



Metropolitan Veterinary
Academy

Student Catalog

January 1 - December 31, 2025

734 Alpha Drive
Highland Heights, Ohio 44143
metrovetacademy.com
Registration Number: 2238

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Institution Overview

INSTITUTIONAL MISSION

Metropolitan Veterinary Academy's mission is to elevate the standard of veterinary technology education, to foster individual development of industry professionals through the student-centered pedagogy, and to promote exemplary patient care.

HISTORY OF THE INSTITUTION

Metropolitan Veterinary Academy (MVA) was established in September 2022, following its approval by the Ohio State Board of Career Colleges and Schools. The academy operates within Metropolitan Veterinary Hospital's facilities in Highland Heights, Ohio. The Metropolitan Veterinary Hospitals, founded in 1968 and expanded in early 2022, provide advanced care and 24-hour emergency services across eight specialty departments: cardiology, critical care, oncology, neurology, surgery, ophthalmology, internal medicine, and exotics.

With the vision of providing high-quality education and training for veterinary professionals, promoting animal welfare, and advancing veterinary science through research and innovation, MVA promotes the following beliefs.

1. Education and Training: Offering comprehensive programs that equip students with the necessary skills and knowledge to succeed in various veterinary fields.
2. Research and Innovation: Encouraging research that contributes to advancements in veterinary medicine and animal care.
3. Community Engagement: Providing services and outreach to promote animal health and welfare within the community.
4. Professional Development: Supporting continuous learning and professional growth for veterinary practitioners through workshops, seminars, and networking opportunities.
5. Collaboration: Building partnerships with other educational institutions, veterinary organizations, and industry leaders to enhance educational offerings and research initiatives.
6. Continuous Improvement: The academy aims to address the growing demand for skilled veterinary professionals and to improve the standards of animal care.

OWNERSHIP & BOARD MEMBERS

Metropolitan Veterinary Academy is a subsidiary of NVA Metropolitan Veterinary Management Group, LLC.

This Academy has a governing body responsible for oversight of its operations. This governing body is led by Chief Executive Officer, Hal Bond.

LICENSING

Metropolitan Veterinary Academy has been approved for Licensure with the Ohio Board of Career Colleges and Schools (OBCCS) in the State of Ohio. Metropolitan Veterinary Academy is not accredited and does not participate in federal Student Financial Aid.

LOCATION & HOURS OF OPERATION

Metropolitan Veterinary Academy is open Monday - Thursday from 8:00am to 5:00pm, and on Friday from 8:00am to 3:00pm.

Any changes to this schedule are made available through the school website and Notice Board located in the Academy reception area.

The main campus is located at
734 Alpha Drive
Highland Heights, Ohio 44143
Registration Number: 2238

All theory and lab hours are held at the main campus. Externship hours are held at affiliated hospital locations.

FACILITIES & EQUIPMENT

Metropolitan Veterinary Academy comprises approximately 1925 square feet, including two classrooms, one laboratory procedures room, and one mock surgical suite. There are three administrative offices, a vestibule with ten lockers, a reception area, and a designated employee lounge. Students have access to the hospital's employee breakroom and vending.

All areas of the academy are safe, well-lit, and in compliance with all building maintenance codes. The campus is fully handicap accessible. Annual fire safety systems inspections and testing are performed by the Highland Heights Fire Department.

The classrooms are comfortable and conducive to student learning. There are tables and chairs providing ample space for students. There is a large screen at the front of the room for presentations. Free wifi is available throughout the school and plenty of places for students to plug in laptops or devices to take notes and access class resources.

Metropolitan Veterinary Academy has ample parking spaces for students and employees, including handicap-accessible spaces and one designated EV charging station. The parking lot is well-lit by LED lights and monitored by security cameras. During the winter months snow and ice removal services are provided.

ADMINISTRATIVE STAFF

Name	Title
Jeanette M. Fessler, RVT, MA	Campus Director (<i>OSBCCS Licensed Director</i>) Program Chair Dean of Academics Admissions (<i>OSBCCS Licensed Agent</i>)

Matthew J. Ehresman, DVM	Attending Veterinarian Faculty
Christine Cogan	Student and Career Services Coordinator Admissions (<i>OSBCCS Licensed Agent</i>)
Katie Marr	Operations Coordinator

COHORT START & PROJECTED GRADUATION DATES

Cohort	Start Date	End Date
1	January 6, 2025	December 19, 2025
2	March 17, 2025	March 6, 2026
3	May 26, 2025	May 15, 2026
4	August 24, 2025	July 24, 2026
5	October 13, 2025	October 2, 2026

ACADEMIC CALENDAR

Term	Start Date	End Date
Term 1	January 6, 2025	March 7, 2025
<i>Break</i>	<i>March 8, 2025</i>	<i>March 16, 2025</i>
Term 2	March 17, 2025	May 16, 2025
<i>Break</i>	<i>May 17, 2025</i>	<i>May 25, 2025</i>
Term 3	May 26, 2025	July 25, 2025
<i>Break</i>	<i>July 16, 2025</i>	<i>August 3, 2025</i>
Term 4	August 4, 2025	October 3, 2025
<i>Break</i>	<i>October 4, 2025</i>	<i>October 12, 2025</i>
Term 5	October 13, 2025	December 19, 2025
<i>Break</i>	<i>December 20, 2025</i>	<i>January 4, 2026</i>

HOLIDAYS

Metropolitan Veterinary Academy observes the following holidays. On these days, no classes are held and the administrative office is closed.

- Martin Luther King Jr. Day: January 20, 2025
- President's Day: February 17, 2025
- Memorial Day: May 26, 2025
- Juneteenth: June 19, 2025
- Independence Day: July 4, 2025
- Labor Day: September 1, 2025

Any classes missed due to a Holiday falling on Monday-Thursday will be made up on the Friday after the Holiday. Holidays occurring on a Friday do not need to be made up as there are no classes scheduled on Fridays.

Academic Policies

ADMISSIONS REQUIREMENTS AND ENROLLMENT PROCEDURES

Metropolitan Veterinary Academy accepts applications year-round. A prospective student may apply at any time but may start class only on a start date as listed on the Academic Calendar. Enrollments are accepted any time prior to the start date on the Academic Calendar, provided space is available.

Admissions Requirements

Prospective students applying for admission to the institution must meet the following requirements:

- Be at least 18 years of age.
- Be a high school graduate, have obtained a General Education Development (GED) certificate or the equivalent, or have obtained an equivalent home school credential:
 - Proof of documentation may include an official transcript that shows the date of high school graduation or a copy of a standard high school diploma or a GED.
 - All foreign transcripts must be translated and evaluated for a U.S. High school diploma equivalency by an approved agency, and any costs incurred in connection thereof should be incurred by the applicant.
 - Applicants who were homeschooled must provide a transcript. All home school study credentials will be evaluated by the Dean of Academics prior to final acceptance to the Metropolitan Veterinary Academy.
- Complete and pass an admissions assessment or submit an alternative exam (see below).

Prospective students complete an online application and upload proof of age and HS completion. Applicants may also upload a qualifying alternative admissions exam score.

Once the prospective student has submitted all application requirements, the application will be evaluated for acceptance into the school.

Admissions Assessment Test

All prospective students are required to complete and pass an admissions assessment as part of the application process to ensure that they have the basic knowledge needed to be successful in the program. A designated Metropolitan Veterinary Academy staff or faculty member will administer the admissions assessment test on-site. Metropolitan Veterinary Academy utilizes the Wonderlic Assessment. The Wonderlic Assessment may be taken no more than three times. A score of at least 11 is required to pass.

The prospective student must wait at least fifteen (15) minutes between attempts. Applicants who fail the test in three (3) attempts must wait 6 months before they can retest.

Alternatively, Metropolitan Veterinary Academy also accepts ACT or SAT exams for admissions. The minimum ACT score required is 17. The minimum SAT score required is 1050.

Acceptance And Enrollment

Once the application has been submitted, the Metropolitan Veterinary Academy reviews the application. Then the applicant must complete an interview. During the interview, the Admissions Agent asks any

questions regarding information submitted in the application. The Agent also discusses the financial requirements with the applicant and answers any questions the applicant has about the school and program.

Prospective students who meet all admissions requirements are accepted into the Metropolitan Veterinary Academy. If the prospective student does not meet the admissions requirements and is not accepted for admission into the program. Applicants are notified of the decision via email.

Accepted applicants make financial arrangements through TFC Tuition to pay for their training program. Metropolitan Veterinary Academy then provides the enrollment agreement and a copy of the Student Catalog for review and signature. The enrollment agreement signed by the accepted applicant is then signed by a Master school official. The accepted applicant is officially a student and provided a copy of the fully executed agreement.

All students complete an orientation which includes the Ohio Student Disclosure Course. Once the orientation is complete, students are ready to begin their program of enrollment.

Admissions Appeals

Appealing an admissions decision must be completed within seven (7) calendar days of the initial admissions decision. If a prospective student feels that he or she has received a denial of admission in error, the prospective student may appeal the decision by submitting a written appeal. The Campus Director (and/or designated staff member) will review the material and notify the prospective student of their decision in writing.

Reentry

Re-entry students who are returning to finish their program are not required to retake the admissions assessment if their original assessment scores are still on file and the scores meet the required assessment score in effect at the time of readmission.

NON-DISCRIMINATION POLICY

Metropolitan Veterinary Academy does not discriminate on the basis of race, color, religion, ancestry, national origin, age, non-disqualifying disability, gender, sexual orientation, marital status, or veteran status in the recruitment of students, or in the implementation of its policies, procedures, and activities.

Information pertaining to an applicant's disability is voluntary and confidential. Information obtained that includes disclosure of a disability will be used to overcome the effects of conditions that limit the participation of qualified disabled students. If you believe that you have been discriminated against, please promptly notify the Campus Director.

TRANSFER OF CREDIT

Transfer into Metropolitan Veterinary Academy

The acceptance of transfer credits between institutions lies within the discretion of the receiving institution. Credits earned at other institutions may or may not be accepted by Metropolitan Veterinary

Academy. Likewise, coursework completed at Metropolitan Veterinary Academy may or may not be accepted by another institution depending upon its programs, policies, and regulations.

Transfer credits will be evaluated using the following guidelines:

- Only credits earned at an institution that is accredited by an agency recognized by the United States Department of Education and/or the Council for Higher Education Accreditation (CHEA) will be considered. Any credits earned at a foreign institution must have a credential evaluation completed indicating equivalency with Metropolitan Veterinary Academy courses. The potential student is responsible for paying the cost of the evaluation. The student may use any reputable evaluation service. Many options can be found on the National Association of Credential Evaluation Services (NACES) [website](#).
- An official transcript of the student's coursework must be furnished directly by the institution where the coursework was completed before any application for transfer credits can be evaluated.
- A copy of the catalog or course syllabi from the institution at which the coursework was completed, at the time that the coursework was completed, must be furnished before any application for transfer credits can be evaluated.
- A minimum grade of "B" or "3.0" must have been awarded for each course completed to be eligible for transfer. Only courses in which grades were assigned will be considered. Credits earned as a result of a "pass/fail" option are not eligible for transfer.
- Sit for and pass a written and/or practical exam related to the transfer credit curriculum, if applicable.
- Coursework completed more than three years ago is not eligible for transfer of credit.
- Transfer of credit must be completed before enrollment. Submitting an official transcript in a timely manner is the sole responsibility of the student.
- The Campus Director shall make the final determination on the acceptability of transfer credits. The above guidelines shall be used in evaluating all applications for transfer of credit; however, the institution reserves the right to accept or reject any or all transfer credits at its discretion.

Up to 20% of a program can be completed via transfer of credit. Students wishing to receive credit for courses taken at other institutions will need to provide all required documents as part of the application process.

Metropolitan Veterinary Academy does not accept advanced placement and credit for experiential learning.

Appeals

Students who believe that their transfer credits were incorrectly evaluated or denied by Metropolitan Veterinary Academy may file an appeal. Appeals must be based on one or more of the following grounds:

- New or additional information that was not included in the initial evaluation.
- Errors in the evaluation of submitted documents, including transcript or course equivalency.
- Discrepancies in the application of the Transfer of Credit Policy.

The student must submit a written appeal to the Campus Director within 7 days of receiving the transfer credit evaluation decision. The appeal must include a detailed explanation of the grounds for appeal,

along with any supporting documentation (e.g., additional transcripts, course syllabi, or credential evaluations).

The Campus Director will review the appeal and consult with the Attending Veterinarian, faculty members, or external evaluators as necessary to ensure a thorough reassessment of the transfer credits. A final determination on the appeal will be made by the Campus Director within 7 days of receiving the appeal.

The student will be notified in writing of the decision. The decision will include an explanation for the outcome, whether the appeal is approved or denied. All decisions made by the Campus Director of Metropolitan Veterinary Academy regarding transfer credit appeals are final. There is no further appeal process beyond this stage.

Transfer out of Metropolitan Veterinary Academy

Transferability of coursework completed at Metropolitan Veterinary Academy is always up to the discretion of the receiving institution. Metropolitan Veterinary Academy does not in any way imply or guarantee the transferability of credit (clock hours) into any other institution. Once the student of the receiving institution provides notification, an official transcript and a certified copy of the catalog will be issued at no cost to the student or the receiving institution.

STUDENT PRIVACY POLICY/FERPA

Metropolitan Veterinary Academy's student privacy and confidentiality policy follows the Family Educational Rights and Privacy Act (FERPA) guidelines.

FERPA was designed to protect the privacy of educational records, to establish the rights of students to inspect and review their educational records, and to provide guidelines for the correction of inaccurate or misleading information through informal and formal hearings.

Metropolitan Veterinary Academy will not disclose a student's education records without obtaining prior written consent, except in certain instances where a student's educational records may be disclosed to school administrators with a legitimate interest. These individuals may include persons whom Metropolitan Veterinary Academy has employed or contracted with, whose responsibility justifies access to all or part of an educational record for legal, educational, or administrative functions.

Students may inspect and review their own records pertaining to academic standing and other information at any time. Students may also seek amendment of inaccurate or misleading information in their education records.

Metropolitan Veterinary Academy depends on the accuracy of the records submitted by its students. False information on an application as well as any act to intentionally mislead or misinform instructional personnel or administrators is grounds for disciplinary action, including dismissal from the school. Students seeking access or amendment to their educational records should contact the Campus Director.

COPYRIGHT INFRINGEMENT POLICY

Digital Millennium Copyright Act (DMCA)

Individuals using computers and networks at Metropolitan Veterinary Academy are responsible for complying with copyright laws and Metropolitan Veterinary Academy's policy and procedures for computer use. The Digital Millennium Copyright Act (DMCA) of 1998 amends the federal copyright law to provide certain liability protections for online service providers when their computer systems or networks carry material that violates (infringes) copyright law.

The Digital Millennium Copyright Act specifies that all infringement claims must be in writing (either by electronic mail or paper letter) and must include all of the following elements:

- A physical or electronic signature.
- Identification of the infringed work.
- Identification of the infringed material.
- Contact information for the complainant, e.g. address, telephone number, electronic mail address.
- A statement that the complaining party has a good faith belief that the use of the material in the manner complained of is not authorized by the copyright owner or the law.
- A statement that the information contained in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the copyright owner.

Infringement claims should be sent to Metropolitan Veterinary Academy's Designated Agent: *Jeanette Fessler, Campus Director*.

Metropolitan Veterinary Academy's users should not download, upload, transmit, make available, or otherwise distribute copyrighted material without authorization using Metropolitan Veterinary Academy's computer systems, networks, and internet access or storage media. This is inclusive of utilizing unlicensed/unauthorized peer-to-peer file services that would promote copyright infringement. Users who violate this policy are subject to disciplinary action as appropriate under the circumstances. Such disciplinary action may include suspension, dismissal, and other legal actions.

In addition to the complaint being handled by the Metropolitan Veterinary Academy, copyright owners may also take direct legal action against alleged infringers, and subpoena the Metropolitan Veterinary Academy for information about people sharing files. The No Electronic Theft (NET) Act provides for serious criminal penalties, including a fine of up to \$250,000 and a potential jail sentence. A lack of knowledge about copyright infringement laws will not excuse one from legal consequences, or action by Metropolitan Veterinary Academy. It is your responsibility to be aware of the legality of your actions.

Copying Materials

Students, instructional staff, and administrative staff are not allowed to make copies of their textbooks or exams for themselves or their peers. Copying textbooks and other copyrighted material is against the law. Any student caught copying material (or in possession of copied material) will be in violation of the Student Code of Conduct and will be subjected to the full range of consequences.

Metropolitan Veterinary Academy requires compliance with applicable copyright laws in the use of instructional materials. The Copyright Act protects all types of expression or authorship fixed in any

tangible medium, including such as written works, paintings, sculptures, photographs, videos, recorded music, sheet music, computer programs, video games, architectural design, and choreography. It is important to note, however, that the Act does not protect the underlying facts or ideas in a copyrighted work -- only the "expression" of those facts or ideas.

During the applicable term of protection, the author of the work possesses certain exclusive rights (which may be assigned to another party such as the publisher or distributor). These exclusive rights include (1) the right to copy the work; (2) the right to create derivative works; (3) the right to distribute the work; and (4) the right to display, perform, or broadcast the work. Therefore, before exercising any of these rights with respect to a given work, individuals must obtain permission from the copyright holder unless a statutory exception such as "fair use" applies, or the work is in the public domain.

The Public Domain and Other "Free" Works

Copyright protection does not extend to works in the public domain, which include: (1) works for which the applicable term of protection has expired; (2) works published by the federal government (e.g., published by the Centers for Disease Control or the National Oceanic and Atmospheric Association); (3) works that lack sufficient originality or expression to qualify for copyright protection (e.g., unadorned calendars, indices, phonebooks, databases); and (4) works expressly donated to the public domain. Such works may be copied and used without the permission of the author or publisher.

Metropolitan Veterinary Academy's students/instructors/staff who violate this policy are subject to appropriate disciplinary action. Serious violations of this policy may result in expulsion or discharge from the Metropolitan Veterinary Academy. Individuals who violate state or federal copyright laws may also be subject to criminal/civil action by the appropriate agency or by the owner of the copyright.

DEFINITION OF CLOCK HOURS

The program is measured in clock hours. A period consisting of a 50 to 60-minute class, lecture, or recitation in a 60-minute period. A 50 to 60-minute faculty-supervised laboratory, training, or internship in a 60-minute period. Sixty minutes of preparation in a correspondence course. A clock hour is based on an actual hour of attendance, though each hour may include a 10-minute break.

ATTENDANCE

Metropolitan Veterinary Academy emphasizes the need for all students to attend classes consistently to develop the skills and attitude necessary to be successful in today's competitive job market. The classroom is designed to emulate a work environment and arriving on time every day is essential to maintaining employment. Therefore, attendance is critical for success at Metropolitan Veterinary Academy.

Attendance Policy

Students are expected to be in class on time every day to achieve the learning goals for their program. Students, whether present or absent from class, are responsible for knowing all that is announced, discussed, and/or lectured upon in class or laboratory. In addition, students are responsible for submitting all assignments on time, as well as completing examinations and assessments as required. Students must have a cumulative attendance rate of 80% or higher at each evaluation point to remain in good standing. (See Satisfactory Academic Program policy.)

Attendance rates are provided to students at the end of each course. If a student's attendance rate is under 80%, the student will complete an advising session with the Campus Director or instructor to create a plan to improve attendance.

Tardiness and Early Departures

Any student arriving 10-15 minutes after the start of class will be considered tardy. Additionally, any student who leaves class up to 10 minutes before the scheduled end will be considered an early departure.

Students who are more than 15 minutes late will be marked absent for one (1) full class hour. Students who depart more than 15 minutes before the end of class will be marked absent for one (1) entire class hour.

Attendance Monitoring

Attendance is taken at the beginning of each class by the instructor. The instructor records attendance in the student information system, including tardiness and early departures.

Make-Up Work

Make-up work is assigned by the instructor and must be completed within the agreed upon time-frame, which is based on the length of the absence and scheduling availability. Make-up work will be comparable to content missed, in subject, delivery method, and length. There is no additional charge for makeup work.

Make-Up Hours

Students cannot make-up clock hours missed. Students anticipating an extended absence are advised to review the leave of absence policy and discuss options with Metropolitan Veterinary Academy staff.

Administrative Attendance Withdrawal

Any student who is absent for fourteen (14) consecutive calendar days without an approved Leave of Absence, will be terminated from his or her program. After notifying the student of the administrative withdrawal for violation of the attendance policy, a refund calculation is completed. Any money due back to the student, or to a third-party funding source, is returned per the refund policy. A student dismissed for attendance-related reasons may only apply for re-admittance after discussing plans for successful attendance with the Campus Director and receiving written permission to re-apply. All current admissions requirements at the time of re-application must also be met.

LEAVE OF ABSENCE

There may be legitimate reasons such as extended illness, extended illness of close family members, or military service, in which a student needs an interruption in their training program. In such cases due to specified and approved reasons and with appropriate documentation, the student may request a leave of absence. The leave of absence is considered a temporary break in a student's attendance during which they are considered to be continuously enrolled. In order to attain a Leave of Absence (LOA), the following policy must be adhered to prior to approval of the leave:

- The Leave of Absence is limited to **180 calendar days in any 12-month period or one-half of the published program length**, whichever is **shorter**. Multiple leaves of absence may be permitted provided the total of the leaves does not exceed this limit.
- The leave of absence must be requested in writing in advance of the beginning date of the leave unless circumstances prevent the student from doing so. If the student does not request a leave of absence within a timeframe consistent with the 14-day consecutive absence policy, the student will be withdrawn.
 - If a student is unable to make the request in writing, over the phone is acceptable. The request can also be submitted by a relative or legal guardian.
- The student must sign and date the leave-of-absence request and specify a reason for the leave, providing supporting documentation, as necessary. The request must specify the specific date of return following the leave and the student must attest to understanding the consequences of not returning from an approved on the date specified.
- The Leave of Absence request must be approved and signed by the Campus Director.
- Failure to return from the approved leave of absence on the exact return date as shown on the Leave of Absence written request will result in termination from the program of study.

Metropolitan Veterinary Academy will document its decision relative to each LOA request in accordance with this policy. Documentation of each request and the related decision will be maintained in the student's file.

No additional charges will be assessed as a result of an approved LOA.

GRADING

Metropolitan Veterinary Academy issues grades at the end of each course using the following grading scale.

GRADE DEFINITIONS	GRADE	GRADE PERCENTAGE	GPA
High Achievement	A	93% – 100%	4.0
Good Achievement	B	85% - 92%	3.0
Satisfactory	C	77% - 84%	2.0
Failing	F	0% - 76%	0.0
Incomplete	I	N/A	N/A
Transfer Credit	TC	N/A	N/A
Withdraw	W	N/A	N/A
Repeat	R	N/A	N/A

TC: Transfer credit. A grade of "TC" will be given for coursework accepted for transfer credit per the Transfer of Credit policy.

I: Incomplete. A grade of "I" will be given if the student does not complete the required class work, assignments, and tests by the end of the course or program. Incomplete coursework must be completed within three (3) days of the scheduled end date of the course. If the coursework is not completed by the deadline, the student will receive the grade earned for the class with the missing work recorded as zeros.

W: Withdraw. A grade of “W” will be given if the student withdraws from a course or is administratively withdrawn from a course.

R: Repeat. A grade of “R” will be given if the student repeats a course to achieve a passing grade. The failing grade will be changed to an “R” and removed from the GPA calculation.

Grade Appeals

Students may appeal their final grades if they believe there has been an error in calculation or an issue of fairness in grading. Students must appeal the grade within two (2) business days of receiving the final grade by contacting the instructor to discuss the grade and seek clarification. If the issue is resolved during this meeting, no further action is required.

If the issue is not resolved, the student may submit a written appeal to the Dean of Academics within five (5) business days of receiving the final grade. The appeal must include a detailed explanation of why the grade is being appealed along with any supporting documentation (e.g., graded assignments, exam scores, or correspondence with the instructor). The Dean of Academics will review the appeal, consult with the instructor, and may request additional information or clarification from the student. A written decision will be provided to the student within five (5) business days of receiving the appeal.

SATISFACTORY ACADEMIC PROGRESS

The Satisfactory Academic Progress Policy is applied consistently to all students. Satisfactory Academic Progress is measured in two ways:

- **Qualitatively:** The Cumulative Grade Point Average (CGPA) is reviewed to ensure that the student is meeting a minimum 2.0 (C or 77%) average at the conclusion of each evaluation period.
- **Quantitatively:** The student must attend at least 80% of the scheduled clock hours cumulatively for each evaluation period, enabling completion within the maximum time frame of the program.*

**Depending on the course, students may be required to complete up to 100% of the clock hours in order to successfully complete. Course-specific attendance policies are provided in each syllabus.*

A student must be meeting these standards to be considered meeting Satisfactory Academic Progress and in ‘Good Standing.’ Any student who has not achieved a minimum cumulative GPA of 2.0 (C or 77%) or who has not successfully achieved a cumulative rate of attendance of at least 80% at each required evaluation period is not considered in ‘Good Standing’ and is subject to the consequences outlined in this policy.

Maximum Time Frame

Students must complete their program within 150% of the normal program length. This length of time is considered the Maximum Time Frame. Students who have attempted over 150% of the total program clock hours and not met the graduation requirements, will be withdrawn from the program.

Evaluation Periods

Students will receive a grade report at the end of each course which includes their final grade and attendance for the course completed, as well as the cumulative GPA and cumulative attendance percentage for all courses completed within the program. Formal evaluations will occur at the midpoint, end of program, and, if needed, at the Maximum Time Frame based on scheduled hours. Consistent with SAP measurements, the evaluations will assess each student's progress against the qualitative and quantitative standards previously identified.

Warning Period

If a student fails to meet the cumulative 80% attendance, and/or the cumulative 2.0 (C or 77%) grade average for any evaluation period, he or she will be placed on 'Warning' for the next evaluation period.

Students will be notified in writing when placed on 'Warning.' The notification will include the steps necessary to be removed from 'Warning' status. In addition, students will receive attendance and/or academic advising from the Dean of Academics. During this time, an academic improvement plan will be created to assist the student in achieving 'Good Standing' by the end of the 'Warning' period. If the student achieves 'Good Standing' by the end of the 'Warning' period, he or she will be removed from 'Warning' status.

If the student fails to achieve 'Good Standing' and meet satisfactory academic progress requirements at the end of the 'Warning' period, the student will be terminated from Metropolitan Veterinary Academy. The institution will notify the student in writing if he or she is being terminated for unsatisfactory academic progress. The student has the option to appeal termination by following the appeal process.

Appeal Process

The student may submit a written appeal of his/her termination within five calendar days of their receipt of the notice of termination. The appeal must be accompanied by documentation of mitigating circumstances that have prevented the student from obtaining 'Good Standing' and evidence that changes have occurred to allow the student to now meet standards of Satisfactory Academic Progress. Only extraordinary circumstances will be considered, such as, but not limited to, death or severe illness in the immediate family. Supporting documentation such as a physician's statement, accident report, or other such statements must be included as part of the appeal.

The Dean of Academics will assess all appeals and determine whether the student may be permitted to continue in the school on a 'Probationary' status despite not meeting the Satisfactory Academic Progress requirements. The student will be sent a written decision within ten days of the receipt of the appeal. The decision of the Dean of Academics is final.

In cases where an appeal is accepted, the student is placed on 'Probation' status through the next evaluation period. During this time, an academic improvement plan will be created to assist the student in achieving 'Good Standing' by the end of the 'Probation' period.

Probation Period/Reinstatement

Students who successfully appeal their termination are reinstated in a 'Probation' status.

The 'Probation' status extends through the next evaluation period during which time the student must meet the terms and conditions set out in the letter granting the appeal. In addition, students will receive

attendance and/or academic advising from the Dean of Academics. An academic improvement plan will be created to assist the student in achieving 'Good Standing' by the end of the 'Probation' period.

At the end of the evaluation period, and then at the end of every evaluation period thereafter, the student's academic status will be reviewed. If the student fails to meet the Satisfactory Academic Progress requirements at the end of the 'Probation' period, the student will be terminated from the school.

Transfer and Readmitted Students

Transfer students from outside the institution will be evaluated qualitatively only on the work completed at the Metropolitan Veterinary Academy. The maximum time frame is reduced for transfer students based on the remaining length of the program in which they enroll.

Incomplete Courses

A grade of Incomplete is not included in the calculation of the cumulative grade point average. However, the final grade issued three (3) days after the end of the course, whether or not the incomplete coursework was completed, is calculated in the cumulative grade point average. The course hours count as hours attempted for the purpose of calculating progress toward the maximum time frame.

Remedial Courses

Metropolitan Veterinary Academy does not offer any remedial courses.

Course Repeat Policy

A failed course may be repeated in an attempt to earn a passing grade. Each attempt counts as scheduled hours toward the Maximum Time Frame. Only the highest grade earned will be included in the computation of the cumulative grade point average. The student transcript will list each course in which a student has enrolled and earned a grade. The failing grade will be changed to a grade of R on the transcript indicating that a particular course has been repeated.

Satisfactory Progress for Academic Purposes

At the end of each course, the instructor reviews the cumulative grade point average to ensure compliance with the minimum 2.0 (C or 77%) grade point average, and 80% cumulative attendance requirement. If any student is not meeting the academic progress requirements, the instructor notifies the Dean of Academics, who are responsible for taking further actions, as outlined in the policy.

READMISSION AFTER VOLUNTARY OR ADMINISTRATIVE WITHDRAWAL

Any student who has voluntarily withdrawn may apply for readmission. Students who were administratively withdrawn from their program for academic performance issues, attendance issues, or school policy violations may also reapply for readmission.

Students who successfully apply for readmission within 180 days of their last date of attendance will receive academic credit for all previously completed courses. Students who successfully apply for readmission after more than 180 days of their last date of attendance **may** be eligible for transfer credit from the previous enrollment. Retaking assessments and/or demonstrating lab skills for those courses

may be required to ensure the student has retained the foundational knowledge to make proceeding in the program educationally sound.

Any student applying for readmission must meet all admission requirements effective at the time of readmission. Readmission will be subject to demonstration that the conditions that caused the dismissal or withdrawal have been rectified. Depending on the circumstances surrounding the withdrawal, Metropolitan Veterinary Academy may require the student meet with the Campus Director and get written permission to reapply and/or may be required to wait for up to 6 months so that the school can be sure the conditions have been rectified.

In some cases, readmission may be denied. For example, if a student was dismissed for drug or alcohol use on the school premises, harassment, or threats of violence against the school, employees, or other students. Each readmission application is reviewed on a case-by-case basis.

GRADUATION REQUIREMENTS

In order to graduate from the Metropolitan Veterinary Academy and receive a diploma, students must achieve the following standards.

- Earn a cumulative GPA of 2.0 or higher;
- Pass each course with a score of 77% or higher;
- Complete all externship hours; and
- Successfully demonstrate all required clinical skills.

Additionally, students must have paid, or have approved arrangements to pay, any balance due to the school.

STUDENT CONDUCT

Metropolitan Veterinary Academy's Code of Conduct applies to all school activities, communication methods (in-person, texting, messaging, email, digital meetings, etc.), and in any environment where a student is representing MVA:

To create a professional learning environment, Metropolitan Veterinary Academy (MVA) expects students to:

- Treat everyone with respect and dignity.
- Listen to others' views.
- Function as a positive role model.
- Respect each other's right to privacy – for example, do not share photos and people's names on social media without their permission.
- Help create an environment that encourages everyone to feel comfortable and confident.
- Be aware that others may misunderstand your behavior and actions, even if you did not mean it that way. So, act quickly to correct this if it happens.
- Be tolerant, you may be misunderstanding someone's behavior because they have a particular lived experience.
- Report any behavior which makes you feel uncomfortable or unsafe.
- Always be on time.
- Dress professionally.

Additionally, in classes Metropolitan Veterinary Academy (MVA) expects students to:

- Attend every class session and be ready to start on time.
- Be prepared and ready to learn for each class.
- Respect others and embrace diversity.
- Participate and stay alert in class.
- Be respectful of the instructors and school staff.
- Study and complete assignments on time.
- Follow directions, policies and procedures during classroom and clinical time.
- Conduct themselves with appropriate behavior.
- Maintain a harassment -free, violence- free, and a substance abuse- free classroom environment.
- Refrain from eating or drinking during instruction. This should be done during break time(s).

DISCIPLINARY PROCEDURES

Students are held accountable throughout the program for fulfilling program requirements and abiding by Metropolitan Veterinary Academy policies. The student, upon enrollment in their program, recognizes and accepts this responsibility. Metropolitan Veterinary Academy administration has the right to discipline any student whose behavior violates the student code of conduct. Student infractions are subject to the following disciplinary actions:

1. Issuing a verbal warning to the student.
2. Issuing a written warning to the student if the behavior continues. The warning will be placed in the student record and be referenced should any further violations occur.
3. Placing the student on a Conduct Probation. The terms of the probation will be discussed and agreed to by the student and Campus Director.
4. Administratively withdrawing the student if the terms of the Conduct Probation are violated.

The following will result in automatic expulsion without any warning:

1. Insubordination.
2. Fighting.
3. Threatening physical harm.
4. Stealing.
5. Destroying property.
6. Harassment of any kind.
7. Violation of the Communications Policy.
8. Immediately dismiss the student from the school.

Students who are dismissed due to a violation of the Code of Conduct are prohibited from being on Metropolitan Veterinary Academy property.

SAFETY & EMERGENCY PROCEDURES

Metropolitan Veterinary Academy places the safety and security of its students, faculty members and staff as a top priority. If a problem could cause immediate damage to the property or appears to be life threatening, please contact 911 immediately and report the incident to a faculty or staff member. In the event of an emergency, students are expected to fully cooperate with faculty and staff.

In the event of inclement weather, a notice will be sent out to students via email or text message regarding a school closure or late start. If classes are canceled, faculty will schedule a make up day on an upcoming Friday.

Students are asked not to leave personal belongings in an unsecured place. Keep all valuables safely locked in the trunk of your car or out of sight in the locked car. Metropolitan Veterinary Academy is not responsible for theft or damage to vehicles or their contents.

In the event of any accident, theft, or injury, a student is required to complete an incident report. Please see a Metropolitan Veterinary Academy staff member to complete an incident report.

STUDENT INJURY OR ILLNESS

If a student becomes ill while on the Metropolitan Veterinary Academy campus and the instructor determines that it is not in the best interest of the student to remain in the classroom, they will be authorized to leave the class session, and, if needed, seek medical treatment. Early departure will be recorded per the attendance policy and work missed will need to be made up.

In case of injury, the student must follow school protocols. If medical treatment is required, the student may elect to go to the emergency room for treatment, urgent care, or to their own healthcare provider. An incident report must be completed as close to the injury occurring as possible, but after any initial medical treatment necessary is completed.

Most student complaints can be handled at the first point of contact with the school.

COMPLAINTS & GRIEVANCES

Metropolitan Veterinary Academy is dedicated to the fair treatment of and professional conduct with students. Should any student have a complaint, the student is asked to discuss the matter directly with their instructor if it is an academic issue or a staff member if it is an administrative issue. The instructor or administrator will engage in an informal process to settle the dispute in good faith. That informal process will involve three steps:

1. An effort to define the problem.
2. An effort to identify acceptable options for resolution; and
3. An attempt to resolve the conflict through the application of one or more of those options for resolution.

Most student complaints can be handled through this process. However, if the student believes that the complaint has not been properly handled, the student should use the following procedure to register a formal grievance.

Steps in Grievance Procedure:

- The student should submit a written grievance to the Campus Director including a description of the specific allegations and the desired remedy, accompanied by any available documentation within seven (7) calendar days.

- The Campus Director will investigate all formal (written) grievances, including speaking with the individuals involved, in an attempt to resolve the complaints.
- After investigation, the Campus Director will make a determination and provide written notification of the decision within seven (7) calendar days of receiving the complaint.
- All written grievances and final decision notifications will be added to the student's records.
- Whether or not the problem or complaint has been resolved to his/her satisfaction by the school, the student may direct any problem or complaint to the Executive Director, State Board of Career Colleges and Schools, 30 East Broad Street, Suite 2481, Columbus, Ohio, 43215, Phone 614-466-2752; toll free 877-275-4219.

Student Services Information

STUDENT SERVICES

Metropolitan Veterinary Academy offers a variety of support services to students. These include:

- Academic Advising
- Disability Services/Accommodations
- Reference Books
- Orientation
- Career Services

Student Services are reviewed during new student orientation so students are aware of the types of support available to them from day one. Students may contact the Student and Career Services Coordinator at any time to get additional information or assistance.

CAREER SERVICES

Metropolitan Veterinary Academy is dedicated to assisting students develop the necessary skills to obtain employment after graduation. To support this effort, Career Services is offered to all students and graduates. The services provided include the fundamentals for a successful job search: cover letter creation, resume development, and interviewing tips. Metropolitan Veterinary Academy also maintains a job board with training related employment opportunities and is aligned with the program outcomes, education level, and the skill level learned at Metropolitan Veterinary Academy. Students and graduates may reach out to the Student and Career Services Coordinator for assistance.

After students graduate, Metropolitan Veterinary Academy follows up to verify job placement. Metropolitan Veterinary Academy is required to report placement outcomes to regulatory agencies in order to continue providing training. Cooperation from graduates in providing employment information when contacted is greatly appreciated as it makes it possible for Metropolitan Veterinary Academy to help students achieve their career goals and support high-quality veterinary teams in the community.

Metropolitan Veterinary Academy does not guarantee employment.

POSSIBLE JOB TITLES

- Veterinary Assistant
- Kennel Assistant
- Boarding Assistant
- Client Service Representative

Academic Information

PROGRAM DESCRIPTION & OBJECTIVES

Program Title: Veterinary Assistant

Length: 12 months (including scheduled breaks)

Clock Hours: 628 (370 Theory | 98 Lab | 160 Externship)

Delivery: In-Person

Award: Diploma

Prerequisites: None beyond admission to the institution

Maximum Student to Teach Ratio - Theory: 25 to 1

Maximum Student to Teacher Ratio - Lab & Externship: 8 to 1

Description: Metropolitan Veterinary Academy offers a Veterinary Assistant diploma program. The Veterinary Assistant classrooms are located inside Metropolitan Veterinary Hospital's Cleveland location. Metropolitan Veterinary Hospital is modeled after the human medical concept providing advanced care and a 24-hour emergency department. The hospital houses eight specialty departments, including neurology, surgery, ophthalmology, internal medicine, and exotics. Veterinary Assistant students have the unique opportunity to apply their knowledge from the classroom directly into the 24-hour hospital facility.

Students will learn to be effective veterinary assistants through the study of office procedures, animal handling and restraint, medical terminology, radiology, and ultrasound imaging. During the externship, students will assist veterinary technicians and veterinarians with emergency cases while they work in a modern veterinary hospital using current industry standard equipment. Upon completion of the program, graduates are prepared for entry-level employment as veterinary assistants.

Upon completion of the program, students will be able to:

1. Utilize knowledge and interpersonal skills to educate clients and communicate with colleagues.
2. Operate and maintain veterinary equipment and facilities.
3. Provide appropriate restraint for examination and other diagnostic procedures.
4. Maintain inventory and order processing of medications and other hospital supplies.
5. Provide support for pre- and post-operative patients.
6. Properly collect and package laboratory samples.
7. Provide medical treatments to animals under veterinary care with supervision.
8. Prepare the patient and maintain sterility for common surgical procedures.
9. Assist with taking diagnostic radiographs.
10. Manage the grieving process, stress, and use resilient behaviors.

Course Name	Theory Hours	Lab Hours	Externship Hours
VA-100 Veterinary Medicine Principles & Practice	36	0	0
VA-101 Veterinary Front Office	36	0	0
VA-102 Veterinary Medical Terminology	24	0	0

VA-103 Laboratory Animals & Exotics	18	18	0
VA-104 Animal Restraint & Handling	24	24	0
VA-105 Veterinary Pharmacology	36	0	0
VA-106 Common Diseases and Medical Conditions of SA	36	0	0
VA-107 Veterinary Laboratory Procedures	24	16	0
VA-108 Anatomy & Physiology I	36	0	0
VA-109 Anatomy & Physiology II	36	0	0
VA-110 Radiology	32	16	0
VA-111 Surgical Preparation & Assisting	32	24	0
VA-400 Externship/Practicum	0	0	160
Totals	370.00	98.00	160.00

COURSE DESCRIPTIONS

VA-100 - Veterinary Medicine Principles & Practice

Clock Hours: 36 (Theory)

This course introduces the roles and responsibilities of the veterinary assistant, including basic nursing skills, veterinary ethics and laws, animal behavior, physical examinations, medical records, and medication administration. An in-depth look at the human-animal bond includes topics like grief, compassion fatigue, and euthanasia.

VA-101 - Veterinary Front Office

Clock Hours: 36 (Theory)

This course will assist students with developing skills to perform essential administrative and front office procedures. Students will be introduced to core competencies that are required to schedule, communicate with clients, and manage medical records. Students will utilize software that assists with inventory, billing, and creating go-home instructions. Communication skills will be reinforced through a series of role-playing and practical based scenarios.

VA-102 - Veterinary Medical Terminology

Clock Hours: 24 (Theory)

A study of the basic structure of veterinary medical terminology through examination of prefixes, suffixes, word roots, and combining forms. The course includes pronunciation, spelling, and definitions of medical terms related to the practice of veterinary medicine, and an introduction to common medical abbreviations.

VA-103 - Laboratory Animals & Exotics

Clock Hours: 36 (18 Theory, 18 Lab)

This course provides the knowledge and skills necessary to provide basic care to laboratory animals, birds, and reptiles. Topics include breed recognition, restraint, basic husbandry, reproduction, diseases,

and veterinary procedures associated with these animals. Students will also learn aspects of animal research, as well as general veterinary medicine.

VA-104 - Animal Restraint & Handling

Clock Hours: 48 (Lab)

Safety is the number one concern in a practice for both the staff members and the patients. This course will provide understanding for proper restraint and handling of patients in veterinary practice. We will cover the broad range of physical and chemical restraint options offered to the veterinary community and how to appropriately choose between the two. In addition, we will dive into animal behavior and how environmental stressors can affect your relationship with your patient. Finally, we will learn to utilize proper restraint for the critically ill and injured patient.

VA-105 - Veterinary Pharmacology

Clock Hours: 36 (Theory)

This course is designed to provide the knowledge and skills to follow prescribed orders for preparing, dispensing, and administering drugs, providing appropriate client education, and monitoring therapeutic responses in a veterinary setting. Instruction will also include a discussion of drug classification, toxicology, and alternative therapeutic methods.

VA-106 - Common Disease and Medical Conditions of Small Animals

Clock Hours: 36 (Theory)

This course is designed to provide students the knowledge of common small animal diseases, including an overview of the etiology, symptoms, transmission, basic treatment, and control through preventative care. Instruction will include an introduction to kennel sanitation, nutrition, immunology, vaccinations, and nursing skills. An overview of animal handling and restraint, critical patient care, first aid, administration and maintenance of fluid therapy, dental prophylaxis, and procedures related to small animal reproduction will be studied.

VA-107 - Veterinary Laboratory Procedures

Clock Hours: 40 (24 Theory, 16 Lab)

This course introduces laboratory concepts and procedures commonly performed in the veterinary clinical setting. Students will perform urinary and hematologic laboratory procedures on a variety of species. Instruction includes laboratory safety, quality control, specimen collection and handling, basic clinical chemistry, serology, cytology, and hematology.

VA-108 - Anatomy & Physiology I

Clock Hours: 36 (Theory)

This course provides students with a fundamental comparative overview of the anatomy and physiology of a variety of species. Instruction will focus on the introduction to anatomy and physiology, the chemical basis for life, nutrients, cell biology, tissues, integument, and related structures, the skeletal system, the muscular system, digestive system, blood, lymph, and immunity. Students will demonstrate an understanding of course concepts through applied lab activities that may include the dissection and study of animal cadavers and tissue specimens.

VA-109 - Anatomy & Physiology II

Clock Hours: 36 (Theory)

This course is a continuation of VA-108 and provides students with a fundamental comparative overview of the anatomy and physiology of a variety of species. Instruction will focus on the cardiovascular system, respiratory system, digestive system, nervous system, sense organs, endocrine system, urinary system, reproductive system, pregnancy/development/lactation, and avian/amphibian/reptilian anatomy and physiology. Students will demonstrate an understanding of course concepts through applied lab activities that may include the dissection and study of animal cadavers and tissue specimens.

VA-110 – Radiology

Clock Hours: 48 (32 Theory, 16 Lab)

This course provides instruction needed to produce quality radiographs for diagnostic purposes in a veterinary setting, including the use of proper safety measures. Topics will include radiographic theory, x-ray equipment, positioning patients, exposing and processing film, radiographic evaluation and troubleshooting, safety regulations, and an introduction to ultrasonography.

VA-111 - Surgical Preparation & Assisting

Clock Hours: 56 (32 Theory, 24 Lab)

This course provides the knowledge and skills necessary to assist in surgical procedures and aseptic techniques in a clinical setting. Instruction includes basic drug administration techniques, recognition of anesthetic emergencies, surgical prep and assistance for routine surgeries using aseptic technique, pre and postoperative care, and maintenance of the operating room and surgical supplies.

VA-400 – Externship

Clock Hours: 160 (Externship)

The internship is an extension of classroom training. The externship course provides students with the opportunity for real-world experience in a suitable facility (veterinary hospital, clinic, etc.) where they will have the opportunity to demonstrate proficiency in the program objectives. During the Externship, students will spend 160 hours at a veterinary facility. Students will provide three sites to the Externship Coordinator. The Externship site must be approved and is required to have a Registered Veterinary technician or DVM on site. Students will be required to attend class once a week for 2 hours on campus, (a total of 16 hours) focusing on developing the required soft-skills and professional development needed to be successful in the veterinary field. Students who need additional help with program-specific skills will have the opportunity to request work with a faculty member in a mentoring environment to advance their skill set.

ESSENTIAL STANDARDS

Physical Essential Standards

Physical essential standards listed below, including, but not limited to:	Context and reasoning behind Physical essential standards
General Physical Ability and Mobility	Requires motor skills, manual dexterity, and eye-hand coordination for safe patient restraint and care, including walking, stooping, twisting, squatting, bending, climbing stairs, and ability to lift to 50 pounds per OSHA standards.

Fine Motor Skills	Must perform venipunctures, capillary punctures, CPR, and safe patient restraint with coordinated dexterity to prevent patient injury.
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Sensory & Observational Essential Standards

Sensory/observational essential standards including, but not limited to:	Context and reasoning behind sensory/observational essential standards
Visual Ability	Must be able to work at a computer or microscope for extended periods and distinguish colors and contrast. Peripheral vision and depth perception are required for safety of personnel and for safe animal restraint.
Auditory	Must be able to discern auscultatory sounds and audible signals to coordinate safe animal handling and work in high-noise environments, such as around barking dogs.
Touch	Must be able to discern tissues and organs by palpation.
Smell	Must be able to discern odors associated with patient discharges and bacterial cultures.

Cognitive Essential Standards

Cognitive essential skills including, but not limited to:	Context and reasoning behind cognitive essential skills
Critical Thinking	Students must have the critical thinking skills necessary to assess, analyze, interpret, solve problems, recognize cause-effect relationships, calculate dosages, and accurately assess patient conditions.
Acquisition and Application of Knowledge/Skills	Ability to actively gather, review, and apply relevant information and skills to complete the AVMA-CVTEA essential skills checklists.
Document/Record Information	Students must accurately enter, transcribe, record and store patient information in a written or electronic format.

Communication Essential Standards

Communication Essential Standards including, but not limited to:	Context and reasoning behind communication essential standards
Speaking	Communicate professionally and effectively with supervisors, co-workers, and patient owners in clear, concise written and/or spoken English.
Writing	Students must read and write fluent English with correct grammar, style, vocabulary, spelling, and with proper veterinary medical terminology.

Interpersonal Skills	Must interact positively and provide unbiased care to patients and owners from diverse backgrounds. Students must actively listen, understand instructions, ask questions appropriately, avoid interrupting, assume responsibility for actions, and maintain professionalism during conflict situations and/or emergencies.
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FACULTY

Name	Position	Qualifications	Program Taught
Amanda Cammarn	Faculty	RVT	Veterinary Assistant
Jordan Buddner	Faculty	RVT	Veterinary Assistant
Jennifer Premo	Adjunct Faculty	RVT	Veterinary Assistant
Katie Mooney	Adjunct Faculty	RVT	Veterinary Assistant
Marie Lacey-Turner	Adjunct Faculty	BA, RVT, VTS(ECC)	Veterinary Assistant
Nichole Kelland	Adjunct Faculty	RVT, VTS(ECC)	Veterinary Assistant
Nicole Sayles	Adjunct Faculty	RVT	Veterinary Assistant

Financial Information

TUITION AND FEES AND OTHER FINANCIAL OBLIGATIONS

Veterinary Assistant

Registration Fee (non-refundable):	\$25.00
Tuition:	\$950.00
Graduation Fee:	\$75.00
Total Program Cost:	\$1050.00

Tuition and fees due Term 1	\$575	(Includes registration and graduation fees)
Tuition due Term 2	\$475	

Additional Estimated Program Costs

Uniforms: \$60.00 (per pair)

- Students are responsible for purchasing gray scrubs to wear for all class, lab, and externship sessions.

Textbooks/Materials: \$600.00-\$700.00.

- Students can purchase the required textbooks and materials through their preferred vendor. A list of required textbooks and materials is provided to enrolled students who are expected to have the materials available for the first day of class.

The total projected tuition and fees due to Metropolitan Veterinary Academy is \$1050.00. The total projected cost of the program, including fees payable to third parties is \$1770.00

Scholarships & Grants

Metropolitan Veterinary Academy does not offer grants or scholarships. State and federal financial aid is not available.

Payment Information

The registration fee is due upon the signing of the enrollment agreement. The tuition and fees for Term 1 are due on or before the first day of class. The tuition for Term 2 is due on or before the start of the second term.

All Metropolitan Veterinary Academy students create an account and set up a payment plan with TFC Tuition. Students make payments through TFC using one of their accepted payment options. Students can view their TFC account details and balance online at any time or get details by calling TFC customer service. **Metropolitan Veterinary Academy does not accept student payments directly.**

Late Fees

Student accounts are subject to late fees charged per TFC Tuition policy. Students who are late on a payment are encouraged to contact TFC Tuition customer service to discuss options and determine if a payment arrangement can be made.

TFC Tuition notifies Metropolitan Veterinary Academy when a student's payment is past due. Metropolitan Veterinary Academy checks to see that the past due payment and any late fees have been

paid to TFC Tuition or alternative arrangement accepted within 14 days. If not, the student will not be permitted to attend class and starts accruing absences. After 14 days of consecutive absences, the student will be administratively withdrawn for failure to meet the attendance policy. This is considered to be a Financial Withdrawal.

If the student makes the past due payment along with any late fees, or makes other approved arrangements with TFC Tuition before 14 days of consecutive absences occur, he or she will be readmitted to class. The student is responsible for completing any missed work per the make-up policy.

Collections

Student accounts are subject to the collections policy of TFC Tuition, including any fees and reporting to credit bureaus. Any questions about the policy should be directed to TFC Tuition customer service.

Students whose accounts have been sent to collections are not eligible to apply for re-enrollment at Metropolitan Veterinary Academy until the prior debt has been paid in full. Additionally, if accepted for re-entry, all tuition and fees must be paid in full to TFC Tuition prior to the first scheduled class day.

CANCELLATION AND REFUND POLICY

Student's Right To Cancel

Rejection: If the student is not accepted into the training program, all monies paid by the student shall be refunded.

No-Show: An applicant who does not show up for the first day of class is entitled to a refund of all monies paid, less the non-refundable registration fee.

Five-Day Cancellation: An enrollment agreement or school application may be canceled within five calendar days after the date of signing provided the school is notified of the cancellation in writing. The school shall promptly refund in full all tuition and fees paid pursuant to the enrollment agreement or school application. Such refund shall be made no later than thirty days after cancellation. This provision shall not apply where a student has already started classes.

Cancellation Prior to the Start of Class and Other Cancellations: An applicant requesting cancellation more than five (5) days after executing the enrollment agreement and making an initial payment, but prior to the first day of class is entitled to a refund of all monies paid, less the non-refundable registration fee.

Ohio State Board of Career Colleges and Schools Refund Policy

Refunds for books, supplies, and consumable fees shall be made in accordance with Ohio Administrative Code section 3332-1-10.1. Refunds for tuition and refundable fees shall be made in accordance with the following provisions as established by Ohio Administrative Code section 3332-1-10:

(1) A student who withdraws before the first class and after the 5-day cancellation period shall be obligated for the registration fee.

(2) A student who starts class and withdraws before the academic term is 15% completed will be obligated for 25% of the tuition and refundable fees plus the registration fee.

(3) A student who starts class and withdraws after the academic term is 15% but before the academic term is 25% completed will be obligated for 50% of the tuition and refundable fees plus the registration fee.

(4) A student who starts class and withdraws after the academic term is 25% complete but before the academic term is 40% completed will be obligated for 75% of the tuition and refundable fees plus the registration fee.

(5) A student who starts class and withdraws after the academic term is 40% completed will not be entitled to a refund of the tuition and fees.

Metropolitan Veterinary Academy shall make the appropriate refund within thirty days of the date the school is able to determine that a student has withdrawn or has been terminated from a program. Refunds shall be based upon the last date of a student's attendance or participation in an academic school activity.

Cancellations and withdrawals are preferred in writing through one of the following means:

- Attention: Campus Director
- Mail: 734 Alpha Drive, Highland Heights, Ohio 44143
- Email: J.Fessler@metrovetacademy.com