



MEMORANDUM

DATE	July 13, 2021
TO	Veterinary Medical Board (Board)
FROM	Timothy Rodda, Administration/Licensing Manager
SUBJECT	Agenda Item 16.B. Examination Report

International Council for Veterinary Assessment (ICVA)

The ICVA is the examination developer and vendor for veterinary assessments, including the North American Veterinary Licensing Examination (NAVLE), and functions similar to the Department of Consumer Affairs (DCA), Office of Professional Examination Services. They produce a quarterly newsletter that provides updates to stakeholders, the most recent of which can be found [here](#). The newsletter has updates from their Chief Executive Officer, Heather Case, DVM, MPH, DACVPM, CAE, and additional information regarding their council structure and program updates.

Examination Statistics

CALIFORNIA STATE BOARD EXAMINATION (CSBE)					
May 2020 – Oct 2020		Nov 2020 – Feb 2021		Mar 2021 – Jun 2021	
Candidates	Pass %	Candidates	Pass %	Candidates	Pass %
273	97%	147	88%	318	80%

NORTH AMERICAN VETERINARY LICENSING EXAMINATION (NAVLE)					
Apr – Aug 2020		Sep – Dec 2020		Jan – May 2021	
Candidates	Pass %	Candidates	Pass %	Candidates	Pass %
61	74%	390	83%	85	55%

VETERINARY TECHNICIAN NATIONAL EXAMINATION (VTNE)					
Mar – Sep 2020		Oct – Dec 2020		Mar – May 2021	
Candidates	Pass %	Candidates	Pass %	Candidates	Pass %
618	56%	392	53%	388	55%

Registered Veterinary Technician Statistics

On June 22, 2021, Board staff and the DCA, Office of Information Services (OIS) completed work with the American Association of Veterinary State Boards (AAVSB) and received registered veterinary technician (RVT) examination results through an automated process. Board staff worked with OIS to develop overall and school related passing score reports.

Board staff compiled RVT candidate pass rates on the VTNE for Fiscal Years (FY) 2018 through 2020, which are provided below. With this additional information, the Board is able to accurately enforce the RVT school pass rates as required under California Code of Regulations (CCR), title 16, sections [2065.7](#) Inspections, and [2065.8](#) Probation.

RVT School Probation

The Board may place a school or degree program on probation for a period of time not to exceed two years if “for a period of two years the approved school’s or degree program’s yearly average pass rate for first time candidates who have taken the registration examination falls below 10 percentage points of the state average pass rate for first time candidates who have taken the registered veterinary technician examination during the same time period.” (CCR, tit. 16, § 2065.8, subs. (a)(2).) The process for placing an approved program on probation is outlined in CCR, title 16, section 2065.8.2.

Prior to taking any action to place an RVT school or degree program on probation or withdraw the Board’s approval, the Board must provide the school or degree program notice of the pending action and an opportunity to be heard. To satisfy the regulatory requirement, the Board would need to select a date during a scheduled board meeting for which the Board’s approval of the school or degree program would be agendaized for discussion, send notice to the school or degree program of the pending Board action, and advise the school or degree program of the Board meeting date.

Below are the pass rates for RVT school or degree programs whose students took the registration examination for the first time in Fiscal Year (FY) 2018/19, FY 2019/20, and FY 2020/21. Schools and degree programs that are below 10% of the state average pass rate for first time candidates appear in bold, red text.

CA VTNE Pass Rates of First Time Test Takers						
	FY 18/19		FY 19/20		FY 20/21 [Through December 31]	
	# Tested	PASS	# Tested	PASS	# Tested	PASS
California Candidates (First Time) – Average Pass Rate	823	554 (67%)	832	562 (68%)	447	286 (64%)
School Name						
California Polytechnic University-Pomona	32	30 (94%)	23	21 (91%)	24	20 (83%)
Carrington College – Citrus Heights	26	21 (81%)	30	25 (83%)	12	5 (42%)
Carrington College – Pleasant Hill	33	21 (64%)	26	11 (42%)	11	9 (82%)
Carrington College – Pomona	49	31 (63%)	40	27 (68%)	19	10 (53%)
Carrington College – Sacramento	32	20 (63%)	27	14 (52%)	17	13 (76%)
Carrington College – San Jose	29	24 (83%)	36	32 (89%)	14	8 (57%)
Carrington College – San Leandro	-	-	23	15 (65%)	10	3 (30%)
Carrington College – Stockton	31	9 (29%)	27	16 (59%)	15	3 (20%)
Central Coast College	8	0 (0%)	-	-	-	-
Cosumnes River College	11	11 (100%)	8	8 (100%)	11	10 (91%)
Foothill College	-	-	24	23 (96%)	25	24 (96%)
Los Angeles Pierce College	25	21 (84%)	31	26 (84%)	10	8 (80%)
Mount San Antonio College	32	30 (94%)	38	36 (95%)	10	8 (80%)

Pima Medical Institute – Chula Vista	70	51 (73%)	62	40 (65%)	24	16 (67%)
Platt College – Alhambra	31	19 (61%)	43	27 (63%)	9	5 (56%)
Platt College – Anaheim	16	12 (75%)	-	-	-	-
Platt College – Ontario	10	5 (50%)	8	7 (88%)	8	5 (63%)
Platt College – Riverside	22	20 (90%)	18	15 (83%)	5	4 (80%)
San Joaquin Valley College	41	15 (37%)	19	3 (16%)	8	3 (38%)
Stanbridge University	49	44 (90%)	33	30 (91%)	33	23 (70%)
Yuba College	13	5 (38%)	13	12 (92%)	9	7 (78%)

RVT School Inspection

The Board is required to conduct inspections of approved schools every four years, pursuant to CCR, title 16, section 2065.7, subsection (a). Additionally, the Board may conduct inspections of these programs if, “for a period of two years the approved school’s or degree program’s yearly average pass rate on the registration examination falls below 10 percentage points of the state average pass rate for first time candidates for the registered veterinary technician examination.” (CCR, tit. 16, § 2065.7, subs. (b).)

Below are the yearly pass rates for schools and degree programs that include first time test takers and candidates retaking the VTNE. Schools and degree programs whose candidates tested below 10% of the state average pass rate for first time candidates appear in bold and red text. Schools and degree programs whose yearly pass rates fell below 10% of the state average for two years are subject to Board inspection pursuant to CCR, title 16, section 2065.7, subsection (b)(2).

On June 21, 2021, the Board mailed letters to the schools in bold and red text below informing them they meet the criteria for an inspection pursuant to CCR, title 16, section 2065.7 subsection (b)(2). The letter informed the colleges that, per Board conversation on January 29, 2021, an on-site inspection would not occur. However, the Board requested programs provide information regarding: 1) potential causes of low pass rates; 2) a plan of action to increase the pass rates; 3) annual tuition for the past fiscal years; 4) an overview of the enrollment process; and 5) an additional program information. Additionally, the Board informed the colleges that their programs may be placed on probation if the Board determines they are not maintaining the standards for approval as required by the Board. Attached are the responses from those colleges for the Board’s review and discussion.

The responses from the schools each provided similar reasoning for the lower pass rates and methods to correct them. The schools indicated that many of their graduates delay taking the VTNE following graduation, and the delay between their education and examination is a contributing factor to the lower pass rates. Potential causes for graduate delay in sitting for the examination are the additional costs incurred for test preparation materials and subsequent testing. The schools suggested a method to assist students with these examination costs would be including test preparation materials in the cost of tuition and incorporating practice VTNE questions into the curriculum to expose their students to the types of questions they would face.

Another cause for the lower pass rates was the addition of repeat test takers into the equation. Repeat test takers are further removed from their education and have a more difficult time passing examinations. Additionally, each of the schools stated they are aware of the concern regarding their curriculum pass rates and have created and implemented plans for improvement.

CA VTNE Yearly Pass Rates						
	FY 18/19		FY 19/20		FY 20/21 [Through December 31]	
	# Tested	PASS	# Tested	PASS	# Tested	PASS
California Candidates (First Time) – Average Pass Rate	823	554 (67%)	832	562 (68%)	447	286 (64%)
School Name						
California Polytechnic University-Pomona	34	32 (94%)	25	22 (88%)	24	20 (83%)
Carrington College – Citrus Heights	38	24 (63%)	43	27 (63%)	17	5 (29%)
Carrington College – Pleasant Hill	53	27 (51%)	38	14 (37%)	18	11 (61%)
Carrington College – Pomona	83	43 (52%)	68	38 (56%)	34	14 (41%)
Carrington College – Sacramento	55	24 (44%)	48	24 (44%)	33	15 (45%)
Carrington College – San Jose	38	29 (76%)	48	18 (38%)	20	12 (60%)
Carrington College – San Leandro	-	-	31	17 (55%)	21	6 (29%)
Carrington College – Stockton	45	12 (27%)	49	21 (43%)	20	4 (20%)
Central Coast College	10	0 (0%)	-	-	-	-
Cosumnes River College	11	11 (100%)	8	8 (100%)	11	10 (91%)
Foothill College	-	-	25	24 (96%)	25	24 (96%)
Los Angeles Pierce College	29	23 (79%)	36	30 (83%)	14	12 (86%)
Mount San Antonio College	35	33 (94%)	46	38 (83%)	16	11 (69%)
Pima Medical Institute – Chula Vista	97	60 (62%)	92	49 (53%)	34	20 (59%)
Platt College – Alhambra	52	23 (44%)	65	32 (49%)	21	7 (33%)
Platt College – Anaheim	17	12 (71%)	-	-	-	-
Platt College – Ontario	17	5 (29%)	13	9 (69%)	10	5 (50%)
Platt College – Riverside	28	23 (82%)	24	17 (71%)	6	4 (67%)
San Joaquin Valley College	70	24 (34%)	42	10 (24%)	24	5 (21%)
Stanbridge University	67	51 (76%)	42	33 (79%)	34	23 (68%)
Yuba College	17	5 (29%)	21	14 (67%)	11	7 (64%)

Alternate Route

Below are the pass rates for first time test takers and the yearly average VTNE pass rates for alternate route schools.

CA VTNE Pass Rates – Alternate Route Schools						
School Name	FY 18/19		FY 19/20		FY 20/21 [Through December 31]	
	# Tested	PASS	# Tested	PASS	# Tested	PASS
California Candidates (First Time) – Average Pass Rate	823	554 (67%)	832	562 (68%)	447	286 (64%)
School Name						
First Time Test Takers - Alternate Route						
Allan Hancock College	5	3 (60%)	4	3 (75%)	3	2 (67%)
Bakersfield College	4	1 (25%)	3	0 (0%)	0	N/A

Banfield	14	5 (36%)	11	6 (55%)	28	13 (46%)
Heritage College	2	1 (50%)	3	0 (0%)	2	1 (50%)
Modesto Junior College	10	4 (40%)	8	2 (25%)	4	0 (0%)
Platt College - Alhambra	30	14 (47%)	55	31 (56%)	46	26 (57%)
San Diego Community College District (Mesa)	16	12 (75%)	24	21 (88%)	11	11 (100%)
Santa Rosa Junior College	17	12 (71%)	31	23 (74%)	14	7 (50%)
Veterinary Allied Staff Education	-	-	94	46 (49%)	65	42 (65%)
Yearly Pass Rate - Alternate Route						
Allan Hancock College	5	3 (60%)	6	4 (67%)	6	3 (50%)
Bakersfield College	6	2 (33%)	6	0 (0%)	1	0 (0%)
Banfield	15	6 (40%)	18	8 (44%)	34	15 (44%)
Heritage College	7	5 (71%)	4	0 (0%)	3	1 (33%)
Modesto Junior College	13	4 (31%)	11	2 (18%)	11	4 (36%)
Platt College - Alhambra	39	16 (41%)	63	32 (51%)	60	30 (50%)
San Diego Community College District (Mesa)	19	13 (68%)	25	22 (92%)	12	12 (100%)
Santa Rosa Junior College	21	16 (76%)	33	24 (73%)	23	14 (61%)
Veterinary Allied Staff Education	84	44 (52%)	116	53 (46%)	81	49 (60%)

Attachments:

1. Carrington College – Pleasant Hill Response Letter Dated June 30, 2021
2. Carrington College – Ontario (Pomona) Response Letter Dated June 30, 2021
3. Carrington College – Stockton Response Letter Dated June 30, 2021
4. San Joaquin Valley College (SJVC) Response Letter Dated June 30, 2021
5. Platt College – Alhambra Response Letter Dated July 1, 2021
6. Carrington College – Sacramento Response Letter Dated July 6, 2021



June 30, 2021

Timothy Rodda
Administration/Licensing Manager
Veterinary Medical Board
1747 North Market Blvd., Suite 230
Sacramento, CA 95834-2987

Dear Mr. Rodda,

Please find attached the responses to: *Notice of Board Inspection and Veterinary Technician Program Deficiency* for Carrington College Pleasant Hill received June 21, 2021.

If you need anything further, or have any questions, please contact me at Olivia.hernandez@carrington.edu or 925-405-8133.

Thank you.

Best regards,

Veterinary Technology Program Director
Carrington College
380 Civic Drive, Suite 300
Pleasant Hill, CA 94523



Pleasant Hill Carrington's Plan of Action

Potential causes of the low pass rates

I have identified several potential causes for the low VTNE pass rates. The gap of time between graduation date and VTNE's testing window dates is the most prominent cause. At times it could be as long as a 6 month wait for our students to take the exam upon graduation. When there is such a huge gap, VTNE participation rates become an issue of concern. When students wait too long to take the exam upon graduation, they feel less prepared and become nervous about not retaining what was learned throughout their program.

Another potential cause for low pass rates are students are not registering for the VTNE when their first VTNE window date is available. We feel students hesitate to register due to the cost of the VTNE registration.

Plan of Action to increase average pass rates

At Carrington College, we take this very seriously and have already identified areas of improvement and created a plan of action to help rectify the potential causes mentioned. Currently, students receive 2 subscriptions of Vet Tech prep; one during 5th term and one post-graduation, in order to help them better prepare during the gap from when they graduate and when the VTNE exam is being offered. Carrington College began to include the \$330 cost for registering for the exam into the student's tuition package in 2019. This will assist in alleviating some of the hesitation currently experienced from students now that the registration fees are covered.

In December 2020, Carrington College implemented a new curriculum as approved by the AVMA/CVTEA. The changes in the new curriculum include increased laboratory hours, and a curriculum to include major subject matter. With the adjustments to structure, addressing strengths and weaknesses and updated content in the new curriculum, we feel this will help to improve VTNE pass rates and create more well-rounded entry level technicians.

We also feel adding Vet Tech Prep to the curriculum in 2019 has shown to help improve our pass rates over time.

Carrington College is working together with every Vet tech program to create a solid VTNE prep class/boot camp for graduates. The Education Committee at Carrington has come up with a plan to have a VTNE prep class/boot camp available to all graduates or any repeat test takers while they wait for their VTNE testing window date. Our goal is to have each campus contribute and teach a specific course. We will focus on the weaknesses of our test takers as well as continue to prepare our graduates to pass the VTNE exam on the first attempt.



Another example of how we can identify ways to improve our pass rates is through our quarterly triage meetings. The Vet tech departments from all campuses have quarterly triage calls to go over testing pass rates and collaborate on best practices to improve on the scores. Highlighting the areas of improvement on a quarterly basis and learning from each other will help us take quicker action to implement the needs for our students' success.

Annual Tuition for Fiscal Years 2018-2019 and 2019-2020

The tuition for the 2018-2019 and 2019-2020 fiscal years remained the same. The total tuition amounts are listed below:

2018-2019 =\$35,006.00

2019-2021= \$35,006.00

Overview of the enrollment process, including requirements, the application and approval process

Carrington College Pleasant Hill's enrollment process is also located in our [ACADEMIC CATALOG](#) on page 235. Below is an overview of our enrollment process as requested.

Applicants to the Veterinary Technology Program must be at least 18 years of age prior to beginning the program. All applicants must have a high school diploma or the equivalent. Qualified applicants must achieve a minimum passing score of 15 on the Wonderlic® exam for admission into the program.

The VT Program Director meets with qualified applicants prior to the scheduled start date for a series of informational college prep meetings. During these meetings, applicants can ask questions about the program to help them have a better understanding of what to expect as a student. We show the students videos created by the instructors that demonstrate our lab class and the type of hands-on skills they will be learning to get them excited about the program.

The Program Director has meetings referred to as product knowledge with the enrollment services team three times a year to go over the specifics of the program and expectations of student selection.

Sincerely,



CARRINGTON COLLEGE®

June 30, 2021

Timothy Rodda
Administration/Licensing Manager
Veterinary Medical Board
1747 North Market Blvd., Suite 230
Sacramento, CA 95834-2987

Dear Mr. Rodda,

Please find attached the responses to: *Notice of Board Inspection and Veterinary Technician Program Deficiency* for Carrington College Ontario (Pomona) received June 21, 2021.

If you need anything further, or have any questions, please contact me at sreichardt@carrington.edu or 909-868-5829.

Thank you.

Best regards,

Sherri Reichardt, MS, RVTg
Carrington College, VT Program Director
4580 Ontario Mills Parkway, Suite 200
Ontario, CA 91764

Please see below for requested information regarding the VTNE exam and pass rates for the Ontario/Pomona campus.

1 Potential causes of low pass rates:

Program Response:

- Graduates are waiting too long to take the VTNE following completion of the program.
 - The program has tracked graduates and discovered that many are waiting between 1-5 years to take the exam. The program has reached out to legacy students to offer tutoring and review sessions, though, many do not participate in these offerings.
 - Graduates prior to 2019 needed to save for the cost of the exam and this is a possible cause to delay in participation.
- Previously the contrast of the program was such that students struggled with the general education portion of the program and had to take some of the courses over a few times which also impacted their ability to master the core content. Please refer to plan of action below for steps taken to address.

2 Plan of action to increase average pass rate:

Program Response:

- The college is hosting quarterly VT program triage meetings with program directors and accreditation leadership to share best practices, discuss plans of action to improve program completion rates, retention, and VTNE pass rates.
- In 2018 the college implemented an academic progression policy published in the academic catalog which limits the amount of course attempts in VT courses in order to improve upon the students' academic success.
 - In 2020 the college added a course repeat policy published in the academic catalog which limits the number of course attempts for general education courses. These academic policies were created to support higher graduation rates and assist in the preparation of taking and passing the VTNE exam.
- In 2018, VetTechPrep was added to Carrington's VTNE review class as an addition to the previous study and testing resource. All VT students are

enrolled in a 120-day subscription for the term and then enrolled in a 90-day subscription post-graduation while waiting for next test window. The addition of the VetTechPrep has allowed students to better prepare for the VTNE exam and allow them to continue to study while they wait for their VTNE testing window.

- In 2019, Carrington made a change to the VT tuition to include the VTNE testing fee. It has been recognized that many previous graduates struggled to pay the \$330 registration fees. We anticipate having the exam registration fees included in the tuition will increase the VTNE participation and encourage graduates to test immediately upon graduation. The first graduating cohorts of this benefit began in February 2021.
- In February 2021, the Carrington Pomona/Ontario campus implemented new curriculum changes approved by AVMA-CVTEA.
 - The curriculum changes include: Increased laboratory hours, a reorganized curriculum content to include major subject matter rigor to better prepare graduates to take and pass the VTNE exam as well as create more well-rounded entry level technicians prepared for the workforce.
- Beginning this fall, all Carrington VT programs are launching a post-graduate VTNE preparation course.
 - The course is virtual and is a 14-week review program open to all Carrington VT graduates and repeat test takers. These VTNE prep courses are scheduled to begin prior to each testing window in order to allow ample time to attend each scheduled course and better prepare them for the exam while waiting for the next testing window.
 - The VTNE Pre courses will be accessible to all 7 VT program campus graduates.

3 Annual tuition:

Program Response:

The tuition for the 2018-2019 and 2019-2020 fiscal years remained the same. The total tuition amounts are listed below:

- 2018-2019: \$35,006.00
- 2019-2020: \$35,006.00

4 Overview of the enrollment process:

Program Response:

- The admission process includes an interview with an enrollment services representative. During the interview, the enrollment services representative discusses available programs in relation to the applicant's career objectives, training needs and motivations. Applicants must provide a written statement about why they want to enter their chosen career. An interview with department faculty may be required in some programs.
Candidates should be in good health. A background check and/or drug screening may also be required for some programs. Carrington College's Enrollment Review Board evaluates applications and applicants are promptly notified of the Board's decision. The VT Program Director meets with qualified applicants prior to the scheduled start date for a series of informational college prep meetings. During these meetings, applicants can ask questions about the program to help them have a better understanding of what to expect as a student. We show the students videos created by the instructors that demonstrate our lab class and the type of hands-on skills they will be learning to get them excited about the program.
- Per [Carrington's Academic Catalog](#) (page 235), admission requirements for candidates of the Veterinary Technology program is the following:
 - Must be at least 18 years old on the first day of class
 - Provide documentation of high school graduate or completion of high school equivalence
 - A minimum Wonderlic SLE score of 15

- In addition to meeting College requirements, candidates are required by the Ontario program director to complete the following:
 - Attend VT program enrollment seminar.
 - Seminar discusses careers in veterinary technology, responsibilities of a veterinary technician and program highlights.
 - Attend VT program orientation.
 - Orientation discusses campus, programmatic, and academic policies, tips for academic success, and course details.

5 Additional information

Program Response:

- The Carrington College Pomona/Ontario campus maintains the standards of AVMA-CVTEA Full Accreditation status since the last accreditation site visit in 2018. (Please see the attached exhibit-approval letter).

Thank you for the opportunity to submit this response and information.



May 20, 2021

Ms. Sherri Reichardt, MS, RVT
Carrington College-Ontario
Veterinary Technology Program
4580 Ontario Mills Pkwy, Suite 200
Pomona, CA 91764

Dear Ms. Reichardt:

Following review of the annual report for the Carrington College Ontario veterinary technology program, the AVMA Committee on Veterinary Technician Education and Activities (CVTEA) continued the program on Full accreditation.

After consideration of the documentation provided, the Committee has determined that continued reporting is required on the following deficiencies (see chart(s) below):

Critical deficiency(ies): None at this time

Major deficiency(ies): None at this time

The next annual report is due spring 2022 (February 24, 2022). The next accreditation site visit is scheduled for 2023.

Although no deficiencies require further reporting, the program must complete the other sections of the report assessment. A reminder will be sent approximately 2 months prior to the due date. If there are any changes that impact critical or major deficiencies that the CVTEA previously determined do not require continued reporting, the program must report this change.

If you have any questions, or if staff may be of assistance in the preparation of your next report, please do not hesitate to contact Ms. Julie Horvath (jhorvath@avma.org; ext. 6624).

Sincerely,

Dr. Kelly Black, CVTEA Chair

AVMA Center for Veterinary Medical Accreditation

RAV/LLL/PP/jah



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June 30, 2021

Timothy Rodda
Administration/Licensing Manager
Veterinary Medical Board
1747 North Market Blvd, Suite 230
Sacramento, CA 95834-2987

Dear Mr. Rodda,

The following is in response to your *Notice of Board Inspection and Veterinary Technician Program Deficiency* received by the Carrington College- Stockton campus on June 23, 2021.

If you need anything further, or have any questions, please contact me at cmorton@carrington.edu or 209-472-8285.

Thank you.

Best regards,

Candace Morton
Carrington College- Stockton
Veterinary Technology Program Director

1313 West Robinhood Dr, Suite B
Stockton, CA 95207

The Veterinary Medical Board has identified the Veterinary Technology program was deficient in meeting the guidelines set in the Veterinary Practice Act 2065.7 sub section b2: "For a period of two years the approved school's or degree program's yearly average pass rate on the registration examination falls below 10 percentage points of the state average pass rate for first time candidates for the registered veterinary technician examination." The board has asked the Veterinary Technology Program (VTP) to provide the following information:

- **Potential Causes of the low pass rates**

- **Program Response:**

- From evaluation of the VTNE testers and their scores, the Veterinary Technology Program has identified the following reasons for low pass rates:
 - The program has tracked graduates and discovered that there has been a decrease in participation for eligible graduates to include:
 - Graduates out for over 200 days are registering and testing without attending one of the Vet Tech Prep or review courses offered. The program continuously reaches out to graduates to offer these preparation courses in order to prepare them for the exam.
 - Although students are reached out to and offered tutoring and Vet Tech Prep courses, many do not participate in these offerings.

- **Action plan to increase average pass rates to above 10 percentage points of the state average pass rate for first time candidates:**

- **Program Response:**

- **Participation and Pass Rates**
 - Carrington has identified a decrease in participation of the VTNE exam testing post-graduation despite the many resources that students are offered.
 - The VT program holds VTNE boot camps prior to each VTNE testing window; due to COVID-19 this was postponed until June 2021. The boot camp is a series of virtual courses taught by VT faculty to include core content and test taking strategies. These courses are offered to all graduates and repeat testers. The VTNE boot camp was created to assist all graduates and repeat test takers to be prepared to take and pass the exam, improving our overall pass rates.
 - The current cost of the VTNE registration exam fee is \$330 which has been a deterrent for many new graduates. Carrington has now included in the tuition (effective to new enrollments beginning March 2019) the VTNE exam fees. We anticipate having the exam fee included in the tuition will increase the VTNE participation and encourage graduates to test immediately upon graduation.
 - Currently the process for registration includes the Program Director walking students through the registration process and provides voucher codes for the first attempt. This new process was implemented in March 2021, and there are currently 12 students registered for July/August 2021 exam test window.
 - The program has implemented an increase in expectations with early discussion at orientation and throughout the program to include using terminology such as "When you take the VTNE" opposed to "If." These early and often conversations have helped the students understand timeline and importance of taking the VTNE.
 - With the practice VTNE exams in each cohort it gives the program the opportunity to review and discuss any core content questions with students, review the testing process and the appropriate timeline, as well as include any study tips. With this, we anticipate an increase in VTNE participation.

- **Resources**

- The program has implemented VetTech Prep as a required assignment in VTNE review course, which was implemented March 2019. The VTNE prep courses are scheduled to begin a few months prior to each testing window in order to provide a better review of core content and test taking strategies to prepare them for the exam while waiting for the next testing window.
- The program has incorporated VTNE test questions into curriculum through homework assignments and exams for all cohort. This was implemented March 2021. This will give the students a better idea of what to expect during the VTNE and promote higher pass rates.
- The program has incorporated practice VTNE exams into each cohort based on term. This was implemented March 2021. This will better prepare the students on what to expect during the VTNE and promote high pass rates, especially first time test takers.

Stockton did not meet the score requirements for the 2018-2019FY, but significant improvement was made in the 2019-2020FY to meet benchmark requirements of no less than 10% of the CA average which was published as 68% for 2019-2020FY.

With the above action plan implemented I expect scores to be over the 10% of CA First time testers.

- **Annual Tuition for fiscal years 2018-2019 and 2019-2020**

Program Response:

The tuition for the 2018-2019 and 2019-2020 fiscal years remained the same. The total tuition amounts are listed below:

- FY 2018-2019: \$35,006
- FY 2019-2020: \$35,006

- **Overview of the enrollment process, including requirements, the application and approval process**

Program Response:

Entrance requirements and basic enrollment services processes for the Veterinary Technician Program are as follows:

- The admission process includes an interview with an enrollment services representative. During the interview, the enrollment services representative discusses available programs in relation to the applicant's career objectives, training needs and motivations. Applicants must provide a written statement about why they want to enter their chosen career. An interview with department faculty may be required in some programs.
- Candidates should be in good health. A background check and/or drug screening may also be required for some programs. Carrington College's Enrollment Review Board evaluates applications and applicants are promptly notified of the Board's decision. The VT Program Director meets with qualified applicants prior to the scheduled start date for a series of informational college prep meetings. During these meetings, applicants can ask questions about the program to help them have a better understanding of what to expect as a student. We show the students videos created by the instructors that demonstrate our lab class and the type of hands-on skills they will be learning to get them excited about the program.

- Successful completion of the Wonderlic entrance exam with a minimum score of 15
- All applicants must be at least 18 years of age on the first day of instruction.
- All Applicants must attend an orientation seminar directed by the program director or designated program faculty

- Approval by a campus manager who is a member of the College Enrollment Services Review Board
- The college catalog can be found at the following link: <https://carrington.edu/catalog/>
 - Reference pages: 220-223 for general college specific entrance requirements and page 145 for Program specific requirements

June 30, 2021

Department of Consumer Affairs
Veterinary Medical Board
1747 North Market Blvd., Suite 230
Sacramento, CA 95834-2987

Att'n: Timothy Rodda, Administration/Licensing Manager

Dear Mr. Rodda:

We would like to acknowledge receipt of your letter dated June 21, 2021, entitled, NOTICE OF BOARD INSPECTION AND VETERINARY TECHNICIAN PROGRAM DEFICIENCY. We further acknowledge the notices therein that 1) our program is subject to Board inspection, 2) requested information outlined in the letter is due by July 1, 2021, and 3) the Board retains the option to place our Veterinary Technician program on probation should it determine said program is not maintaining the standards of approval required by the Board.

We will now provide the requested information in order to meet your July 1, 2021 written response deadline. In addition to this response, our program will be prepared to welcome the Board at a determined on-site inspection, as desired by the Board, and address any questions or provide additional detail and information requested.

Potential Causes for Low Pass Rates

- **Identified / Needed curriculum changes:** After the most recent American Veterinary Medical Association / Committee on Veterinary Technician Education and Activities (AVMA/CVTEA) accreditation site visit in 2018, our San Joaquin Valley College (SJVC) Fresno Campus Veterinary Technology program was asked to review and make modifications to its curriculum in order to better produce the knowledge base of an entry level Veterinary Technician, as evidenced by VTNE results, employer surveys and other outcome assessments. Outcomes to date had indicated a deficiency in the curriculum at that time, and action was needed to improve outcomes.
- **Previous program version graduates not testing as soon as qualified:** Many first-time test takers graduating from the VT program prior to curriculum revisions delayed their initial test attempt until much later after initially qualifying for the exam, rather than testing as soon as eligible and right out of the program when they should be most prepared.
- **Industry not supporting RVT through higher salary and preferred placement:** For years, the program has dealt with a local veterinarian field that has – with few

exceptions, predominantly *not* supported program graduates to obtain their RVT licensure. Though the program has instituted a broad variety of incentives, support efforts, improved test preparation methods, and curriculum restructuring, the continued lack of support through higher salary and preferred placement among those who hire our program graduates has served to take away the motivation for our graduates to take the VTNE exam as seriously as they should. Not all students in the past have chosen to sit for the VTNE exam upon graduation, and, many of those who did ultimately test did not adequately prepare in order to pass on their first attempt.

Plan of Action to increase average pass rates to above 10 percentage points of the state average pass rate for first time candidates

- **Program Revision and Curriculum Alignment:** Following the AVMA/CVTEA 2018 site visit and recommendations above, the program staff went to work. After appropriate AVMA/CVTEA reviews and approvals, SJVC launched its completely rewritten and updated course content in the 36-week Veterinary Assistant program – its largest program offering at the time, and the foundation on which to further build. Additionally, the program launched its newly created Veterinary Assistant – Veterinary Technology (VA-VT) Bridge A.S. degree program, which fully aligns to the CVTEA Veterinary Technology Student Essential and Recommended Skills List. With the intent to increase the rigor of the curriculum with faithful alignment to the expectations of AVMA/CVTEA and VTNE competency evaluations, the program staff executed a comprehensive curriculum revision in a joint effort including its department, Subject Matter Experts (SME), a Central Administrative Office (CAO) Curriculum Specialist, and the Academic Affairs team. All aspects of the curriculum were addressed, including program and course learning outcomes, course outline and syllabi content (depth and breadth), mastery assessment questions for the various quizzes and exams, more effective course sequencing, and the like. Backwards Design processes were applied to increase student critical thinking throughout the new program versions.

The program also received AVMA/CVTEA approval to apply the above referenced work to a completely new Veterinary Technology full Associate's Degree program, offered beginning in June 2020. The program is 76-weeks and 77-units long and is on track to produce its first test-eligible graduate cohort at the end of 2021.

It should be noted that SJVC and the Fresno Campus Veterinary Technology program maintained internal scrutiny and review of the process through consistent dialogue and checking for understanding to ensure that both program and CAO staff were working in the right direction. To demonstrate the substantial work and progress that the program staff were making with intent to achieve more successful VTNE outcomes, the above program changes and curriculum revisions were communicated in an ongoing dialogue through progress reports and action plans submitted to, received and ultimately approved by, AVMA/CVTEA.

To further support the work and revisions to the program toward increasing VTNE first time pass rates, the CAO Curriculum Specialist did a scan of programs offered by other schools approved by the AVMA/CVTEA, analyzing as much information as possible about their curricular offerings and program outcomes. Information gathered was used to triangulate our content to best ensure alignment with appropriate approaches, AVMA/CVTEAA standards, and the competencies required to be successful on the VTNE. In sum, SMEs were fully utilized along with insights gained from comparisons with other successful approved programs, all while coordinating with the AVMA/CVTEA.

- **Course Review and Essential Skills Course:** Lacking in previous versions of the Veterinary Technology program was a course offering that positioned students directly in front of and in preparation for the VTNE exam. The newly launched Associate's Degree Veterinary Technology program includes "VT270: Course Review and Essential Skills." The course is the final course of the program and has been designed to have students apply the knowledge gained throughout the program in order to prepare for the VTNE licensure exam and their future career by reviewing specific core knowledge areas of both the VTNE and California board exams, and providing additional study and testing strategies.

The first cohort of the VT Degree program is currently scheduled to take this course in October 2021. The course will be monitored "in progress" each time that it is delivered, as well as having its outcomes data reviewed, in order to determine effectiveness and any needed pivots or enhancements to achieve both course success and the first time test taker standards set by the Board.

- **Continuous Improvement Processes for Quality Assurance:** The SJVC Fresno Campus Veterinary Technology program is committed to student academic and graduate professional success. Recognizing that strategic focus and successful execution in our delivery of quality education will result in increasing our average pass rates to above 10 percentage points of the state average pass rate for first time candidates – and ultimately our students' graduate professional success, the department is also using course outcomes / achievement data to identify areas of focus for increasing outcomes throughout the program. The following data is reviewed per course completed, as well as longitudinally, to identify trends and needs for action to support learning and knowledge/skill transfer to the VTNE and the workplace:
 - Course Completion (Retention and Pass Rates)
 - Learning Outcome Achievement
 - Student Attendance
 - Course Surveys
 - Classroom Observations

The Academic Dean and Program Director review data with faculty and as a department in an ongoing reflective analysis process, including creation of any identified action plans to increase outcomes where needed.

During courses in progress, the program is also participating in an observation and training process focused on instructional effectiveness. Using Backward Design principles to increase student engagement, critical thinking, and achievement of learning outcomes, and in partnership with program faculty, campus leadership, the Program Director, and the Faculty Coach, observations and debrief sessions are conducted to review instructional effectiveness based on observable evidence for continuous improvement in lesson delivery and student success.

- **Monitoring and addressing graduate success, as needed:** The program will continue to monitor VTNE attempts and first-time test taker outcomes to determine what, if any, actions are needed to support the graduates of our program in addition to the program actions outlined herein.

NOTE: While the curriculum revision and new program offerings discussed above have already been completed, they merit including in the above Plan of Action response to illustrate our commitment to student success and our ongoing efforts to meet the standards set forth by both AVMA/CVTEA and the Veterinary Medical Board. They are also relevant in that their completion was only the initial step in executing actions to achieve more successful outcomes, supported in the subsequent actions outlined thereafter.

Annual Tuition for Fiscal Years 2018-2019 and 2019-2020

FISCAL YEAR 2018-2019

- Veterinary Technology – A.S. Degree: \$32,450 (no longer offered)
- Veterinary Technology – Certificate: \$22,900 (no longer offered)

FISCAL YEAR 2019-2020

- Veterinary Technology – A.S. Degree (Effective 1/6/20): \$35,398 (no longer offered)
- Veterinary Assisting to Veterinary Technology Bridge A.S. Degree Program (Effective 1/6/20): \$14,954 (current)
- Veterinary Technology A.S. Degree: (Effective 3/16/20): \$35,416 (current)

Overview of the enrollment process, including requirements, the application and approval process

The Admissions Department is dedicated to assisting prospective students in selecting programs that best suit their needs and qualifications. In order to ensure that prospective students are a good match for their selected program of interest, SJVC has established the following admission procedures and requirements:

- Applicants must possess a high school diploma or the equivalent.
- Applicants must participate in an interview with an admissions advisor.

Applicants to the Veterinary Technology program must participate in an admissions assessment. The purpose of the assessment is to evaluate the cognitive ability of prospective students. The Admissions Department utilizes the results from the assessment(s) to select prospective students who have the best opportunity to achieve success in their chosen program.

Applicants for the Veterinary Technology program are required to take the Wonderlic Scholastic Level Exam (SLE) prior to enrolling. The minimum score for the Veterinary Technology program is 15.

Applicants who score below the minimum may take the assessment a second time on the same day. If the applicant scores below the minimum on the second attempt, a waiting period of six (6) months is required before the applicant may test again.

To be considered for admission to the Veterinary Technology program, applicants must also meet the following requirements:

- Have no felony criminal convictions
- Have no felony or misdemeanor DUI convictions

Additional entrance procedures and requirements for the Veterinary Technology program include the following:

- Applicants must meet with either the Enrollment Services Director or a campus manager (or their designee) for an acceptance interview. In addition to this acceptance interview, applicants are required to meet with the Program Director.
- Applicants must meet with the Financial Services Department to confirm arrangements to meet tuition obligations.
- Upon completion of the above, the applicant will sign an Enrollment Agreement, which sets forth specific information such as start and graduation dates, tuition information, academic schedule, etc.
- All new student enrollments must complete New Student Orientation prior to their first class session.

Any additional information relevant to the program

Only a small sample size is currently available to begin evaluation of the new Bridge and Full Degree options of the Veterinary Technology program; the program will continue to monitor the success of graduates from both. The program's long-term goal, of course, is to exceed the minimum VMB standards and to maintain a strong first time test-taker pass rate average, in order to ensure the professional success of our program graduates as they work in the communities we serve.

In addition and in an effort to further emphasize the importance of the RVT licensure and to help motivate program graduates to sit for the VTNE exam, the program continues to invite employers from the community (those who do strongly value the RVT) to speak to our students during the course of their program. Over the past year and during the pandemic, these visits – as well as Advisory Board meetings – were conducted virtually. Employers during these interactions will highlight the RVT benefits – including how they pay more and give preference for RVTs during their hiring process, but also how they give the graduates more responsibility and authority in their roles. The campus and program would also be happy to welcome any VMB staff and board member to visit and speak directly to our students emphasizing the same, from a state-wide and regulatory body perspective.

The program is confident that the combined efforts of the action items above will have a sustained positive impact on VTNE first-time pass rates.

Thank you for your ongoing partnership with our school and the Fresno Campus Veterinary Technology program. Please do not hesitate to let us know if there is anything additional that we can provide to support the Board and its decision.

Respectfully yours,



Greg Osborn, MEd, MA
Corporate Director of Program Compliance

Central Administrative Office
San Joaquin Valley College (SJVC)
3828 W. Caldwell Ave.
Visalia, CA 93277
(559) 734-9000, Ext. 1633
GregoryO@sjvc.edu

CC: Michele Perez, Veterinary Technology Program Director, SJVC Fresno Campus
Krysten Schweighart, Academic Dean, SJVC Fresno Campus
Dr. Sumer Avila, Provost, SJVC Central Administrative Office

July 1, 2021

VIA EMAIL

Timothy Rodda
Administration/Licensing Manager
Veterinary Medical Board
1747 North Market Blvd. Suite 230
Sacramento, CA 95834
Timothy.Rodda@dca.ca.gov

Re: Platt College Alhambra Notice of Board Inspection and Veterinary Technician Program Deficiency

Dear Mr. Rodda:

Please accept this as Platt College Alhambra's ("the College") response to the Veterinary Medical Board's deficiency notice dated June 21, 2021.

California Code of Regulations (CCR), title 16, section 2065.7(b) states, if "[f]or a period of two years the approved school's or degree program's yearly average pass rate on the registration examination falls below 10 percentage points of the state average pass rate **for first time candidates** for the registered veterinary technician examination [(VTNE)]," the Board may conduct an on-site inspection of the program. (Emphasis added).

As demonstrated below and in compliance with CCR 2065.7(b), the College's 2018-2019 and 2019-2020 VTNE pass rates for first time candidates was within 10 points of the state average for first time candidates.

Year	Platt Alhambra Pass Rate for First Time Candidate	California Pass Rate for First Time Candidate
2018-2019	61.29% (19 out of 31 candidates passed)	67% (554 out of 823 candidates passed)
2019-2020	62.79% (27 out of 43 candidates passed)	68% (562 out of 832 candidates passed)

MAIN CAMPUS

Los Angeles

1000 S Fremont Ave, A9 West
Alhambra, CA 91803
626-300-5444

BRANCH CAMPUSES

Ontario

3700 Inland Empire Blvd, Suite 400
Ontario, CA 91764
909-941-9410

Riverside

6465 Sycamore Canyon Blvd, Suite 100
Riverside, CA 92507
951-572-4300

Anaheim

1551 S Douglass Rd
Anaheim, CA 92806
714-333-9606

The College's understanding is that this deficiency notice is based on the pass rate percentage which included first time candidates *and* repeater candidates (CA VTNE Yearly Pass Rates as opposed to CA VTNE Pass Rates of First Time Test Takers). More specifically, for 2018-2019, the Board considered 52 College candidates, which included 31 first time candidates and 21 repeater candidates. For 2019-2022, the Board considered 65 College candidates, which included 43 first time candidates and 22 repeater candidates.

CCR 2065.7(b) requires the analysis of a school's pass rate percentages to be compared to the state average *for first time candidates*. As such, we respectfully request that the College's pass rates are evaluated only considering first time candidates. The College's 2018-2019 pass rates for first time candidates are attached as **Exhibit A**. 2019-2020 pass rates are attached as **Exhibit B**.

The College is committed to compliance with VMB regulations and AVMA standards. The College submits the following information:

1. Potential causes of the low pass rates

As demonstrated above, the College's pass rates for first time candidates are within 10 points of the state average for first time candidates. However, the College is committed to increasing its pass rates and has analyzed potential causes for our current pass rates:

- First time VTNE candidates and repeater candidates who fail did not take advantage of the study resources and assistance provided by the College post-graduation.
- Candidates who do not pass the VTNE on their first attempt become non-responsive to the College's outreach to set up study sessions with program faculty to ensure preparedness for a subsequent attempt.

2. Your plan of action to increase average pass rates to above 10 percentages points of the state average pass rate for first time candidates

As demonstrated above, the College's pass rates for first time candidates are within 10 points of the state average for first time candidates. However, the College has a plan of action to continue to increase the average pass rates:

- Scaled incorporation of VTNE-type questions (based on Prendergast and Mosby resources and AAVSB practice exams) on all exams throughout the program.
- Expose students to mock exams earlier and throughout their program to gauge development of knowledge base and help refocus student towards opportunities for improvement in any areas of weakness.
- Provide students with a 90-day subscription for VetTechPrep and utilize as mandatory coursework in the final 12 weeks of the program.
- Organize one-on-one and group VTNE study sessions for graduates and students in the final 12 weeks of the program.

- Administer the VTNE readiness exam to first-time candidates prior to their registration for the VTNE.
 - If the candidate passes the required criteria, he/she is registered for the upcoming VTNE
 - Review results with the candidate and develop a plan for improvement with study sessions and resource materials (regardless of exam pass/fail)
 - Allow students to audit courses to assist in preparation for the VTNE readiness exam
- Resources for Prendergast Review Questions and Answers for Veterinary Technicians and Mosby's Comprehensive Review for Veterinary Technicians are incorporated into all courses
- Have faculty emphasize the importance of available resources and demonstrate how the resources should be utilized to enhance a student's studies in each individual course.
- Outreach to externship sites and local hospitals that employ Platt graduates and offer to a host a lunch and learn for graduates to encourage attendance in review sessions.

3. Annual tuition for fiscal years 2018-2019 and 2019-2020

The annual tuition for fiscal years 2018-2019 and 2019-2020 for the Alhambra Veterinary Technician program was \$31,673. The College provides this information as it is generally available to the public on its website through various disclosures. However, it is unclear why the Board is requesting this information or how it relates to the College's VTNE pass rates. The College is unaware of any authority on the part of the Board to consider the cost of tuition, which is not relevant to the Board's regulations concerning exam pass rates.

4. Overview of the enrollment process, including requirements, the application and approval process

All applicants must visit the campus for a personal interview with the Admissions Department and tour the facility to view the classrooms, equipment, and samples of student work. All prospective students receive a minimum of two interviews by admissions. If an applicant is interested in pursuing enrollment with the College, he/she must apply by completing an application form. All applicants must provide proof of a valid high school diploma, GED, or High School proficiency exam. Applicants are also required to pass a standardized entrance examination that measures language and numerical skills. Veterinary Technology (VT) students must achieve a minimum aggregate Wonderlic (BST) score of 500 with a minimum of 205 Verbal and 215 Qualitative.

Once the College's admissions representative has determined that the applicant has successfully passed the entrance examination, the applicant can interview with the VT program director. The VT program director assess the applicant's readiness for the program. Once the VT program director has completed the interview, the applicant will be

invited to complete an essay. The program director evaluates all candidates into the VT program. An applicant can enroll in the College (by executing an enrollment agreement and various disclosures) if all admissions requirements are met and there is space available in the cohort. Excerpts from the College's admissions policies and procedures (including specific requirements for the VT program) are attached as **Exhibit C**.

6. Any additional information you deem relevant to your program

Platt College is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC). Platt College Alhambra, Riverside and Ontario have achieved full accreditation by the American Veterinary Medical Association (AVMA). The Anaheim campus has achieved initial accreditation by AVMA qualifying graduates to apply and sit for the Veterinary Technician National Exam (VTNE).

Respectfully,



Kristy Veltri, BS, RVT, Fear Free Certified
Program Director - Veterinary Technology | Platt College Los Angeles LLC.
Los Angeles, CA Campus and Distance Education Programs
kveltri@plattcollege.edu

Platt College Los Angeles LLC.
1000 S Fremont Ave., Bldg. A9W
Alhambra, CA 91803
(626) 300-5444, Ext. 1033

EXHIBIT A



American Association of Veterinary State Boards
 380 West 22nd Street, Suite 101
 Kansas City, Missouri 64108
 1-877-698-8482

VETERINARY TECHNICIAN NATIONAL EXAMINATION

Testing window July 15 - April 19

Test Form: VTNA04A Tested 7/1/2018 - 6/30/2019

PASS/FAIL RATES REPORT

Generated on: June 24, 2021

Score Report Prepared by PSI Services, LLC

Official CVTEA School Report

147 SCHOOL 1ST TIME CANDIDATES

COUNT	PASS	FAIL
31	19	12
	% PASS	% FAIL
	61.29%	38.71%

147 SCHOOL REPEATER CANDIDATES

COUNT	PASS	FAIL
21	4	17
	% PASS	% FAIL
	19.05%	80.95%

ALL 1ST TIME CANDIDATES

COUNT	PASS	FAIL
6166	4611	1555
	% PASS	% FAIL
	74.78%	25.22%

ALL REPEATER CANDIDATES

COUNT	PASS	FAIL
2061	818	1243
	% PASS	% FAIL
	39.69%	60.31%

ALL CANDIDATES

COUNT	PASS	FAIL
8227	5429	2798
	% PASS	% FAIL
	65.99%	34.01%

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CARRINGTON COLLEGE®

July 6, 2021

Timothy Rodda
Administration/Licensing Manager
Veterinary Medical Board
1747 North Market Blvd., Suite 230
Sacramento, CA 95834-2987

Dear Mr. Rodda,

Please find attached the responses to: *Notice of Board Inspection and Veterinary Technician Program Deficiency* for Carrington College Sacramento Campus

If you need anything further, or have any questions, please contact me at jemmett@carrington.edu or (916) 361-5130

Thank you.

Best regards,

Janelle Emmett, DVM
Program Director, Veterinary Technology
8909 Folsom Blvd.
Sacramento, CA 95826

Dear Mr. Rodda,

I received this communication on Tuesday July 6, 2021. The certified letter arrived at our campus on Friday July 2, 2021. No one was on campus to forward the item to me. As such, I could not accommodate the July 1 response deadline as stated in the letter.

I would like to extend a thank you to the board for allowing the College to respond.

Item No. 1: Potential causes of low pass rates.

The predominant cause for low pass rates, as identified by Sacramento test takers, is the number of first time test takers that graduated 2 or more years prior to attempting the test. In an effort to address this, the cost for the exam is now included in the students' tuition package. The first cohorts to benefit from this graduated in January of 2021. Since the exam costs are covered, the students are now encouraged to test immediately upon graduation. In addition, the college currently takes the following measures to help graduates prepare for the VTNE: a 16 week Licensing Exam review course, as well as up to two 120 day free subscriptions to the online VetTech Prep course. The second VetTech Prep course is offered to graduates after leaving the college to bridge the gap between graduation dates and test windows.

The college is also developing a VTNE "boot camp" for graduates who have delayed taking the exam, or who have previously attempted and failed the exam. This review course will be open to any graduate, and will occur in the 14 weeks prior to new VTNE test windows. The college plans to launch this outreach in September, 2021.

Item No. 2: Plan to increase the VTNE first time pass rate.

The VTP recently adopted a new curriculum model, specifically to address this. The previous curriculum model was designed to prepare graduates for the veterinary workplace and the California RVT exam, but when California adopted the VTNE our curriculum content needed to evolve to include expanded large animal and laboratory animal medicine curriculum content. The college launched the new curriculum, which is designed to emphasize VTNE style questions in December of 2020. The first graduates of this curriculum model will not attempt the exam until the July_Aug test window of 2022. We believe that between the robust test preparation and new curriculum model, our graduates will once again experience better than average first time test taking results.

Item No. 3: Annual tuition for Fiscal Years 2018-2019 and 2019-2020

Annual tuition: 2018-2019: \$35,006 (total program costs)

Annual tuition: 2019_2020: \$35,006 (total program costs)

Item No 4: Enrollment Process

The College serves its mission to offer educational opportunities to the communities it serves. We do not have pre-requisites for entrance to the Veterinary Technology Program. Persons who are 18 years of age, with a high school diploma or its equivalent, may apply for the Program. The college utilizes the Wonderlic® exam. Applicants for the Veterinary Technology Program must score a minimum of 15 on this exam. Applicants also must attend an Enrollment Seminar, conducted by the Program Director or designee, that gives an overview of the field, potential employment opportunities, and job expectations.

The admission process includes an interview with an enrollment services representative. During the interview, the enrollment services representative discusses available programs in relation to the applicant's career objectives, training needs and motivations. Applicants must provide a written statement about why they want to enter their chosen career. An interview with department faculty may be required in some programs.

Candidates should be in good health. A background check and/or drug screening may also be required for some programs. Carrington College's Enrollment Review Board evaluates applications and applicants are promptly notified of the Board's decision.

The Program Director also conducts Product Knowledge training with enrollment services to better align academic and career expectations for incoming veterinary technology students.

Item No 5: Any additional information deemed relevant

The item analysis for the VTNE domain contents is reviewed with every test window. Where gaps are identified, additional review is incorporated into the VTNE exam preparation course.

We look forward to your decision regarding our Program,

Thank you,

Janelle Emmett, DVM

Dr. Janelle Emmett

Program Director

Carrington College, Sacramento

8909 Folsom Blvd.

Sacramento, CA 95826

EXHIBIT B



American Association of Veterinary State Boards
 380 West 22nd Street, Suite 101
 Kansas City, Missouri 64108
 1-877-698-8482

VETERINARY TECHNICIAN NATIONAL EXAMINATION

Generated on: June 24, 2021
 Score Report Prepared by PSI Services, LLC
 Official CVTEA School Report

Testing window July 15 - June 30

Test Form: VTNA07A Tested 7/1/2019 - 6/30/2020

PASS/FAIL RATES REPORT

147 SCHOOL 1ST TIME CANDIDATES

COUNT	PASS	FAIL
43	27	16
	% PASS	% FAIL
	62.79%	37.21%

147 SCHOOL REPEATER CANDIDATES

COUNT	PASS	FAIL
22	5	17
	% PASS	% FAIL
	22.73%	77.27%

ALL 1ST TIME CANDIDATES

COUNT	PASS	FAIL
6078	4525	1553
	% PASS	% FAIL
	74.45%	25.55%

ALL REPEATER CANDIDATES

COUNT	PASS	FAIL
1858	717	1141
	% PASS	% FAIL
	38.59%	61.41%

ALL CANDIDATES

COUNT	PASS	FAIL
7936	5242	2694
	% PASS	% FAIL
	66.05%	33.95%

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EXHIBIT C

STEPS OF THE ADMISSIONS PROCESS

PURPOSE:

To standardize the steps and sequencing of the admissions process.

POLICY:

The steps of the admissions process shall guide the actions of all members of the Admissions Department. Meaningful departures shall be documented and immediately reported to the Campus President.

PROCEDURE:

A. Interviews

All prospective students shall receive at minimum two interviews. The purpose of the initial interview is for the Admissions Representative to ensure the student is qualified to attend Platt College. The purpose of the 2nd interview is to test the applicant's understanding of Platt's admissions requirements and key program information including limits on the transferability of credit to other institutions and other programs within Platt College. The 2nd interview should also seek to ascertain the applicant's commitment to their program of choice.

Steps of the initial interview should include:

1. A review of the Interview Form, if the candidate filled out a form when he/she first arrived. Use of the Interview Form is at the discretion of the Director of Admissions but is highly recommended, particularly for new Admissions Reps. A copy of the Interview Form is attached in the Appendix.
2. A discussion of the admission requirements of Platt College including but not limited to proof of high school graduation (or GED) and the requirement to take and pass an entrance exam.
3. Confirmation that the candidate is able to attend class in either the morning, afternoon or the evening session (based on program of interest and current Platt offerings).
4. A tour of the campus.
5. Confirmation of the availability of financial aid for eligible students through a short overview presentation by a Financial Aid Advisor (time permitting; a more detailed review of Financial Aid may also be given based on the readiness of the prospective student). The details of a particular student's financial aid eligibility can only be provided by the Financial Aid staff. Under no circumstances should the Admissions Rep discuss such details.
6. If a potential student wishes to meet with a Financial Aid officer for a detailed analysis prior to enrollment, an appointment should be made as soon as an opening is available.

The 2nd interview must be conducted and signed off by either the Director of Admissions, Campus President, Academic Dean or other pre-designated Platt employee. Pre-designation of employees other than those holding said positions must be approved in writing by the CEO or COO of Platt College Los Angeles, LLC. It is the Campus President's responsibility to staff appropriately to ensure an approved employee is available to conduct the 2nd interview in a timely fashion.

B. Program Information

1. The Admissions Rep should review the classes of the candidate's preferred program.

2. The Admissions Rep shall answer any questions that the candidate has in regards to the classes, program objective, degree awarded, start date and class times.
3. Individual program sheets must be given to the prospective student.
4. The following materials shall be given to the prospective student upon request. The material must be given to a prospective student prior to the student signing an enrollment agreement:
 - i. Program-specific brochures (if such brochures exist)
 - ii. School catalog with the most current Catalog Addendum
 - iii. School Performance Fact Sheets
 - iv. Gainful Employment Disclosures
5. The Admissions Rep should attempt to introduce the candidate to an instructor in the relevant program area. A list of available instructors by program area will be maintained by the Director of Admissions.
6. It is the Admissions Rep responsibility to ensure that the student fills out the prospective student survey located at the front desk.

C. WONDERLIC (BST) (Entrance Examination)

1. Every candidate that would like to be considered for admission to Platt College must take the WONDERLIC (BST) entrance examination, excluding the Veterinary Technology Alternate Route, Respiratory Therapy, and Diagnostic Sonography program.
2. Prior to beginning the exam the candidate must present one of the following photo ID's:
 - i. State issued driver's license
 - ii. State issued ID card
 - iii. High School issued ID card
 - iv. Military issued ID card
 - v. Unexpired Passport
 - vi. Any other forms of photo ID will require approval from the Director of Student and Academic Affairs, prior to acceptance.
3. The WONDERLIC (BST) consists of a Verbal exam, and Quantitative exam.
4. The WONDERLIC(BST) and any other Platt College entrance test must NEVER be proctored by the Admissions Rep, Director of Admissions, Director of Financial Aid, or anyone else who directly reports to the above mentioned positions
5. For most of Platt's programs, a candidate must achieve a minimum score of 205 Verbal and 215 Quantitative in order to qualify for admission. A few select programs may have program specific minimum scores that are higher. The Admissions Rep should communicate these requirements based on the candidate's stated program interest.
6. If the candidate does not achieve the minimum Verbal, Quantitative or combined score for their respective program, the candidate can retake the Wonderlic (BST) exam as early as the next day.
7. If a retaking candidate does not pass the attempted exam with the required minimum score or higher on their second attempt, the candidate must wait a minimum of seven (7) calendar days from the administration of the second attempted exam before retesting for the third time.
8. If a retaking candidate does not pass the attempted exam with the required minimum score or higher on their third attempt, the candidate must wait a minimum of sixty (60) days from the administration of the third attempted exam before retesting again.
9. The candidate only has to retake the failed portion of the Wonderlic exam, the entire exam does not have to be redone.

10. Use of cell phones, are not permitted in the testing room.
11. All Wonderlic and HESI test scores are valid for three (3) years from the date of the exam for prospective student's enrollment purposes.
 - i. All prospective students that achieve an active status can use their original Wonderlic and/or HESI test scores for future enrollments with Platt College regardless of the amount of years they have been out. This includes re-entry/re-start, new programs and rollovers.
12. The Cpat in any situation is no longer valid or accepted by Platt College.
13. Please refer to COVID -19 procedures for specialty students , until further notice. All specialty students that come on campus with the exception of VN may take the paper version of the Wonderlic depending on number of students requiring testing. See addendum for entrance score requirements. All other procedures remain in place.

D. Registration Fee and Application Process

1. If the candidate passes the entrance evaluation and would like to apply for acceptance to Platt College, the Admissions Rep will walk the candidate through the application, answering questions as needed.
2. Platt College has a \$75.00 registration fee that is due concurrent with a signed enrollment agreement. The registration fee is fully refundable if the candidate decides to discontinue their enrollment within the allotted time (seven business days after the student's first day of attendance).
3. The Admissions Rep will go through the application paperwork with the candidate; ensuring the candidate fills out all required paperwork, signing where needed, and receiving their designated copies.
4. The Admissions Rep will ensure that the student has received a copy of the School Performance Fact Sheet (SPFS), Gainful Employment disclosures and a school catalog, during their first visit to the campus and prior to signing the enrollment agreement. The applicant must then sign the acknowledgement of receipt contained within the enrollment agreement.
5. The Admissions Rep is responsible for collecting initial proof of graduation (POG) documents (e.g., high school diploma, GED certificate); however the copying of such documents must be performed by an employee designated by the Campus President. Such designation shall not include the Director of Admissions or other members of the admissions staff. In addition, a person other than the Director of Admissions, or anyone reporting to the Director of Admissions, designated by the Campus President will ensure that an official copy of the High School transcript or GED test results is ordered from the appropriate agency.
6. The Admissions Rep will ensure that a copy of the fully signed and executed enrollment agreement is given to the student. Neither the Admissions Rep nor the Director of Admissions can sign the enrollment agreement on behalf of Platt College. All enrollment agreements must be signed by the Campus President or designee. The allowable designees include the Academic Dean, Program Chairs, and other campus level managers but in no circumstance shall the signing authority be the Director of Admissions or anybody reporting to the Director of Admissions. The designated Platt official must not sign an enrollment agreement prior to receiving a valid proof of high school graduation (or GED). Additionally, a student is not allowed to start classes and record attendance prior to providing such proof.
7. The Admissions Rep will immediately update CampusVue to reflect the new student's enrolled status and ensure that the student demographic information is complete and correct.

8. Please see addendum for COVID -19 HS graduation documentation .

E. Financial Aid Overview and Setting the Financial Aid Appointment

1. In coordination with Financial Aid personnel, the Admissions Rep will set a meeting time and introduce the candidate to a Financial Aid Advisor.
2. The Financial Aid Advisor will give the candidate an overview of available financial aid resources and the associated application requirements, including an explanation of the FAFSA and other key financial aid documents.
3. Either the FA officer or the Admissions Rep will schedule the candidate's return visit to complete FA paperwork and submit all required documents (e.g., tax returns). Wherever possible the return visit should be scheduled to occur within 72 hours of the candidate receiving the paperwork.
4. When a candidate is "fully packaged" their enrollment status should be changed to a "5" or "Future" status within CampusVue.
5. The DOA should reevaluate the enrollment status of any candidate not reaching the "Future" status within a week of receiving his/her signed enrollment agreement.

*All students must receive a signed copy of the executed enrollment agreement prior to sitting in class. There are no exceptions to this requirement.

- E. Once the Program Director has completed the interview, the student will be invited to complete an essay, using the following procedure:
 - Sample Topic: Why do you want to become a Sonographer?
 - The essay shall be written in the campuses designated testing area
 - Applicant will be given a maximum of thirty (30) minutes to complete essay
- F. In evaluating candidates, the Program Director will review each of the following categories:
 - Essay: Clarity, Spelling/Grammar, Content, Organization
- G. Interview: Academic Skills, Program Preparedness, Likelihood of Completion.
- H. The Campus President and Academic Dean will resolve any disputes, regarding admission into the DMS program. Admissions related disputes between the Campus President and Academic Dean will be discussed with the Director of Student and Academic Affairs and/or CEO of Platt College.

Veterinary Technology

- A. A minimum aggregate Wonderlic (BST) score of 500 with a minimum of 205 Verbal and 215 Quantitative is a prerequisite to admission into the VT- AS program. If a student is currently enrolled at Platt, then his/her previous Wonderlic (BST) score may be used to satisfy this requirement. Students not currently enrolled (either never enrolled at Platt or former Platt students returning after a period of non-enrollment) must earn an aggregate score of at least 500 with a minimum of 205 Verbal and 215 Quantitative on the Wonderlic (BST).
- B. If the candidate does not score a minimum aggregate score of 500 with a minimum of 205 Verbal and 215 Quantitative on the Wonderlic (BST) exam, the candidate can retake the Wonderlic (BST) exam as early as the next day.
- C. If a retaking candidate does not pass the attempted exam with the required minimum score or higher on their second attempt, the candidate must wait a minimum of seven (7) calendar days from the administration of the second attempted exam before retesting for the third time.
- D. If a retaking candidate does not pass the attempted exam with the required minimum score or higher on their third attempt, the candidate must wait a minimum of sixty (60) days from the administration of the third attempted exam before retesting again.
- E. The candidate only has to retake the failed portion of the Wonderlic exam, the entire exam does not have to be redone.
- F. Use of cell phones, and other electronic devices are not permitted in the testing room.
- G. All Wonderlic and HESI test scores are valid for three (3) years from the date of the exam for prospective student's enrollment purposes.
- H. All prospective students that achieve an active status can use their original Wonderlic and/or HESI test scores for future enrollments with Platt College regardless of the amount of years they have been out. This includes re-entry/re-start, new programs and rollovers.
- I. The Cpat in any situation is no longer valid or accepted by Platt College.
- J. Once the Admissions Representative has determined that the proper Wonderlic (BST) score has been earned, the student can interview with the Program Director of Vet Tech. The Program Director will assess the applicant's readiness for the program.
- K. Once the Program Director has completed the interview, the student will be invited to complete an essay, using the following procedure:

- Sample Topic: Why do you want to become a Veterinary Technician?
 - The essay shall be written in the campuses designated testing area
 - Applicant will be given a maximum of thirty (30) minutes to complete essay
- J. In evaluating candidates, the Program Director will review each of the following categories:
- Essay: Clarity, Spelling/Grammar, Content, Organization
 - Interview: Academic Skills, Program Preparedness, Likelihood of Completion.
- K. The Campus President and Academic Dean will resolve any disputes, regarding admission into the VT-AS program. Admissions related disputes between the Campus President and Academic Dean will be discussed with the Director of Student and Academic Affairs and/or CEO of Platt College.

Vocational Nursing (Certificate and Associate of Science)

- A. Potential students will be required to take the HESI exam. A minimum aggregate score of 70% is a prerequisite to admission into the DMS-AS and BS program. If the student does not receive a minimum score of 70%, the student may retest as early as the next day.
- a. If the candidate does not achieve the minimum score for their respective program, the candidate can retake the HESI exam in its entirety as the next day.
 - b. If a retaking candidate does not pass the attempted exam with the required minimum score or higher on their second attempt, the candidate must wait a minimum of seven (7) calendar days from the administration of the second attempted exam before retesting for the third time.
 - c. If a retaking candidate does not pass the attempted exam with the required minimum score or higher on their third attempt, the candidate must wait a minimum of sixty (60) days from the administration of the third attempted exam before retesting again.
 - d. The candidate must retake the entire HESI exam.
 - e. Use of cell phones, and other electronic devices are not permitted in the testing room.
 - f. All Wonderlic and HESI test scores are valid for three (3) years from the date of the exam for prospective student's enrollment purposes.
 - i. All prospective students that achieve an active status can use their original Wonderlic and/or HESI test scores for future enrollments with Platt College regardless of the amount of years they have been out. This includes re-entry/re-start, new programs and rollovers.
 - g. The Cpat in any situation is no longer valid or accepted by Platt College.
- B. The HESI exam should never be proctored by the Admissions Rep, Director of Admissions, Director of Financial Aid, or anyone else who directly reports to the above mentioned positions .
- C. Completion of both the Wonderlic (BST) and the HESI exams with the appropriate minimum scores is required before continuing to an interview with the Program Director of Respiratory Therapy. The Program Director will assess the applicant's readiness for the program.
- D. All HESI scores are required to be inputted into Campus Vue.
- L. Once the Admissions Representative has determined that the proper Wonderlic (BST) score and HESI score has been earned, the student can interview with the Program Director of Vocational Nursing. The Program Director will assess the applicant's readiness for the program.