



Metropolitan Veterinary **Academy**

Metropolitan Veterinary Academy

734 Alpha Drive
Highland Heights, Ohio 44143
Registration Number: TBD

Student Catalog

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GOVERNING BODY AND LICENSURE

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**.

Metropolitan Veterinary Academy has been approved for Licensure with the **Ohio Board of Career Colleges and Schools (OBCCS)** in the State of Ohio.

OPERATING HOURS

Metropolitan Veterinary Academy operating hours vary by activities with information made available through the school website and Notice Board located in the Student Lounge.

Monday: 8am – 5pm

Tuesday: 8am – 5pm

Wednesday: 8am – 5pm

Thursday: 8am – 5pm

Friday: 8am – 5pm

The following holidays have been officially approved by Metropolitan Veterinary Academy. Classes will not be held on these days and our offices will be closed during such holidays as stipulated.

- Martin Luther King Jr. Day
- President’s Day
- Memorial Day
- Juneteenth
- July 4th
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year’s Eve
- New Year’s Day

ACADEMIC CALENDAR

New Student Orientation	January 3, 2023
Winter Term Start Date	January 3, 2023
Last day to withdraw from Term w/full refund	January 7, 2023
MLK Day (No School)	January 16, 2023
Presidents Day (No School)	February 20, 2023
Winter Term Ends	March 2, 2023
End of Term Break	March 6-10, 2023
New Student Orientation	March 10, 2023
Early Spring Term Start Date	March 13, 2023
Last day to withdraw from Term w/full refund	March 18, 2023
Early Spring Term Ends	May 5, 2023
End of Term Break	May 8-12, 2023
New Student Orientation	May 12, 2023
Late Spring Term Start Date	May 15, 2023
Last day to withdraw from Term w/full refund	May 20, 2023
Memorial Day (No School)	May 29, 2023
Juneteenth (No School)	June 19, 2023
Fourth of July (No School)	July 4, 2023
Late Spring Term Ends	July 12, 2023
Summer Break	July 17-21, 2023
New Student Orientation	July 21, 2023
Summer Term Start Date	July 24, 2023
Last day to withdraw from Term 4 w/full refund	July 29, 2029
Labor Day (No School)	September 4, 2023
Summer Term Ends	September 18, 2023
End of Term Break	September 19-29, 2023
New Student Orientation	September 29, 2023
Fall Term Start Date	October 2, 2023
Last day to withdraw from Term 5 w/full refund	October 7, 2023
Thanksgiving Break (No School)	November 23-24, 2023
Fall Term Ends	November 28, 2023

ADMINISTRATION AND FACULTY

Campus Director	Jeanette M. Fessler, RVT, MA
Program Chair	Jeanette M. Fessler, RVT, MA
Dean of Academics	Jeanette M. Fessler, RVT, MA
Administrative Coordinator/Admissions	Holly Bonner
Student and Career Services Coord.	Maribeth Flowers
Faculty, Attending Veterinarian	Mathew J. Ehresman, DVM
Faculty	Amanda Cammarn, RVT
Faculty	Marie Lacey, BA, RVT, VTS(ECC)
Faculty	Nichole Kelland, RVT

PROGRAM DESCRIPTION & OBJECTIVES

Metropolitan Veterinary Academy offers a 10-month Veterinary Assistant diploma program. Our Veterinary Assistant classrooms are located inside Metropolitan Veterinary Hospital, Cleveland location. Metropolitan Veterinary Hospital is modeled after the human medical concept providing advanced care and a 24-hour emergency department. Our hospital houses eight specialty departments, including neurology, surgery, ophthalmology, internal medicine, and exotics.

Our veterinary assistant students will have the unique opportunity to apply their knowledge from the classroom immediately in our 24-hour facility. The opportunities to put the didactic portion of your learning experience to work is endless. You will learn to be an effective veterinary assistant through the study of office procedures, animal handling and restraint, medical terminology, radiology and ultrasound imaging. You will be able to assist veterinary technicians and veterinarians with emergency cases while you work in a state-of-the-art veterinary hospital.

This program is designed to prepare students to demonstrate the following learning outcomes:

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 with 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.

COURSE DESCRIPTIONS

VA-100 - Veterinary Medicine Principles & Practice

Clock Hours: 36

This course provides an introduction to 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***

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***

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***

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***

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***

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***

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 advanced 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

This course provides an introduction to laboratory concepts and procedures commonly experienced in the veterinary clinical setting, as well as to provide the knowledge and skills necessary to perform urinalysis and hematological laboratory procedures on a variety of species, including dogs, cats, laboratory animals, large animals, birds, and reptiles. Instruction includes laboratory safety, quality control, specimen collection and handling, basic clinical chemistry, serology, cytology, a study of the components of blood components, their characteristics and function, normal values, normal and abnormal variations, and laboratory testing of these components in relation to a variety of species.

VA-108 - Anatomy & Physiology I

Clock Hours: 36

This course provides students with a fundamental comparative overview of the anatomy and physiology of domestic animals, including canine, feline, bovine, equine, and ruminant species. The unique anatomy and physiology of avian, amphibian, and reptile species will also be discussed. 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, 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

This course is a continuation of VA-108 and provides students with a fundamental comparative overview of the anatomy and physiology of domestic animals, including canine, feline, bovine, equine, and ruminant species. The unique anatomy and physiology of avian, amphibian, and reptile species will also be discussed. 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. (Prerequisite VA-108)

VA-110 – Radiology

Clock Hours: 48

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

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

The externship 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 of the program objectives. During the Externship, students will spend 160 hours at a veterinary facility. Students will provide 3 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 weekly 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 to work with a faculty member in a mentoring environment to advance their skill-set.

ADMISSIONS REQUIREMENTS AND PROCEDURES

Students applying for admission to the Veterinary Assistant diploma program must meet the following requirements:

- Be a high school graduate, have obtained a General Education Development (GED) certificate or have obtained an equivalent home school credential:
 - Proof of documentation may include an official transcript that shows 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
 - Veterinary Assistant students must be at least 18 years old to participate in the program's required Externship and/or clinical hours
- Complete Required Assessment(s)
 - Metropolitan Veterinary Academy uses the Wonderlic Assessment. Metropolitan Veterinary Academy also accepts ACT or SAT scores. Basic benchmarks scores for the Assessment (based on assessment evaluation tool) are as follows:
 - Wonderlic Score: 10
 - ACT Score: 17
 - SAT Score: 1050
- Completed Enrollment Agreement

ADMISSIONS ASSESSMENT TEST PROCESS

A designated Metropolitan Veterinary Academy staff/faculty member will administer the admissions assessment test on site or will set up a remote test (if available). Metropolitan Veterinary Academy utilizes the Wonderlic Assessment. A written version of the Wonderlic may be given if it is determined that the prospective student is experiencing computer anxiety or if the Wonderlic web site is not available due to technical reasons. The Wonderlic Admissions Assessment may be taken no more than three times. The prospective student must wait at least fifteen (15) minutes before he or she can retake a Wonderlic assessment. Applicants who are unable to come to the campus to take their Wonderlic assessment test may take it remotely. The applicant will receive notification via email from Wonderlic when the assessment is set up.

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 programmatic assessment score in effect at the time of application.

The Wonderlic ATB Assessment is approved by the U.S. Department of Education. This test is a proctored assessment that is administered at the Metropolitan Veterinary Academy. Applicants who fail the test in three (3) attempts must wait 6 months before they can retest.

ACCEPTANCE

Applicants who have met all applicable admissions requirements may complete their enrollment by signing an Enrollment Agreement and paying the registration fee. An enrollment becomes official only after the Enrollment Agreement has been reviewed, accepted, and signed by the Campus Director or other authorized school representative. The School will provide the student a copy of the fully executed Enrollment Agreement. A student may register for classes at any time but may start class only on a specified starting date as listed in the Academic Calendar. Enrollments are accepted any time prior to the start of a new term as noted on the academic calendar. Classes have a limited enrollment.

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) and Program Chair will review the material and notify the prospective student of their decision in writing. If the prospective student is still denied admission, he/she may appeal, a second time, addressing the issue with the CEO, Hal Bond. The student will be notified in writing of the final decision.

GRADUATION REQUIREMENTS

- Students must complete and pass all written exams and externship
- Complete coursework with a minimum of 77%
- Maintain a 2.0 GPA average
- Comply with all program policies
- Payment in full of tuition and all other fees incurred

POSSIBLE JOB TITLES

- Veterinary Assistant
- Kennel Assistant
- Boarding Assistant

- Client Service Representative

CAREER PLACEMENT AND STUDENT SERVICES

MVA is dedicated to assisting students with learning the necessary skills to obtain employment after graduation by offering cover letter creation, resume development, and interviewing tips. MVA also maintains a Job Board with employment opportunities relevant to the veterinary assistant program and attainable for students who graduate with the skill level learned at MVA. MVA does not guarantee employment. Students may reach out to the Student and Career Services Coordinator for assistance.

MVA makes student services available to assist students while completing their training. During new student orientation, students will become acquainted with the range of services available to MVA students including academic advising, disability services, books, and more. The Student and Career Services Coordinator is familiar with the issues facing students and is a source of assistance as students complete their program.

LEAVE OF ABSENCE

Metropolitan Veterinary Academy (MVA) understands that life events may require a student to modify class enrollment and schedules. Due to the nature of clock hour programs, a leave of absence is usually only approved between terms. The following information shall assist the student in determining whether a leave of absence status is correct for their situation:

- Requests for a leave of absence will be considered individually by the Program Chair.
 - A leave of absence ordinarily will be granted to students in good standing.
- If a student has a cumulative grade percentage less than a 77%, he/she will not be considered to be in good standing.
- A request for a leave by a student who is not in good standing is subject to review by the Program Director and Instructor.
- At the time the student initiates the request for a leave, the Program Chair and Instructor will ascertain the student's academic performance to that point in each Program underway and grade the student's performance to date. This information will be used to determine whether or not the student is in good standing and what conditions should be imposed on the leave.
- In the event conditions are imposed on the leave, the Program Chair will review the student's record before he or she is permitted to return from the leave.
- Students may appeal to the Program Chair in writing to request a waiver of these policies or reconsideration of denials of leave of absence.

ATTENDANCE

Due to the duration and intensity of the programs offered at Metropolitan Veterinary Academy, absences are strongly discouraged. Should you miss a class due to unforeseen circumstances, you are responsible for contacting your instructor as soon as possible to determine the appropriate method for make-up work. Issuance of make-up work and the manner in which it must be completed is at the sole discretion of the instructor.

Attendance is required to successfully complete the program; therefore, students may receive failing grades for excessive absences. Any student who is absent 3 times from an individual class in a term may

receive no credit for that class in that term. Unless the school deems it an extenuating circumstance, no credit will be given to students with more than 10 absences from the program.

Any student who misses four (4) consecutive days of classes will be officially withdrawn from the school.

Under normal circumstances, a student with an excused absence is permitted to make up all missed work.

ACADEMIC PROBATION

A student who is beyond their first term is placed on academic probation when their cumulative grade percentage is below 77%. The student will be restricted from registering for classes until he/she meets with the Program Chair for academic intervention. This restriction also applies to students on academic probation who have already registered for classes for the next term. During the meeting, an Academic Probation Form will be completed to designate what difficulties led the student to be placed on academic probation, to provide recommendations for improved grades the next term, and to promote academic success at the school. A student who has been placed on academic probation will have one term to raise their cumulative grade percentage.

DISMISSAL

A student will be academically dismissed from the school if, after being placed on academic probation and registering for additional credit hours, the student's cumulative grade percentage remains below 77%. A student who is academically dismissed from the school will not be permitted to enroll the following term. If the student has already registered for the next term, their courses will be dropped and the student will not be permitted to attend. The student may petition for readmission according to school procedures.

READMISSION AFTER DISMISSAL

Petition for Academic Review (First Dismissal): A student petitioning for readmission must submit a Petition for Academic Readmission, prior to the term for which the student seeks readmission. At least two School reviewers will determine conditions under which the student may return. One reviewer must be Faculty member; the second must be the Program Chair. If a student is readmitted to the School, the student then is able to schedule classes and pay fees. The student must make satisfactory progress and meet the conditions as specified on the petition for academic readmission.

Petition for Academic Review (Second Dismissal): A student will be placed on academic review if, after being dismissed from the school, both the student's term and cumulative grade percentage fall below the designated requirement. A student placed on academic review will not be permitted to enroll the following two terms. If the student has already registered for the next term, their courses will be dropped and the student will not be permitted to attend. The student may petition for academic review according to school procedures.

Readmission Deadline for Academic Dismissal and Academic Review: The readmission deadline for Academic Dismissal and Academic Review falls approximately thirty days prior to the start of the term for which readmission is sought. Specific dates are found in the academic calendars located within this catalog.

GRADING

At the end of each term, and upon the completion of course requirements, the instructor reports a letter grade indicating the quality of a student's work based on percentage as assigned according to the following system:

GRADE DEFINITIONS	GRADE NOTATION	GRADE PERCENTAGE	CREDIT AWARDED
High Achievement	A	93% – 100%	Yes
Good Achievement	B	85% - 92%	Yes
Satisfactory	C	77% - 84%	Yes
Failing	F	0% - 76%	No
Incomplete	I	0	No

Incomplete (I): When circumstances beyond the control of a student or a faculty member prevent the completion of course requirements during the course, an "I" (Incomplete) may be recorded until the final grade is established. An Incomplete is indicated only when the student has arranged for that grade with the faculty member and specific arrangements have been made for fulfilling the course requirements. Coursework must be completed within 2 weeks after the beginning of the next term. If a new grade is not submitted by the faculty member by that time, a grade of "F" is automatically recorded.

CREDIT TRANSFER

To receive credit for a course taken at another college or university, a student must request that an official copy of the transcript(s) from each previous institution be sent to Metropolitan Veterinary Academy before they start the program. An official transcript is one that is in a sealed envelope bearing the other institution's official letterhead and/or logo; is printed on official, secure paper that has been signed and sealed by the other college or university; and has not been opened prior to being submitted to Metropolitan Veterinary Academy. The official transcript copy becomes and remains the property of the school.

Credit for prior education at an accredited institution acceptable to Metropolitan Veterinary Academy may be granted to incoming students based on an official transcript when a "C" or better course grade(s) has been earned at the previous school. The acceptance of credit transfers is at the discretion of Metropolitan Veterinary Academy. It is the student's responsibility to provide Metropolitan Veterinary Academy with the necessary documentation requested such as the student's transcripts and the previous schools catalog and/or syllabi, to aid in the credit transfer evaluation process. If the student's college transcript is not in English, the transcript must be translated and evaluated by a Metropolitan Veterinary Academy approved agency and any associated cost will be incurred by the student.

An original transcript, course description or other documentation of previous education will be required for review by Metropolitan Veterinary Academy. Acceptance and/or denial of academic credit earned at another institution of high education is not based solely on the source of accreditation of sending institution, provided that the sending institution is accredited by an agency or association that is recognized by the secretary pursuant to section 496 (of the high education act) to be a reliable authority as to the quality of the education or training offered.

Due to the nature of the curriculum for diploma programs, restrictions may apply for credit transfer. Students may transfer no more than 25% of the program credits for a diploma program.

Due to the nature of the curriculum, MVA does not allow for credit by examination.

CREDIT TRANSFER APPEALS PROCESS

Following the evaluation of a student transcript from another institution, the Metropolitan Veterinary Academy shall provide the student with a statement of transfer credit applicability. Students may appeal the credit transfer decision by asking the Program Chair to initiate the appeals process, which consists of a review of the transcript and supporting documentation by the department housing the academic discipline of the course(s) in question. Appeals denied at the department level will automatically be forwarded to the Dean of Academics for a final decision on behalf of the school. If the appeal is denied at this level, the student will be advised in writing of the reasons for the denial.

STUDENT CONDUCT

The Code of Conduct applies not only to face-to-face events, but also online events, digital interactions (texting, messaging, email, digital meetings) and any other activity where you are representing MVA:

Students must always:

- Treat everyone with respect and dignity
- Listen to others' views
- Act 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

Metropolitan Veterinary Academy (MVA) expects students to:

- 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.
- Attend every class session and be ready to start 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 MVA policies. The student, upon enrollment to their program, recognizes and accepts this responsibility. Metropolitan Veterinary Academy (MVA) administration has the right to discipline any student whose behavior violates the student code of conduct. Students with infractions are subject to the following disciplinary actions of which the student will receive written notification.

Depending upon the severity of the violation, school administration may:

1. Issue a verbal warning to the student.
2. Issue a written warning to the student. The warning will be placed in the student record and be referenced should any further violations occur.
3. Place the student on Academic Probation after agreeing upon the terms and conditions in a student/instructor/Campus Director contract.
4. 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 MVA property.

SAFETY AND EMERGENCY PROCEDURES

MVA 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 the Police or Call 911 immediately and report the incident to your immediate Instructor. In the event of an emergency, students are expected to fully cooperate with faculty members & staff.

In the event in the event of inclement weather a notice via email or text message will be sent out to students and faculty to schedule an alternate school day

Do not leave your personal belongings in an unsecured place. Keep all valuables safely secured in the trunk of your car or out of sight in the car. In the event of any accident, theft, or injury a student is required to complete an incident report. MVA is not responsible for theft or damage to vehicles or their contents.

STUDENT INJURY OR ILLNESS

If a student becomes ill while on the MVA 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 to seek medical treatment. Instructors reserve the right to request appropriate documentation to indicate the sought-after medical treatment.

In case of injury, the student must follow school protocols. If emergency medical treatment is required, the student may elect to go to the emergency room for treatment or to their own healthcare provider.

GRIEVANCES

Most student complaints can be handled at first point of contact with the school. Student complaints are addressed using the policies and provisions of the enrollment agreement, student catalog, and academic requirements of the school. Students who have a complaint should contact their instructor regarding academic issues or the Dean of Academics regarding servicing issues. The instructor or Dean of Academics will provide a verbal or written response depending on the student's preferred choice of communication. If the student believes that the complaint has not been properly handled at that point, the student should use the following procedure to register a grievance.

Steps in Grievance Procedure:

- The student should contact the Dean of Academics either by phone or in writing expressing his/her concern with the response to the original complaint. The Dean of Academics will respond either by phone or in writing within five days of receiving the complaint.
- If the student feels that the issue is still unresolved after contacting the Dean of Academics, he/she may contact the Campus Director to express the ongoing concerns. The Campus Director will respond in writing with a final decision within seven days.
- All grievance forms and final decision notifications will be filed in the office of the Dean of Academics.
- 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.

TUITION AND FEES AND OTHER FINANCIAL OBLIGATIONS

Registration Fee: \$50

Tuition Fee: \$9,420

Total Program Fees*: \$9,470

*The estimated cost of textbooks is \$750 for the program; students may purchase these books from the vendor of their choice.

The registration fee is due with the enrollment agreement prior to the start of class. Prior to admission into a program, students are required to review and sign an Enrollment Agreement. All tenets of this agreement must be adhered to; otherwise, a student will not be permitted to continue with the program, unless agreed upon in writing by the Campus Director.

Additional costs such as student health screenings and immunizations, background checks, externship requirements, textbooks, and other financial obligations not specified in the School Catalog or Enrollment Agreement are the responsibility of the student. Payments can be mailed or delivered in person to Metropolitan Veterinary Academy.

Payment Methods:

- ✓ Cashier Check Payment are acceptable
- ✓ VISA, MasterCard, Discover PayPal Express Payment
- ✓ Bank Wire Transfers

REFUND POLICY

For Ohio students, all enrollment fees, tuition and other fees paid may be refunded provided the student notifies Metropolitan Veterinary Academy in writing within five (5) calendar days of signing the Enrollment Agreement. Metropolitan Veterinary Academy will refund, in-full, all tuition and fees paid

pursuant to the Enrollment Agreement. Such refund will be made no later than thirty (30) days after the notification is received. This provision shall not apply if the student has already started academic classes. In the case of a documented student illness or accident, death in the family or other circumstances beyond the control of the student, the student shall be entitled to special considerations and Metropolitan Veterinary Academy may settle the account for an amount which is less than that called for by the school's established policy.

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 fifteen (15%) percent completed will be obligated for twenty-five (25%) percent of the tuition and refundable fees for the current academic term plus the registration fee.
3. A student who starts class and withdraws after the academic term is fifteen (15%) percent complete but before the academic term is twenty-five (25%) percent completed will be obligated for fifty (50%) percent of the tuition and refundable fees for the current academic term plus the registration fee.
4. A student who starts class and withdraws after the academic term is twenty-five (25%) percent complete but before the academic term is forty (40%) percent completed will be obligated for seventy-five (75%) percent of the tuition and refundable fees for the current academic term plus the registration fee.
5. A student who starts class and withdraws after the academic term is forty (40%) percent completed will not be entitled to a refund of the tuition and fees for the current academic term.

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@metropolitanvet.com

Any student who violates the Attendance Policy and does not notify Metropolitan Veterinary Academy within (5) business days of their willingness to continue the program, may be dismissed from the program. The refund policy in the Enrollment Agreement shall apply. For more information on absences and missed days, see the Attendance Policy.

PENALTY FOR LATE TUITION PAYMENT

All fees must be paid in full by the predetermined date for each specific Program. If a tuition payment is late, the student's account will incur a \$35.00 fee for each late payment. Any missed days will incur penalties as described in the Attendance Policy.

CHANGING PAYMENT DATES/AMOUNT

In order to change ANY payment date or amount as agreed upon during the admissions process on the "Payment Plan Form", the student must properly complete the "Payment Change Request Form". This form may only be completed two (2) times and must be completed more than one (1) calendar day before the payment is due, during Metropolitan Veterinary Academy's official operating hours. This form

must be approved by the Campus Director. If the request is denied, the payment will remain as is and late fees may apply.

ACCOUNT DEFAULT

Account Default occurs when a student does not comply with the terms of the Enrollment Agreement by failing to make the scheduled payments on the specified due date(s). Students, who miss the due date of more than two (2) payments, as agreed upon in their Enrollment Agreement, may be subject to dismissal from the program. Additionally, outstanding fees and tuition still owed by the student must be satisfied to remove the *Default* status of the account. Failure to satisfy outstanding fees and tuition within thirty (30) days may result in the submission of the student's account to a collections agency.

Students, who previously had an Account Default and wish to return to Metropolitan Veterinary Academy, are responsible for any outstanding fees and tuition owed. Returning students do not qualify for Metropolitan Veterinary Academy's payment plan; all tuition and fees must be paid in-full prior to the first scheduled class day, unless approved by the Campus Director.

NON-SUFFICIENT FUNDS PENALTY

Any check that is written without sufficient funds to cover the written amount will incur a fee penalty of \$35.00. This fee will be in addition to any fees charged by your bank or financial institution.