws - effective July 21 2021	1 COMTA Bylaws - effective July 21 2021.pdf	-	-
Exhibit 2 EXHIBIT 2 I.Hankins Commissioner Welcome	2 I. Hankins Commissioner Welcome.pdf	-	-
Exhibit 3 EXHIBIT 3 N. Nordstrom Commissioner Welcome	3 N. Nordstrom Commissioner Welcome.pdf	-	-
Exhibit 34 EXHIBIT 49 Chart Peer Reviewer Team Member Assignments	49 Chart Peer Reviewer Team Member Assignment	-	-



Exhibit Title	File Name	Analyst Comments	Agency's Exhibit Comments
Exhibit 4 EXHIBIT 4 Commission and Staff Contact List - April 2022	4 Commission and Staff Contact List - April 2	-	-
Exhibit 5 EXHIBIT 5 COMTA Policy and Procedure Manual - November 2021	5 COMTA Policy and Procedure Manual - Novembe	-	-

Analyst Worksheet- Narrative

**Analyst Review Status:**

Does not meet the requirements of this section

**Staff Determination:**

**The agency must provide documentation to demonstrate that it has come into compliance with its bylaws concerning the composition of its decision-making body and the qualifications of its members.**

**Analyst Remarks to Narrative:**

**Outstanding issue: When the agency's petition was reviewed in spring of 2021, the SDO decided that the agency did not demonstrate that it has come into compliance with section 3.2 of its bylaws concerning the open positions on its decision-making body.**

**Analysis: COMTA provided its revised bylaws (effective July 14, 2021) and documentation of the current composition of the decision-making body (Commission) (Exhibits 1 and 4). The agency provided documentation that it filled the open esthetics educator position in July 2021 and the open employer position in March 2022 (Exhibits 2 and 3). However, COMTA did not provide any documentation to demonstrate that the two new commissioners are qualified by education or experience for the roles they fill as an educator and employer, respectively.**

**List of Document(s) Uploaded by Analyst - Narrative**

No files uploaded

Response:

In order to demonstrate compliance with 32 C.F.R. §602.15(a)(4) and COMTA bylaws concerning the composition of its decision-making body and the qualifications of its members, specifically please see Exhibits 500 and 501, copies of the resumes for the esthetics educator Commission position filled in July 2021 and employer Commission position filled in March 2022.

Exhibit 500 I Hankins resume esthetic educator

Exhibit 501 N Nordstrom resume employer

#### **Analyst Worksheet - Response**

##### **Analyst Review Status:**

Meets the requirements of this section

##### **Analyst Remarks to Response**

As noted above, COMTA provided documentation (Ex. 500 and 501) of the filled Commission positions in compliance with this criterion. Resumes for I. Hankins and N. Nordstrom demonstrate over 35 years of combined experience, expertise, and education. Specifically, I. Hankins has experience as an educator and N. Nordstrom has experience as an employer. Further, the agency provided the Commission & Staff Contact List (Ex. 4), which lists its educator and practitioner designation for each Commission member.

The documentation provided satisfies previous Department staff concerns.

#### **List of Document(s) Uploaded by Analyst - Response**

No file uploaded

#### **Criteria: 602.16(a)(1)(i)**

##### **Description of Criteria**

(a) The agency must demonstrate that it has standards for accreditation, and preaccreditation, if offered, that are sufficiently rigorous to ensure that the agency is a reliable authority regarding the quality of the education or training provided by the institutions or programs it accredits. The agency meets this requirement if the following

conditions are met:

(1) The agency's accreditation standards must set forth clear expectations for the institutions or programs it accredits in the following areas:

(i) Success with respect to student achievement in relation to the institution's mission, which may include different standards for different institutions or programs, as established by the institution, including, as appropriate, consideration of State licensing examinations, course completion, and job placement rates.

Narrative:

The agency must provide additional information demonstrating how it ensures its student achievement benchmarks are sufficiently rigorous to ensure that the agency is a reliable authority regarding the quality of the education or training provided by the institutions or programs it accredits -

COMTA has established current benchmarks for accredited institutions and programs related to student outcomes of completion and placement. The completion benchmarks are in proportion to program length and placement benchmarks are consistent for all accredited members. The current benchmarks were put into effect in April 2017 with implementation of an updated data collection process required for accredited members with submission of the Annual Report; these same benchmarks are included for review and verification in the initial and renewal accreditation process within Standard VIII – Program Effectiveness – see EXHIBIT 81. The Student Outcomes Tracking Policy includes substantial contextual and explanatory details that reflect the specialized experience and knowledge the agency applies in providing guidance and understanding about the fields of massage/bodywork and esthetics and the various definitions of acceptable “placement” for graduates – see EXHIBIT 249.

The Accreditation Standards and benchmarks are established and revised with an inclusion of internal and external sources of information and professional expertise. Within the agency, COMTA Commissioners and staff participate in annual review and analysis of internally collected data of program completion and placement rates; there is an assessment of individual program rates as well as collective average/overall rates. Prior to Covid, the collective average completion and placement rates consistently exceeded the minimum benchmarks. Some individual program completion rates for the 2019-2020 reporting periods were below the minimum benchmarks due to program interruptions as a result of Covid. The agency had extensive communications with member institutions and programs providing notifications of their operational interruptions and as a result, the Commission expected to see a change in the typical outcomes data. While some institutions and

programs had completion rates below the benchmarks, overall, the collective average rates maintained a level that exceeded the minimum benchmarks. Additionally, the Commission composition includes a representative from the employer community whose role is particularly valuable to support the active internally-informed input and perspective on the rigor and fairness of the placement benchmark.

The agency also utilizes external resources to support validity that the established benchmarks are sufficiently rigorous and reflective of the agency as a reliable authority of the quality of education and training provided by its accredited institutions and programs. COMTA is the only accrediting agency that is a member of the Coalition of Massage Therapy Organizations. 'The Coalition' is comprised of the Executive Director and Board Chairs of the seven massage therapy professional leadership organizations: American Massage Therapy Association, Associated Massage and Bodywork Professionals, Alliance for Massage Therapy Education, Commission on Massage Therapy Accreditation, Federation of State Massage Therapy Boards, National Certification Board of Therapeutic Massage and Bodywork, and The Massage Therapy Foundation. Of these organizations, COMTA is the only source that collects program completion rates and is among three that collect placement rates. As the Department of Education's recognized agency specialized in massage therapy/bodywork and esthetics, we uniquely represent a reliable authority on the quality of the education and training within our represented professions among our professional partners. As a member of the Coalition, COMTA greatly benefits from opportunities with our industry partners to share data, resources and participate with collaborative initiatives. For example, COMTA supports the data collection compiled within the annual AMTA Industry Report and ABMP school survey; COMTA actively participates with the FSMTB in data collection efforts among state licensing boards and recently partnered to support the application for creation of a massage therapy licensure compact, within which the COMTA Executive Director represented the educational stakeholder community as a member of the Technical Assistance Group. The members of the Coalition convene an annual meeting to maintain open and active communication relative to trends, changes, and impacts on the massage therapy profession. As such, if collective data reflects changes to the educational landscape, COMTA has an opportunity to evaluate any applicable impact to its outcomes benchmarks and/or other potential impacts on its policies, procedures and/or Accreditation Standards. COMTA's professional partners, school members, and industry stakeholders provide input into the Standards Review process supporting the agency in making evidence-informed decisions regarding minimum thresholds for student outcomes. This is another means by which COMTA demonstrates how it ensures its benchmarks are sufficiently rigorous and that it is a reliable authority on the quality of education of its education and training programs.

At the agency's next renewal of recognition, inclusive of a full review cycle, COMTA will have completed a Standards Review process and collection of public comments, compiled ample data of completion and placement rates, and participated with the

FSMTB in a pilot project of state educational quality review. These activities and projects will provide additional specific evidence to demonstrate full and effective compliance with the recognition criteria.

EXHIBIT 81 – C and P Chart Instructions

EXHIBIT 249 – COMTA Student Outcomes Tracking Policy

**Document(s) for this Section**

<b>Exhibit Title</b>	<b>File Name</b>	<b>Analyst Comments</b>	<b>Agency's Exhibit Comments</b>
Exhibit 35 EXHIBIT 249 COMTA Student Outcomes Tracking Policy	249 COMTA Student Outcomes Tracking Policy.pd	-	-
Exhibit 36 EXHIBIT 81 C and P Chart Instructions	81 C and P Chart Instructions.pdf	-	-

Analyst Worksheet- Narrative

**Analyst Review Status:**

Does not meet the requirements of this section

**Staff Determination:**

**The agency must provide documentation to demonstrate how it ensures its student achievement benchmarks are sufficiently rigorous to ensure that the agency is a reliable authority regarding the quality of the education or training provided by the institutions or programs it accredits.**

**Analyst Remarks to Narrative:**

**Outstanding issue: When the agency's petition was reviewed in spring of 2021, the SDO decided that the agency did not provide sufficient documentation to demonstrate how it ensures its student achievement benchmarks are sufficiently rigorous to ensure that the agency is a reliable authority regarding the quality of the education or training provided by the institutions or programs it accredits.**

**Analysis: COMTA provided information and documentation related to its student achievement benchmarks. However, the agency did not**

**provide any additional information and documentation on how it established those benchmarks or how it determined that they are sufficiently rigorous to ensure that the agency is a reliable authority regarding the quality of the education or training provided by the institutions or programs it accredits.**

**In the final staff analysis issued in January of 2021, Department staff noted that COMTA provided extremely limited information and documentation on how the agency established the completion and placement benchmarks it uses to determine success with respect to student achievement by its institutions and programs. COMTA stated that historical context of the development and implementation of the benchmarks was limited due to staff turnover, but provided a “COMTA Student Outcomes Benchmarks Proposal” which was adopted in April 2017 (ED Exhibit 1 - 249c - Student Outcomes Benchmarks Proposal- 2017\_04). The agency did not provide any information or documentation that directly related to how the proposal was developed or how the benchmarks included were determined to be sufficiently rigorous. Instead, COMTA stated that the completion and placement benchmarks were subject to “a thorough process of comparative analysis, public comment and Commission review and approval” since they were included within the agency’s standards and annual report. The agency did not provide any information or documentation to demonstrate how it regularly reviews and analyzes the benchmarks.**

In this compliance report, COMTA provided the same documentation that it provided in its recognition petition, which was determined to be insufficient to demonstrate compliance (Exhibits 35 and 36). The agency did not provide any new documentation on how it established the completion and placement benchmarks – that were implemented in April of 2017 and currently used by the agency – to include any method to determine that those benchmarks are sufficiently rigorous. COMTA stated that “Accreditation Standards and benchmarks are established and revised with an inclusion of internal and external sources of information and professional expertise,” but did not provide any documentation related to the establishment or revision of the completion and placement benchmarks. Instead, the agency described an “annual review and analysis of internally collected data of program completion and placement rates” by the commission and staff and stated that it “utilizes external resources to

support validity that the established benchmarks are sufficiently rigorous.” COMTA did not provide any documentation of these described activities and neither of the activities demonstrate a determination related to the rigor of the student achievement benchmarks. The agency also stated that “COMTA’s professional partners, school members, and industry stakeholders provide input into the Standards Review process supporting the agency in making evidence-informed decisions regarding minimum thresholds for student outcomes,” but again provided no documentation to demonstrate that the student achievement outcomes have been revised or that relevant constituencies review and provide input on the outcomes.

**List of Document(s) Uploaded by Analyst - Narrative**

Exhibit Title	File Name
ED Exhibit 1 - 249c - Student Outcomes Benchmarks Proposal- 2017_04	ED Exhibit 1 - 249c - Student Outcomes Benchmarks Proposal- 2017_04.pdf

**Analyst Worksheet - Response**

**Analyst Review Status:**

Meets the requirements of this section

**Analyst Remarks to Response**

The agency provided documentation related to how it determined that its benchmarks were sufficiently rigorous to ensure the agency is a reliable authority regarding the quality of the education or training provided by the institutions or programs it accredits. The agency looks at Annual Report data (Ex. 509, 510, 511, and 512) submitted from member institutions and compiles agency-wide average rates from the past four reporting periods for program completion, graduation, and placement and uses this data to establish its benchmarks. COMTA takes the average in each area of student achievement (program completion, graduation, and placement) from the past four reporting periods to establish its minimum benchmarks. The agency uses this data to evaluate the rigor of its benchmarks to ensure it is a reliable authority regarding the quality of education or training provided by the institutions or programs it accredits. In response to this compliance report COMTA also provided documentation of the American Massage Therapy Association’s Massage Profession Research Report (Ex. 513), a reliable source in the massage therapy sphere), where research related to student demographics and achievement is relied upon by the agency in determining its benchmarks. COMTA also provided its 2023 survey (Ex. 516 and 517) where it asked member institutions and individuals if they thought the program completion and graduation placement benchmarks were sufficiently rigorous, and both groups over 80% of responders answered in the affirmative. This survey data confirmed for the agency that its benchmarks are rigorous for the programs it accredits.

Additionally, as a result of this compliance report, the agency has established a seven-year cycle to review student achievement benchmarks as part of its new Standards Review process. The new process will also include public comment and stakeholder input, including member schools, professional organization partners, and the higher education, professional licensing, and regulatory communities to ensure the agency is gathering input from all pertinent stakeholders. The agency has already begun utilizing the new Standards Review process which will continue through fall 2023- with the next review concluding in 2030.

**List of Document(s) Uploaded by Analyst - Response**

Exhibit Title	File Name
ED Exhibit 1 - 249c - Student Outcomes Benchmarks Proposal- 2017_04	ED Exhibit 1 - 249c - Student Outcomes Benchmarks Proposal- 2017_04.pdf

**Criteria: 602.19(b)**

**Description of Criteria**

(b) The agency must demonstrate it has, and effectively applies, monitoring and evaluation approaches that enable the agency to identify problems with an institution's or program's continued compliance with agency standards and that take into account institutional or program strengths and stability. These approaches must include periodic reports, and collection and analysis of key data and indicators, identified by the agency, including, but not limited to, fiscal information and measures of student achievement, consistent with the provisions of §602.16(g). This provision does not require institutions or programs to provide annual reports on each specific accreditation criterion.

**Narrative:**

The agency must submit documentation demonstrating a full cycle of review on its monitoring of fiscal information. The agency should submit staff analysis, review documents and any decision and follow up letters to each institution in exhibit 260a, 260b and 260c, as applicable. This will allow Department staff to analyze a full cycle of review of the agency’s monitoring requirements for each example provided -

The Commission requires accredited members to submit a yearly Financial Report due within six (6) months of the close of the institution’s fiscal year. As stated on page 22 of the Policy & Procedure Manual, financial reports include the audited or reviewed balance sheet and income statement for the completed fiscal year or financial compilations with disclosures if gross revenue is less than \$400,000. COMTA also has a document titled “Guidelines for Filing Financial Reports” that



provides additional information for accredited members - See EXHIBIT 260. The agency has provided yearly Financial Reports for the institutions referenced in EXHIBITS 260a, 260b, and 260c – for the purposes of this compliance report, the full cycle of review includes the period of January 1, 2016 – July 1, 2021. See EXHIBITS 50 - 67.

At the July 2017 Commission meeting, COMTA staff provided clarification on the Financial and Annual Reporting Approval process. Effective as of July 17, 2017, only those reports which are not compliant are sent to the Commission for review; all other reports are reviewed and accepted by staff and schools notified via EDvera AMS. See EXHIBIT 68 – July 2017 Commission Meeting Minutes (item #7). Accordingly, please see EXHIBITS 69 – 71, which contain the applicable date/time stamp of COMTA staff approval for each institution referenced in EXHIBIT 260a, 260b, and 260c.

EXHIBIT 260 – COMTA Financial Reporting Guidelines

EXHIBIT 260a – 2017 financial report Dr. Ida Rolf Institute

EXHIBIT 260b – 2018 financial report East West College of the Healing Arts

EXHIBIT 260c – 2018 financial report Carlson College

EXHIBIT 50 – financial report 2016 Dr. Ida Rolf Institute

EXHIBIT 51 – financial report 2017 Dr. Ida Rolf Institute

EXHIBIT 52 – financial report 2018 Dr. Ida Rolf Institute

EXHIBIT 53 – financial report 2019 Dr. Ida Rolf Institute

EXHIBIT 54 – financial reporting 2020 Dr. Ida Rolf Institute

EXHIBIT 55 – financial reporting 2021 Dr. Ida Rolf Institute

EXHIBIT 56 – financial report 2016 East West College of the Healing Arts

EXHIBIT 57 – financial report 2017 East West College of the Healing Arts

EXHIBIT 58 – financial report 2018 East West College of the Healing Arts

EXHIBIT 59 – financial report 2019 East West College of the Healing Arts

EXHIBIT 60 – financial reporting 2020 East West College of the Healing Arts

EXHIBIT 61 – financial reporting 2021 East West College of the Healing Arts

EXHIBIT 62 – financial report 2016 Carlson College

EXHIBIT 63 – financial report 2017 Carlson College

EXHIBIT 64 – financial report 2018 Carlson College

EXHIBIT 65 – financial report 2019 Carlson College

EXHIBIT 66 – financial report 2020 Carlson College

EXHIBIT 67 – financial reporting 2021 Carlson College

EXHIBIT 68 July 2017 Commission Meeting Minutes

EXHIBIT 69 COMTA staff approval 260a

EXHIBIT 70 COMTA staff approval 260b

EXHIBIT 71 COMTA staff approval 260c

**Document(s) for this Section**

<b>Exhibit Title</b>	<b>File Name</b>	<b>Analyst Comments</b>	<b>Agency's Exhibit Comments</b>
Exhibit 37 EXHIBIT 260 COMTA Financial Reporting Guidelines	260 COMTA Financial Reporting Guidelines.pdf	-	-
Exhibit 38 EXHIBIT 260a 2017 financial report Dr. Ida Rolf Institute	260a 2017 financial report Dr. Ida Rolf Insti	-	-
Exhibit 39 EXHIBIT 260b 2018 financial report East West College of the Healing Arts	260b 2018 financial report East West College	-	-
Exhibit 40 EXHIBIT 260c 2018 financial report Carlson College	260c 2018 financial report Carlson College.pd	-	-
Exhibit 41 EXHIBIT 50 financial report 2016 Dr. Ida Rolf Institute	50 financial report 2016 Dr. Ida Rolf Institu	-	-
Exhibit 42 EXHIBIT 51 financial report 2017 Dr. Ida Rolf Institute	51 financial report 2017 Dr. Ida Rolf Institu	-	-
Exhibit 43 EXHIBIT 52 financial report 2018 Dr. Ida Rolf Institute	52 financial report 2018 Dr. Ida Rolf Institu	-	-
Exhibit 44 EXHIBIT 53 financial report 2019 Dr. Ida Rolf Institute	53 financial report 2019 Dr. Ida Rolf Institu	-	-
Exhibit 45 EXHIBIT 54 financial reporting 2020 Dr. Ida Rolf Institute	54 financial reporting 2020 Dr. Ida Rolf Inst	-	-
Exhibit 46 EXHIBIT 55 financial reporting 2021 Dr. Ida Rolf Institute	55 financial reporting 2021 Dr. Ida Rolf Inst	-	-
Exhibit 47 EXHIBIT 56 financial report 2016 East West College of the Healing Arts	56 financial report 2016 East West College of	-	-
Exhibit 48 EXHIBIT 57 financial report 2017 East West College of the Healing Arts	57 financial report 2017 East West College of	-	-
Exhibit 49 EXHIBIT 58 financial report 2018 East West College of the Healing Arts	58 financial report 2018 East West College of	-	-
Exhibit 50 EXHIBIT 59 financial report 2019 East West College of the Healing Arts	59 financial report 2019 East West College of	-	-
Exhibit 51 EXHIBIT 60 financial reporting 2020 East West College of the Healing Arts	60 financial reporting 2020 East West College	-	-

Exhibit Title	File Name	Analyst Comments	Agency's Exhibit Comments
Exhibit 52 EXHIBIT 61 financial reporting 2021 East West College of the Healing Arts	61 financial reporting 2021 East West College	-	-
Exhibit 53 EXHIBIT 62 financial report 2016 Carlson College	62 financial report 2016 Carlson College.pdf	-	-
Exhibit 54 EXHIBIT 63 financial report 2017 Carlson College	63 financial report 2017 Carlson College.pdf	-	-
Exhibit 55 EXHIBIT 64 financial report 2018 Carlson College	64 financial report 2018 Carlson College.pdf	-	-
Exhibit 56 EXHIBIT 65 financial report 2019 Carlson College	65 financial report 2019 Carlson College.pdf	-	-
Exhibit 57 EXHIBIT 66 financial report 2020 Carlson College	66 financial report 2020 Carlson College.pdf	-	-
Exhibit 58 EXHIBIT 67 financial reporting 2021 Carlson College	67 financial reporting 2021 Carlson College.p	-	-
Exhibit 59 EXHIBIT 68 July 2017 Commission Meeting Minutes	68 July 2017 Commission Meeting Minutes.pdf	-	-
Exhibit 60 EXHIBIT 69 COMTA staff approval 260a	69 COMTA staff approval 260a.pdf	-	-
Exhibit 61 EXHIBIT 70 COMTA staff approval 260b	70 COMTA staff approval 260b.pdf	-	-
Exhibit 62 EXHIBIT 71 COMTA staff approval 260c	71 COMTA staff approval 260c.pdf	-	-

Analyst Worksheet- Narrative

**Analyst Review Status:**

Does not meet the requirements of this section

**Staff Determination:**

The agency must demonstrate that it has and effectively applies monitoring and evaluation approaches that enable the agency to identify problems with a program's continued compliance with agency standards and must include periodic reports and the collection and analysis of key data and indicators, to include fiscal information.

The agency must also provide documentation that it has clear and written policies and procedures related to the review of annual financial reports.

**Analyst Remarks to Narrative:**

**Outstanding issue: When the agency's petition was reviewed in spring of 2021, the SDO decided that the agency did not demonstrate a comprehensive evaluation of fiscal information via its monitoring approaches related to the institutional examples in Exhibits 260a, 260b and 260c, as applicable.**

**Analysis: COMTA provided additional information and documentation concerning its review of fiscal information as part of its monitoring approaches. The agency provided the annual financial reports submitted by the institutional examples that were included as Exhibits 260a, 260b and 260c in the recognition petition that cover January 1, 2016 – July 1, 2021 (Exhibits 41-58). Those exhibits include documentation that the annual financial reports were reviewed and accepted by agency staff within its online reporting system, to include communication between agency staff and the institution during the review process.**

**The agency also provided information and documentation regarding a change in the review process of the annual financial reports. Effective July 17, 2017, commission meeting minutes reflect that annual financial reports that were determined to be compliant with the agency's standards and policies were accepted by agency staff and only reports that were non-compliant were reviewed by the commission for action (Exhibit 59). However, the "Financial Reporting Guidelines" state that "the Commission and/or an assigned task force specializing in school accounting will consider the financial statements," and there is no mention of review and acceptance by agency staff in the guidelines (Exhibit 37). The agency's Policy and Procedure Manual does not describe how the annual financial reports are reviewed or by whom (Exhibit 5, pages 21-22). Based on the documentation reviewed, it does not appear that COMTA has clear and written policies and procedures related to the**

## **review of annual financial reports.**

In reviewing the agency's "Financial Reporting Guidelines," it appears the submission of the annual financial report is limited to accredited institutions and does not include accredited programs (Exhibit 37). This exclusion of accredited programs from providing the annual financial report is reflected in the requirements of the agency's Standard XII (that is referenced in the guidelines document) and its Policy and Procedure Manual, which both state that the annual financial report is only applicable to accredited institutions (ED Exhibit 2 - COMTA-Accreditation-Standards-Effective-Rev-2017\_07 and Exhibit 5, pages 21-22). In addition, the annual financial report examples provided are all for accredited institutions. Therefore, COMTA has not demonstrated that it has and effectively applies monitoring and evaluation approaches to its accredited programs that include periodic reports and the collection and analysis of key data and indicators, to include fiscal information.

### **List of Document(s) Uploaded by Analyst - Narrative**

<b>Exhibit Title</b>	<b>File Name</b>
ED Exhibit 2 - COMTA-Accreditation-Standards-Effective-Rev-2017_07	ED Exhibit 2 - COMTA-Accreditation-Standards-Effective-Rev-2017_07.pdf

Response:

As a result of the Compliance Report Staff Analysis, the agency conducted a focused review of the COMTA Policy and Procedure Manual, as previously submitted. The specific focus included the policies for maximum timeframe for compliance and ongoing compliance requirements. In an effort to more effectively demonstrate compliance with 34 C.F.R. §602.19(b), the Commission updated the policy language for ongoing compliance on page 22, which now includes financial reporting requirements for programmatically accredited members in addition to institutionally accredited members. - See Exhibit 508 – COMTA Policy and Procedure Manual – January 2023. The procedures for review, analysis, and approval are outlined more clearly and are inclusive of all accredited members.

Additionally, the agency recognized the Financial Guidelines Policy document previously submitted as Exhibit 37 was inaccurate and did not reflect the update to the review and approval procedures as noted in previously submitted Exhibit 59.

Accordingly, and in order to demonstrate compliance with 34 C.F.R. §602.19(b), the Commission updated the document language to include financial reporting requirements for programmatically accredited members in addition to institutionally accredited members. - See Exhibit 518 – COMTA Financial Guidelines Policy – January 2023.

Exhibits 508 and 518 provide evidence to demonstrate that the agency effectively

applies monitoring and evaluation approaches to its accredited programs that include periodic reports and the collection and analysis of key data and indicators, including fiscal information. The requirement for submission of financial reporting by programmatically accredited members is effective July 1, 2023.

Exhibit 508 COMTA Policy and Procedure Manual – January 2023

Exhibit 518 COMTA Financial Guidelines Policy – January 2023

**Analyst Worksheet - Response**

**Analyst Review Status:**

Meets the requirements of this section

**Analyst Remarks to Response**

COMTA has revised its Policy and Procedure Manual (Ex. 508) which now includes financial reporting requirements for programmatically accredited members on July 1 of each year and within six months of the close of the institutions fiscal year for institutionally accredited members.

The new policy requires agency staff review of each Financial Report within ninety (90) days of the reporting deadline and an analysis of whether the institution or program is in compliance with agency standards. If the institution/program is not in compliance, COMTA staff defers approval of the Financial Report to the Commission for further review, analysis, and determination of the action required in order for the institution/program to demonstrate compliance with applicable Standards. The revised policy enables the agency to identify problems with an institution's or program's continued compliance with agency standards and considers an institution or program strengths and stability by monitoring institutions financial standing on a yearly basis. The revised policy, effective July 2023, satisfies previous Department staff concerns.

**List of Document(s) Uploaded by Analyst - Response**

<b>Exhibit Title</b>	<b>File Name</b>
ED Exhibit 2 - COMTA-Accreditation-Standards-Effective-Rev-2017_07	ED Exhibit 2 - COMTA-Accreditation-Standards-Effective-Rev-2017_07.pdf

## Description of Criteria

(a) If the agency's review of an institution or program under any standard indicates that the institution or program is not in compliance with that standard, the agency must—

(1) Follow its written policy for notifying the institution or program of the finding of noncompliance;

(2) Provide the institution or program with a written timeline for coming into compliance that is reasonable, as determined by the agency's decision-making body, based on the nature of the finding, the stated mission, and educational objectives of the institution or program. The timeline may include intermediate checkpoints on the way to full compliance and must not exceed the lesser of four years or 150 percent of the—

(i) Length of the program in the case of a programmatic accrediting agency; or

(ii) Length of the longest program at the institution in the case of an institutional accrediting agency;

(3) Follow its written policies and procedures for granting a good cause extension that may exceed the standard timeframe described in paragraph (a)(2) of this section when such an extension is determined by the agency to be warranted; and

(4) Have a written policy to evaluate and approve or disapprove monitoring or compliance reports it requires, provide ongoing monitoring, if warranted, and evaluate an institution's or program's progress in resolving the finding of noncompliance.

### Narrative:

The agency must demonstrate that it consistently requires institutions to come into compliance with its standards or takes adverse actions in accordance with the timelines of this criterion -

The Commission places great importance on enforcement of its standards. If it is established that an institution or program has evidence of noncompliance in a particular area, the Commission takes the appropriate action and communicates a timeframe for remedying the issue. The maximum timeframe for demonstration of full compliance with the Standards is in accordance with the criterion outlined in §602.20(a). The maximum timeframes are published in EXHIBIT 5, Policy and Procedure Manual.

As outlined on page 8 of the Policy and Procedure Manual, "...Conditional accreditation may be granted, provided deviations from full compliance do not immediately threaten the ability to deliver the educational program or to operate

legally. When granting conditional accreditation, the Commission must stipulate a period in which the program or institution must demonstrate compliance with all accreditation standards. The period for conditional accreditation will be in accordance with the overall timeline for meeting compliance as required by the U.S. Secretary of Education recognition requirements noted here:

- a. The timeline is based on the length of the program in question, or the longest program offered by the institution. If the program is less than one year in length, the period shall not exceed twelve (12) months.
- b. If the program is longer than one year but less than two years, the period shall not exceed eighteen (18) months.
- c. The maximum length of time for programs of two years or longer shall not exceed two years (24 months).

All statuses that recognize accreditation with some areas needing improvement for full compliance (conditional accreditation, probation, or deferral of re-accreditation) contribute to the timeline together. The time period begins when the institution or program is notified by the Commission that there is an area of non-compliance. If compliance is not demonstrated in the allotted time frame, the Commission will take immediate action unless there is good cause to extend the period for achieving compliance.”

Within the current review cycle of July 1, 2021 – June 30, 2022, the Commission has acted to accredit with conditions for six institutions/programs. The Commission has been diligent in ensuring that, with each decision, the timeframe provided for demonstration of compliance is well within the maximum timeframe outlined in the Policy and Procedure Manual and in accordance with the timelines of this criteria. Along with the adherence to maximum timeframe criteria, the Commission is also mindful to apply consistent decision-making and timelines for compliance to institutions with similar Conditions. See EXHIBITS 72 - 77 - Commission Action letters for grant of accreditation with conditions.

Within the current review cycle of July 1, 2021 – June 30, 2022, the Commission acted to place on probation and show cause, followed by revocation of accreditation, one institution that was unable to demonstrate full compliance with the Standards after the maximum allowable timeframe had been fully exhausted. See EXHIBITS 78 - 80 - Commission Action letters ITM placing on probation, show cause, and revocation.

EXHIBIT 5 – COMTA Policy and Procedure Manual – November 2021

EXHIBIT 72 – July 2021 COMTA Commission Action Letter – Indiana Academy of Massage

EXHIBIT 73 – October 2022 COMTA Commission Action Letter – Gadsden State Community College

EXHIBIT 74 – February 2022 COMTA Commission Action Letter – Healing Hands Massage Institute



EXHIBIT 76 – February 2022 COMA Commission Action Letter – Pittsburgh School of Massage Therapy

EXHIBIT 77 – April 2022 COMTA Commission Action Letter – Florida School of Massage

EXHIBIT 78 – February 2021 COMTA Commission Action Letter – Institute for Therapeutic Massage

EXHIBIT 79 – April 2021 COMTA Commission Action Letter – Institute for Therapeutic Massage

EXHIBIT 80 – October 2021 COMTA Commission Action Letter – Institute for Therapeutic Massage

**Document(s) for this Section**

Exhibit Title	File Name	Analyst Comments	Agency's Exhibit Comments
Exhibit 5 EXHIBIT 5 COMTA Policy and Procedure Manual - November 2021	5 COMTA Policy and Procedure Manual - Novembe	-	-
Exhibit 63 EXHIBIT 72 July 2021 COMTA Commission Action Letter - Indiana Academy of Massage	72 July 2021 COMTA Commission Action Letter -	-	-
Exhibit 64 EXHIBIT 73 October 2021 COMTA Commission Action Letter - Gadsden State Community College	73 October 2021 COMTA Commission Action Lette	-	-
Exhibit 65 EXHIBIT 74 February 2022 COMTA Commission Action Letter - Healing Hands Massage Institute	74 February 2022 COMTA Commission Action Lett	-	-
Exhibit 66 EXHIBIT 75 February 2022 COMTA Commission Action Letter - Phoenix Awakening dba A New Beginning School of Massage Killeen	75 February 2022 COMTA Commission Action Lett	-	-
Exhibit 67 EXHIBIT 76 February 2022 COMTA Commission Action Letter - Pittsburgh School of Massage Therapy	76 February 2022 COMTA Commission Action Lett	-	-
Exhibit 68 EXHIBIT 77 April 2022 COMTA Commission Action Letter - Florida School of Massage	77 April 2022 COMTA Commission Action Letter	-	-
Exhibit 69 EXHIBIT 78 February 2021 COMTA Commission Action Letter - Institute for Therapeutic Massage	78 February 2021 COMTA Commission Action Lett	-	-

Exhibit Title	File Name	Analyst Comments	Agency's Exhibit Comments
Exhibit 70 EXHIBIT 79 April 2021 COMTA Commission Action Letter - Institute for Therapeutic Massage	79 April 2021 COMTA Commission Action Letter	-	-
Exhibit 71 EXHIBIT 80 October 2021 COMTA Commission Action Letter - Institute for Therapeutic Massage	80 October 2021 COMTA Commission Action Lette	-	-

Analyst Worksheet- Narrative

**Analyst Review Status:**

Does not meet the requirements of this section

**Staff Determination:**

The agency must provide additional information and documentation to demonstrate that it enforces the timelines required by this section and its policies. The agency must also submit information and documentation for any good cause extension that it has granted from June 30, 2022 until the submission of its response to this draft staff analysis, if applicable.

**Analyst Remarks to Narrative:**

**Outstanding issue: When the agency's petition was reviewed in spring of 2021, the SDO decided that the agency did not demonstrate that it consistently requires institutions to come into compliance with its standards within the required timelines of this section. The agency also did not demonstrate that it consistently applies its policy for awarding an extension for good cause.**

**(Note: The SDO decision letter cited to the regulations that were in effect prior to July 1, 2020, and under which COMTA submitted its recognition petition. The substance of the sections cited in the SDO decision letter, 602.20(a) and (b), are encompassed in Sections 602.20(a), (b), and (c) and the review of the outstanding issues are included in the applicable section in this analysis.)**

**Analysis: COMTA provided information and documentation concerning its enforcement of standards timelines and good cause extension policy. The agency provided its Policy and Procedure Manual, which includes the timelines provided for an institution or program to demonstrate compliance with COMTA’s standards that meet the requirements of this section (Exhibit 5, page 8).**

**The agency also provided the commission decision letters for six institutions and programs that were provided a timeline to demonstrate compliance with COMTA’s standards (Exhibits 63-68). These decision letters do not include any indication that the length of the program or longest program, respectively, were considered when determining the timelines, so it is unclear if COMTA complied with its policies and procedures. COMTA did not provide any documentation that the institutions or programs resolved the compliance issues within the timeline provided. Therefore, the agency has not demonstrated that it has met the regulatory requirements or COMTA’s policy in applying timelines to demonstrate compliance.**

**COMTA stated in the narrative response to Section 602.20(b-d) that it has not granted an extension for good cause for the time period of July 1, 2021 to June 30, 2022. The agency also stated that the only institution granted an extension for good cause during the recognition period was the example included in the petition, which provided the reason COMTA was found out-of-compliance in this area. The agency must submit information and documentation for any good cause extension that it has granted from June 30, 2022 until the submission of its response to this draft staff analysis, if applicable.**

**List of Document(s) Uploaded by Analyst - Narrative**

No files uploaded

Response:

In order to effectively demonstrate compliance with 34 C.F.R. §602.20(a) and

providence evidence that it enforces the timelines required for maximum timeframe for compliance as outlined in the criterion and reflected in the COMTA Policy and Procedure Manual (See Exhibit 508 - COMTA Policy and Procedure Manual - January 2023), the agency previously submitted Exhibits 72-77 as examples of adverse action taken by the Commission within the review cycle period to date (July 1, 2021 – June 30, 2022). Each exhibit outlined the conditional accreditation status and the timeline and instructions for response. In taking the adverse action of *placing a condition* on a Standard, the Commission is mindful to adhere to the maximum timeframe criteria and apply consistent and reasonable decision-making processes to the Commission actions.

The agency and Commission understand the importance of enforcing the timelines required for maximum timeframe compliance and are especially diligent given the issues highlighted throughout the renewal of recognition process. Subsequent to the exhibits provided in the Compliance Report submission, beginning with the July 2022 Commission meeting, agency staff implemented a procedure to include specific notes regarding the maximum timeframe for compliance on each Staff Summary document (See Exhibits 74a, 75a, and 76a). The Staff Summary is used by the Commission when reviewing and considering school action decisions. It provides a background of the action for review, details of the institution or program's response, and synopsis of decision for consideration. Following the July 2022 Commission meeting and in preparation for the October 2022 Commission meeting, agency staff created an updated *Staff Summary Template* which includes a consistent format of applicable details for maximum timeframe for compliance (See Exhibit 519 - Staff Summary Template October 2022 Commission Meeting). This will ensure staff and Commissioners are accurately informed of the maximum timeline allowed for full compliance and can more effectively monitor and enforce those timelines.

As further evidence of the complete collection of documentation for the institutions and programs cited in Exhibits 72-77 to demonstrate and verify compliance with 34 C.F.R. §602.20(a) and enforcement of timelines required for maximum timeframe for compliance, please see Exhibits 72 - 77b, which include the initial Commission Action Letters previously provided, the applicable Staff Summary document detailing the institution or program's response to the adverse action, and the follow up Commission Action Letter that documents the resolution of the issue within the timeline provided and described in the applicable Staff Summary. (Please note: Exhibits 72a and 73a were used prior to the new Staff Summary template and inclusion of details for maximum timeframe for compliance.)

The agency has not granted any extensions for good cause for the period of June 30, 2022 until the submission of this response to the draft staff analysis.

Exhibit 508 COMTA Policy and Procedure Manual – January 2023

Exhibit 519 Staff Summary Template October 2022 Commission Meeting

Exhibit 72 July 2021 COMTA Commission Action Letter – Indiana Academy of Massage

Exhibit 72a Staff Summary – Indiana Academy of Massage – October 2022

Exhibit 72b COMTA Commission Action Letter – Indiana Academy of Massage – October 2022

Exhibit 73 October 2022 COMTA Commission Action Letter – Gadsden State Community College

Exhibit 73a Staff Summary – Gadsden State Community College – February 2022

Exhibit 73b COMTA Commission Action Letter – Gadsden State Community College – February 2023

Exhibit 74 February 2022 COMTA Commission Action Letter – Healing Hands Massage Institute

Exhibit 74a Staff Summary – Healing Hands Massage Institute – July 2022

Exhibit 74b COMTA Commission Action Letter – Healing Hands Massage Institute – July 2022

Exhibit 75 February 2022 COMTA Commission Action Letter – Phoenix Awakening dba A New Beginning School of Massage Killeen

Exhibit 75a Staff Summary – A New Beginning School of Massage Killeen – July 2022

Exhibit 75b COMTA Commission Action Letter – Phoenix Awakening dba A New Beginning School of Massage Killeen – July 2022

Exhibit 75c Staff Summary – A New Beginning School of Massage Killeen – October 2022

Exhibit 75d COMTA Commission Action Letter – Phoenix Awakening dba A New Beginning School of Massage Killeen – October 2022

Exhibit 75e Staff Summary – A New Beginning School of Massage Killeen –

February 2023

Exhibit 75f COMTA Commission Action Letter – Phoenix Awakening dba A New Beginning School of Massage Killeen – February 2023

Exhibit 76 February 2022 COMTA Commission Action Letter - Pittsburgh School of Massage Therapy

Exhibit 76a Staff Summary - Pittsburgh School of Massage Therapy - July 2022

Exhibit 76b COMTA Commission Action Letter - Pittsburgh School of Massage Therapy - July 2022

Exhibit 77 April 2022 COMTA Commission Action Letter – Florida School of Massage

Exhibit 77a Staff Summary – Florida School of Massage – February 2023

Exhibit 77b COMTA Commission Action Letter – Florida School of Massage – February 2023

**Analyst Worksheet - Response**

**Analyst Review Status:**

Meets the requirements of this section

**Analyst Remarks to Response**

COMTA provided documentation of its policy (Ex. 508) to provide the Commission with Staff Summary Reports which details the maximum timeframe that an institution or program has to come into compliance. This document provides a consistent format that is helpful for the Commission to have pertinent timeline information when rendering decisions.

The agency provided Staff Summary Forms (Ex. 77a, 76a, 75e, 75a, 74a) for five institutions demonstrating the new procedure which include program hours, program length, maximum timeframe for non-compliance, a decision, and Commission condition including the agency Standard the institution/program was out of compliance with, school response, and whether the institution/program has come into compliance. The newly revised procedure and documentation resolves previous Department staff concerns.

COMTA attests that it has not had any extensions for good cause from June 30, 2022, until it submitted the response to the draft analysis.

**List of Document(s) Uploaded by Analyst - Response**

No file uploaded

**Criteria: 602.20(b-d)**

Description of Criteria

(b) Notwithstanding paragraph (a) of this section, the agency must have a policy for taking an immediate adverse action, and take such action, when the agency has determined that such action is warranted.

(c) If the institution or program does not bring itself into compliance within the period specified in paragraph (a) of this section, the agency must take adverse action against the institution or program, but may maintain the institution's or program's accreditation or preaccreditation until the institution or program has had reasonable time to complete the activities in its teach-out plan or to fulfill the obligations of any teach-out agreement to assist students in transferring or completing their programs.

(d) An agency that accredits institutions may limit the adverse or other action to particular programs that are offered by the institution or to particular additional locations of an institution, without necessarily taking action against the entire institution and all of its programs, provided the noncompliance was limited to that particular program or location.

Narrative:

The agency must demonstrate that it consistently applies its policy for awarding an extension for good cause and requires institutions to come into compliance or takes adverse actions in accordance with the timelines of this criterion, including any periods for good cause -

As described in the renewal of Recognition Petition, the agency enforces policies as outlined in EXHIBIT 5 (COMTA Policy and Procedure Manual) with regard to maximum timeframe for compliance, including extending the period for good cause. The COMTA policies for maximum timeframe are aligned with USDE recognition criteria. Extensions for good cause are limited to situations when the institution or program has complied with all directives from the Commission, is showing progress toward full compliance and the provision of additional time is required to see the outcomes of the changes already made. Generally, extensions do not exceed twelve (12) months beyond the required timeline, made either in incremental durations one set duration within that timeframe.

In the current review cycle of July 1, 2021 – June 30, 2022, the agency has not had institution or program non-compliance requiring the Commission to provide an extension for good cause.

In the previous review cycle, the institution selected for use an example in the agency’s renewal petition (EXHIBIT 90) was the only institution that had been provided an extension for good cause, following the adverse action of probation. (Original Exhibits 103, and 271-292 reflected a detailed explanation of the final outcome for the institution and documentation for each action taken between October 2018 – October 2020). Within the current review cycle of July 1, 2021 – June 30, 2022, the Commission took action with that same institution by revoking accreditation for its inability to demonstrate full compliance with the Standards after the maximum allowable timeframe had been fully exhausted. See EXHIBITS 78 - 80.

EXHIBIT 5 – COMTA Policy and Procedure Manual – November 2021

EXHIBIT 90 – COMTA Maximum Timeframe Extension for Good Cause

EXHIBIT 78 – February 2021 COMTA Commission Action Letter – Institute for Therapeutic Massage

EXHIBIT 79 – April 2021 COMTA Commission Action Letter – Institute for Therapeutic Massage

EXHIBIT 80 – October 2021 COMTA Commission Action Letter – Institute for Therapeutic Massage

**Document(s) for this Section**

Exhibit Title	File Name	Analyst Comments	Agency's Exhibit Comments
Exhibit 5 EXHIBIT 5 COMTA Policy and Procedure Manual - November 2021	5 COMTA Policy and Procedure Manual - Novembe	-	-
Exhibit 69 EXHIBIT 78 February 2021 COMTA Commission Action Letter - Institute for Therapeutic Massage	78 February 2021 COMTA Commission Action Lett	-	-
Exhibit 70 EXHIBIT 79 April 2021 COMTA Commission Action Letter - Institute for Therapeutic Massage	79 April 2021 COMTA Commission Action Letter	-	-
Exhibit 71 EXHIBIT 80 October 2021 COMTA Commission Action Letter - Institute for Therapeutic Massage	80 October 2021 COMTA Commission Action Lette	-	-
Exhibit 72 EXHIBIT 90 COMTA Maximum	90 COMTA Maximum	-	-



Exhibit Title	File Name	Analyst Comments	Agency's Exhibit Comments
Timeframe Extension for Good Cause	Timeframe Extension for Good		

Analyst Worksheet- Narrative

**Analyst Review Status:**

Does not meet the requirements of this section

**Staff Determination:**

**The agency must provide additional information and documentation to demonstrate that it has a policy for taking an immediate adverse action when the agency has determined that such action is warranted, as required by this section. The agency must also submit information and documentation for any adverse action it takes from June 30, 2022 until the submission of its response to this draft staff analysis, if applicable.**

**Analyst Remarks to Narrative:**

**Outstanding issue: When the agency's petition was reviewed in spring of 2021, the SDO decided that the agency did not demonstrate that it takes adverse actions, including at the end of any good cause extension, as required by this section.**

**(Note: The SDO decision letter cited to the regulations that were in effect prior to July 1, 2020, and under which COMTA submitted its recognition petition. The substance of the sections cited in the SDO decision letter, 34 CFR 602.20(a) and (b), are encompassed in 34 CFR 602.20(a), (b), and (c) and the review of the outstanding issues are included in the applicable section in this analysis.)**

**Analysis: COMTA provided information and documentation concerning its enforcement of standards and the use of good cause extensions. The agency provided its Policy and Procedure Manual, which includes the failure of an institution or program to demonstrate compliance with COMTA's standards within the**

**timeline provided and at the end of a good cause extension (Exhibit 5, page 8). The policy states that COMTA “will take immediate action unless there is good cause to extend the period for achieving compliance,” but does not define the immediate action and it is unclear that the action would be an adverse action as defined in 34 CFR 602.3 and required by this section.**

The agency also provided documentation that it took an adverse action against an institution after it failed to demonstrate compliance (Exhibits 69-71). However, the example provided was the same example included in the petition for recognition, which provided the reason COMTA was found out-of-compliance in this area. The agency must submit information and documentation for any adverse action it takes from June 30, 2022 until the submission of its response to this draft staff analysis, if applicable.

**List of Document(s) Uploaded by Analyst - Narrative**

No files uploaded

Response:

As a result of the Compliance Report Staff Analysis, the agency conducted a focused review of the COMTA Policy and Procedure Manual, as previously submitted. The specific focus included the policies for maximum timeframe for compliance and ongoing compliance requirements. In an effort to more effectively demonstrate compliance with 34 C.F.R. §602.20(b-d), the Commission updated the policy language for maximum timeframe for compliance on page 8, which now identifies the “immediate” action as “adverse.” - See Exhibit 508 – COMTA Policy and Procedure Manual – January 2023.

Since June 30, 2022, the agency has taken one adverse action – see Exhibits 520 – 520b which includes the following: a copy of the Staff Summary providing background for Commission consideration of the adverse action, the Commission Action Letter outlining the conditional accreditation status (and timeline and instructions for institution response), and the Staff Summary for the upcoming April 18-19, 2023 Commission Meeting to support and inform any follow up action to be taken by the Commission at that time.

Exhibit 508 COMTA Policy and Procedure Manual – January 2023

Exhibit 520 Staff summary – Arlington School of Massage – October 2022  
Commission Meeting

Exhibit 520a COMTA Commission Action Letter – Arlington School of Massage - October 2022

Exhibit 520b Staff Summary – Arlington School of Massage – April 2023 Commission Meeting

**Analyst Worksheet - Response**

**Analyst Review Status:**

Meets the requirements of this section

**Analyst Remarks to Response**

COMTA revised its policy concerning Commission actions (Ex. 508) in 2023. Previously, the policy did not define what an immediate action was and whether such action would be adverse. The policy now requires that if compliance is not demonstrated in the allotted time frame, the Commission will take immediate adverse action unless there is good cause to extend the period for achieving compliance. Additionally, the agency allows for extensions for good cause in limited situations, including when the institution or program has complied with all directives from the Commission, is showing progress toward full compliance, and the provision of additional time is required to see the outcomes of the changes already made. This clarification to the agency policy resolves previous Department staff concerns.

COMTA attests that it has not taken any adverse actions from June 30, 2022, until it submitted the response to the draft analysis.

**List of Document(s) Uploaded by Analyst - Response**

No file uploaded

**3rd Party Written Comments**

There are no written comments uploaded for this Agency.

**3rd Party Request for Oral Presentation**

There are no oral comments uploaded for this Agency.