

## Pierpont Report of Evaluation 2023

Pierpont Community & Technical College

Cover Page

Presented herein is the report of evaluation from the American Veterinary Medical Association (AVMA) Committee on Veterinary Technician Education and Activities (CVTEA).

The evaluation is based on the eleven standards of accreditation established by the AVMA CVTEA as published in the *Accreditation Policies and Procedures of the CVTEA (current published version)*.

Compliance with the standards is described within this report of evaluation (ROE). Deficiencies and recommendations intended to assist the Program in fulfilling the standards or improving Program quality are presented.

### Program Name

Pierpont Community & Technical College

### Program Address

501 W. Main St.  
Clarksburg, WV 26301

### Date of Evaluation

May 3-4, 2023

### Date of Previous Evaluation

August 18-19, 2021 (Special Site Visit)

### Principle Administrative Officers

Name	Position Title	Email
Dr. Kathleen Nelson	Interim President	knelson@pierpont.edu
Dr. Michael Waide	Provost, VP of Academic Affairs, & VP of Student Services	mwaide@pierpont.edu
Dale Bradley	VP of Finance & Administration	dbradley@pierpont.edu
Amy Cunningham	Dean of School of Health Sciences	acunningham@pierpont.edu
Anna Romano, RVT, BS	Coordinator	aromano@pierpont.edu

### Evaluation Site Team

Site Team Volunteer Name	Representing
Kelly Foltz, LVT, VTS (ECC)	CVTEA
Dawn DeMoss, RVT, BS	Veterinary Technicians
Susan Harper, DVM	West Virginia Veterinary Medical Association

### AVMA CVTEA Staff

AVMA Staff Representatives	Title
Rachel A. Valentine, RVT, BS	Assistant Director, Education & Research Division

Program Executive Summary

## Accreditation History

The program has been accredited by AVMA CVTEA since 1981. The program was previously placed on probationary accreditation due to issues with facilities and performance on the Veterinary Technician National Exam (VTNE). Following a special focused site visit in August 2021, the program was moved to Full accreditation status. The program was then placed on Probationary status in Fall 2022 due to the 3-year pass rate on the Veterinary Technician National Exam being below 50%.

## Executive Summary

The Associate in Applied Science degree in Veterinary Technology was started in 1976 at the former Fairmont State College in Fairmont, West Virginia. In 2006, the Program became part of Pierpont Community & Technical College (PCTC) within Fairmont State University. PCTC is now a stand alone college and the Veterinary Technology Program has recently relocated to the Gaston-Caperton Center campus of the college, in Clarksburg, WV.

## Site Visit Modality

In-Person Modality

## Program Modality Description

All veterinary technology courses are delivered on campus; however, general education and the capstone courses are offered online.

## Program Degree(s)

Degree(s) offered by the Program include:

Associate of/in Applied Science

## Summary of Program Strengths

- Long-tenured, dedicated leadership by the Program director
- Collaborative, knowledgeable, and diversely experienced faculty
- Engaged and clinically active veterinarian
- Contemporary and well-equipped clinical facilities on campus designed for growth and future educational initiatives
- Stable relationships with animal resource providers and off-campus sites
- Active student organization

## Summary of Program Challenges/Areas for Improvement

- Improperly functioning institutional animal care and use committee (IACUC)
- Absence of evidence of a qualified library resource specialist
- Lack of process to assess that qualifications of applicants include aptitude, interest, and understanding of career in veterinary technology
- Insufficient evidence that the Program director is a graduate of an AVMA CVTEA accredited program
- Absence of employer survey feedback and report on how those assessments are used for program improvement
- Three year pass rate on the Veterinary Technician National Exam (VTNE) is below 50%
- VTNE pass rate inaccurately reported on webpage
- Ineffective communication between the administration and the Program
- Incomplete IACUC protocols
- Inadequate authority and autonomy of the Program director to manage the Program
- Insufficient compensation of the Program veterinarian

## Summary of any Unmet Deficiencies from Previous Evaluation

Deficiencies from the 2021 evaluation have been addressed; however, there are some new concerns related to IACUC function and completeness of animal use protocols.

### Standard 1 - Institutional Accreditation

An accredited veterinary technology program in the United States must be part of an institution of higher education accredited by, and in good standing with, an agency recognized by the U.S. Department of Education. Non-U.S. programs must be part of an institution of higher learning recognized by, and in good standing with, the appropriate national, provincial, or regional agency with that authority.



### Standard 1 Documentation

Indicate the information and documentation evaluated to assess Standard 1 - Institutional Accreditation

Document(s) verifying institutional accreditation

Review of institutional accrediting agency website

#### 1.1 ROE

The program is part of an institution of higher education accredited by an agency recognized by the US Department of Education. If a non-US program, the institution is recognized by the appropriate national, provincial, or regional agency with that authority.

YES

#### 1.2 ROE

Agency that accredits the parent institution.

HLC-Higher Learning Commission

#### 1.3 ROE

Institutional Accreditor Review Cycle.

Date of Last Review	Date of Next Review
2014	2023

#### 1.4 ROE

The institution is in good standing with the institutional accrediting agency.

NO

#### 1.4 ROE Comments

The institution has been on heightened monitoring related to financial indicators since 2013. The next interim report is due July 2023 and comprehensive review is scheduled to occur in October 2023. PCTC is in the process of paying the debt related to the contractual separation from Fairmont State University.

#### 1.5 ROE

The program is in good standing with the institutional accrediting agency.

YES

### Standard 1 Site Team Commentary-Deficiency and/or Recommendations

Critical / Major / Recommendation	Site Team Commentary

No site team commentary for Standard 1

### Standard 2 - Finances

#### Standard 2 - Finances

Sustainable financial support must be adequate for the program to attain the educational goals and support its mission.



## Standard 2 Documentation

Indicate the information evaluated to assess Standard 2-Finances

Financial summary of the revenues and expenses for the past two and current (budgeted) academic year for the program.

Description of financial support and budgeting process to meet program needs.

Description of how enrollment is planned and managed in line with resource capabilities, including tuition and fees

### 2.1 ROE

The Institutional budget is adequate to meet the program's current needs.

YES

### 2.2 ROE

The Institution has provisions to meet unexpected financial needs of the program.

YES

### 2.3 ROE

Program specific scholarships or grants are available to students.

YES

### 2.3a ROE

Description of program-specific scholarships or grants available to students.

In the state of West Virginia, all career technology students enrolled in a community college can benefit from the WV Invests Grant. All veterinary technology students are eligible. This grant is renewable each year, provided the student maintains a 2.0 GPA, performs 2 hours of community service per semester, and passes a state-required drug screening. In addition, the VT Program offers 3 scholarship opportunities for second-year students: the *Higinbotham-Quintrell* scholarship, the longest-standing scholarship for this Program, which awards \$600 to the recipient; the *Angela Claypole* scholarship, awarding \$500; and a scholarship from the *WV Veterinary Medical Association Foundation* for \$250 per year.

### 2.4a ROE Tuition-AS degree

Total theoretical cost for Associate degree for a student who is a resident of the state (if applicable) to complete the program, based on current tuition, fees, equipment, books, and related costs.

\$16,912.00

### 2.4a ROE Comments

Students are awarded a \$500 credit for purchase of textbooks at the campus bookstore.

### 2.4b ROE Tuition-BS Degree

Total theoretical cost for Bachelor degree for a student who is a resident of the state (if applicable) to complete the program, based on current tuition, fees, equipment, books, and related costs.

Not applicable

### 2.4b ROE Comments

### 2.5 ROE

Fiscal calendar the Institution operates.

Academic Year July-June

### 2.5a ROE

Fiscal Calendar Timeframe.

Two Years Past	One Year Past	Current Year Budgeted
July 1, 2020 - June 30, 2021	July 1, 2021 - June 30, 2022	July 1, 2022 - June 30, 2023

2.5b ROE

Total Institutional Operating Budget

Two Years Past	One Year Past	Current Year Budgeted
\$15,204,406.00	\$15,536,885.00	\$15,534,419.00

2.5c ROE Program Revenue

Program Revenue.

PROGRAM REVENUE	Two Years Past	One Year Past	Current Year (budgeted)
State appropriated funds	191,690	192,159	199,210
Federal funds			
Student tuition and fees	250,014	196,702	190,000
Grants	2,635	60,072	68,676
Other (specify below if applicable)			
TOTAL REVENUE OF PROGRAM	444,339	448,933	457,886

Other Program Revenue

Grant funding includes Carl D. Perkins Career and Technical Education grant funds.

Revenue Table Footnotes

2.5d ROE Program Expenditures

Program Expenditures.

PROGRAM EXPENDITURES	UNIT	Two Years Past	One Year Past	Current Year (budgeted)
Program Personnel-Veterinarians (Include headcount in UNIT column)	1	53,334	56,000	58,800
Program Personnel-Credentialed Veterinary Technicians (Include headcount in UNIT column)	2	91,602	96,182	100,990
Program Personnel-Other Technical Personnel (Include headcount in UNIT column)				
Program Personnel-Other Instructional Personnel (Include headcount in UNIT column)				
Program Personnel-Non-academic personnel (Include headcount in UNIT column)				
Benefits on salaries (Include headcount in UNIT column)	3	37,107	37,276	36,720
Equipment	N/A		24,717	69,653
Supplies	N/A	23,371	44,366	28,473
Other (specify in UNIT column)		9,814	5,721	5,441
Total Expenditures of Program	N/A	215,228	264,262	300,077

Expenditure Table Footnotes

Other category of expenditures includes professional dues, maintenance contracts, postage, and rental fees.

**Standard 2 - Site Team Commentary-Deficiency and/or Recommendations**

Critical / Major / Recommendation	Site Team Commentary

No site team commentary for Standard 2

**Standard 3 - Organization and Communications**

**Standard 3 - Organization and Communications**

**3a** The program must develop, publicize, and follow its mission statement.

**3b** There must be clearly defined lines of communication that are open and effective between the institution and the program director, program director and faculty/adjuncts, between program personnel, and between program personnel and students.

**3c** Program relationships with students, faculty, administrators, and the public must be conducted with integrity. Policies and available educational services for veterinary technology students must be clearly defined.-

**3d** The CVTEA must be apprised of changes in administration, organization, association with the parent institution, and major changes in the curriculum, faculty, or stated objectives. All changes must be reported to the CVTEA and conform with substantive change reporting requirements and describe how the program will continue to comply with accreditation Standards. It is expected that the program director or interim program director be included in all program reporting. (Refer to *AVMA CVTEA Substantive Change Report*)

**3e** The program must have an advisory committee that meets at least annually to provide counsel regarding equipment, curriculum, demographic trends and other matters pertaining to the veterinary technology profession. Membership must include veterinarians and veterinary technicians with diverse professional interests, not currently affiliated with the program. Representation should include credentialed veterinary technicians, veterinary technician students, veterinary industry representatives, and public members.

**3f** Programs with agreements between two or more institutions are recognized. The institution accredited by the CVTEA is declared the parent (home) institution and grants the degree or certificate.

**3g** Communication and interactions with veterinary technician educator associations, veterinary medical associations, and veterinary technician associations should be maintained.

**Standard 3 - Organization and Communications Organization and Communications**

**Standard 3 Documentation**

Indicate the information and documentation evaluated to assess Standard 3 - Organization and Communication

Documentation of program's mission statement

Organizational chart

Course catalog, websites, handbooks

Advisory committee roster

Advisory committee minutes

Description of the relationship between the administration and the program

**3.1 ROE Mission Statement**

Mission statement of the Program.

In conjunction with the mission statement of PC&TC, the Veterinary Technology Program strives to provide a course of study incorporating academic and technical skills that will allow entry-level veterinary technicians the opportunity to succeed within their careers as well as their communities. It is the goal that once these individuals pass through our doors, they will possess qualities of professionalism, compassion, and knowledge that will lead to a higher standard within the veterinary profession. The Program also fosters individual growth and instills the necessity for lifelong learning through continuing education.

**3.2 ROE**

The mission statement is aligned with Program focus of the curriculum, facilities, equipment, off-site placement opportunities, program outcomes, and interactions with the community.

YES

PC

Partially Compliant

**3.3 ROE**

The relationship between the administration of the institution and the program is open, efficient, and effective.

NO

**3.3 ROE Comments**

The relationship and communication between the administration and the Program appears open but not very efficient. The Program director is concerned that the application and admissions processes do not involve Program personnel until the assigned recruiter has determined an application is complete. The director would like to review and communicate with applicants to better assist in supporting potential students and mentor them through the admissions process. In addition, the veterinary assistant (VA) certificate program has been inactive for a period of time and it's unclear if VA will be continuing. Effective communication may have been impacted by multiple changes in administration over the past couple of years; however, a new permanent president has been recently hired.

**3.4 ROE**

There are clearly defined lines of communication between the program director and program personnel.

YES

**3.5 ROE**

Title of person the Program Director reports to.

Amy Cunningham, Dean of Health Sciences

**3.6 ROE**

Full-time and part-time program personnel are participating in regularly scheduled faculty meetings.

NO

**3.6 ROE Comments**

Communication among Program personnel is mostly informal but ongoing on an as needed basis.

**3.7 ROE**

Policies and educational services for veterinary technology students are clearly defined and available.

YES

**3.8 ROE**

Program Advisory Committee

The program has an advisory committee (PAC).	Yes
The PAC meets at least annually.	Yes
The PAC includes veterinarians and veterinary technicians with diverse professional interests.	Yes
The PAC includes representation from program students, the veterinary industry, and the public.	Yes

**3.8 Advisory Committee Comments**

**3.9 ROE**

Is there an agreement between two or more educational institutions to provide the veterinary technology program?

NO

**3.9a ROE**

If there is an agreement between two or more educational institutions to provide the veterinary technology program, the certificate granted to program graduates is from the parent institution.

N/A

**Standard 3 Site Team Commentary-Deficiency and/or Recommendations**

Critical / Major/ Recommendation	Site Team Commentary
Major	Effectiveness of communication between the administration and the program must be improved.

**Standard 4 - Physical Facilities and Equipment**

**Standard 4 - Physical Facilities and Equipment**

**4a** All aspects of the physical facilities must provide an environment conducive to learning and the achievement of the educational goals. Classrooms, teaching laboratories, and other teaching spaces shall be clean, maintained in good repair, adequate in number, appropriate in capacity, and provided with sufficient equipment to meet the instructional need and the number of students enrolled.



Compliant

**4b** All clinical facilities for primary learning must emulate contemporary veterinary facilities. Standard types of laboratory and clinical equipment, consistent with those used in contemporary veterinary facilities, shall be provided. Programs must have access to all items listed in the *Equipment and Instructional Resource List Appendix* over the sum total of all primary learning sites.

**4c** Office space must be sufficient for the instructional, advisement, and administrative needs of the faculty, staff, and program.

**4d** Animal housing must be consistent with accepted humane standards and federal and state regulations. See 5b

**4e** Safety of students, program personnel, and animals must be of prime consideration. Students must be educated on rabies risk prior to working with animals. Prior to live animal use, students must be vaccinated against rabies or the program must implement a comprehensive rabies mitigation protocol as described in Appendix A. (see *Statement on Safety Appendix*).

**4f** All use of drugs, biologics, reagents, and other materials used in conjunction with animal care must be in compliance with state and federal regulations including current dating and appropriate labeling. Materials used for demonstration purposes must be appropriately identified and stored. Controlled substances shall be stored and logged in accordance with state and federal regulations.

**4g** Waste management shall be appropriate for the needs of the program and consistent with regulatory agency requirements.

**4h** Storage must be sufficient for program needs.

**Standard 4 - Physical Facilities and Equipment Physical Facilities and Equipment**

**Standard 4 Documentation**

Indicate the information evaluated to assess Standard 4 - Physical Facilities and Equipment

Description of facilities and equipment

Inspection of program facilities and equipment

Photographs/video of off-campus clinical facilities

Review of controlled substance log

Documentation of pregnancy policy

Documentation of policy on aggressive animals and bite/scratch policy

Documentation of emergency plan

Student rabies vaccination policy

**4.1 ROE**

On-Campus primary learning facilities used by the program (i.e. classrooms, laboratories, surgical suites, storage areas).

Facility Area (i.e. Classroom, Laboratory, Surgery Suite)	Approximate Total Square Footage	Facility Description and how used by the program.
Treatment Area	886 sq. ft.	Contains 6 station treatment tower; 3 wet sinks, 3 exam tables; 6 overhead lights; cabinets and drawers. Perimeter countertop with 2 sinks, holding cages, walk-on scale, wall-mounted monitor, and window into surgery room.



Surgery Room	151 sq. ft.	One centrally located surgery table with overhead light. Camera installed overhead. Oxygen tank area, anesthetic machines, pass-thru window to prep room, and large viewing window.
Surgical Prep	93 sq. ft.	Contains double scrub sink with knee valves, cabinets and drawers for surgical supplies, hand sink, 2-tiered, pull-out autoclave shelf, and pass-thru window into surgery.
Radiology	104 sq. ft.	Contains a 300 mA digital x-ray machine, digital computer, apron hangers, and personal protection equipment.
Isolation	67 sq. ft.	Bank of kennels, counter, and sink.
Exam Room	109 sq. ft.	Counter with sink, drawers, and cabinets, exam light, lift table/scale, wall-mounted drop down exam table, and two pocket doors.
Waiting Room/Reception	171 sq. ft.	Seating area, counter, cabinets, drawers, computer, and copier.
Grooming/Bathing	411 sq. ft.	3 hydraulic tubs, space for future walk in bathing shower area, and counter with cabinets for storage.
Kennel	422 sq. ft.	7 dog runs of which 2 are larger size, guillotine doors to outdoor runs, and hanging wall hose.
Outdoor Kennel & Yard	800 sq. ft.	Contains overhang and artificial turf, surrounded with wall and fencing.
Small Dog Ward	81 sq. ft.	Bank of kennels.
Cat Ward	148 sq. ft.	Double door entry system, banks of kennels, double utility sink, and storage area.
Work Room/Food Prep	104 sq. ft.	Cabinets, sink, refrigerator, and washer/dryer.
Lab Animal Ward	164 sq. ft.	<i>Thoren</i> caging unit for rodents and 8 rabbit kennels. Area for cleaning lab animal cages and storing supplies; cabinets with storage and double bowl sink.
Laboratory/Classroom	724 sq. ft.	Contains counters for laboratory equipment, cabinets, drawers, 2 lab sinks, microscope storage, 2 large laboratory tables with laboratory chairs for 22, television, and video viewing area.

Resource Room	248 sq. ft.	Contains round, tables and chairs for student groups, reference book storage, mini kitchen area with cabinets, sink, refrigerator.
Offices (3)	88 - 118 sq. ft.	All with windows and conducive for private student/faculty meetings.
Hallway/Lockers	223 sq. ft.	Contains 72 lockers for student use.
Pharmacy/Storage	5 sq. ft.	Contains lock box.
Storage Area	78 sq. ft.	Mainly used for animal supplies/food.
Restrooms (2)	55 sq. ft. 31 sq. ft.	

#### 4.1a ROE

Off-Campus primary learning facilities used by the program (i.e. clinical and laboratory facilities, large animal facilities, etc.).

Facility Name	Facility Location	Facility Description	Number of students at each site at a given time	Facility Description and how used in the delivery of instruction
Westfall Farms	Anmore, WV	Equine Farm	10-16	Essential skill completion and assessment specific to equine.
McDonald Farms	Good Hope, WV	Cattle Farm	10-16	Essential skill completion and assessment specific to bovine.
Stenger Farms	Lost Creek, WV	Ruminant Farm	10-16	Essential skill completion and assessment specific to ruminants.

#### 4.2 ROE

All program facilities are appropriate in capacity and adequate in number for the number of students enrolled and the courses offered.

YES

#### 4.3 ROE

Program facilities are clean and maintained in good repair.

YES

#### 4.4 ROE

There is sufficient equipment available to support the number of students enrolled and the courses offered at all locations, including off-campus clinical facilities.

YES

**4.5 ROE**

On-campus clinical facilities emulate contemporary veterinary facilities.

YES

**4.5 ROE Comments**

New campus clinical facilities were not yet in use at the time of the site visit. However, these new facilities are contemporary, well-equipped, and designed for growth and future educational initiatives.

**4.6 ROE**

Off-campus clinical facilities emulate contemporary veterinary facilities.

Not Applicable

**4.6 ROE Comments**

**4.7 ROE**

All required equipment is owned or available to the Program. (Appendix G)

YES

**4.7a ROE**

Describe any non-essential equipment desired by the program.

The Program would like to acquire a therapeutic laser, IDEXX Suite of laboratory analyzers, digital wireless x-ray plate for large animal use, multi-headed teaching microscopes, and additional animal models such as, equine limbs, abdominal/surgical models, and an animal model simulator.

**4.8 ROE**

Office space is available and sufficient for program personnel.

YES

**4.9 ROE**

Are animals housed overnight?

YES

**4.9a ROE**

All animal housing is consistent with accepted humane standards and state and federal regulations.

YES

**4.10 ROE**

The Program has established policies and procedures that ensure a safe and healthy environment for program students, personnel, and animals.

YES

**4.11 ROE**

Did the site team witness any safety or regulatory concerns? (see Appendix A)

NO

**4.12 ROE**

Appropriate personal protective equipment is available for students and appropriately utilized.

YES

**4.13 ROE**

A protocol is in place for the handling and disposition of aggressive or dangerous animals.

YES

**4.14 ROE**

A bite/scratch protocol is in place.

YES

**4.15 ROE**

The program has an appropriate rabies vaccination policy in place.	YES
Students are required to be immunized for rabies prior to live animal interactions in the program.	YES
Does the program allow waivers from students to decline immunizations?	NO
If applicable, does the comprehensive rabies mitigation protocol address each element described in Appendix A: Statement on Safety Comprehensive Rabies Mitigation Plan?	N/A

**4.15 ROE Comments**

**4.16 ROE**

All drugs, biologics, reagents, and other materials for use in animal care are appropriately labeled and currently dated.

YES

**4.16a ROE**

Materials used for demonstration purposes are appropriately labeled and stored.

YES

**4.17 ROE**

Controlled substances are appropriately logged and stored.

YES

**4.17 ROE Comments**

**4.18 ROE**

Waste management meets the program's needs and is consistent with regulatory requirements.

YES

**4.18 ROE Comments**

The College maintains a contract with Medical Waste Services for disposal of biohazardous waste materials.

#### 4.19 ROE

Storage space is sufficient to meet the program's needs.

YES

#### Standard 4 Site Team Commentary-Deficiency and/or Recommendations

Critical / Major / Recommendation	Site Team Commentary
Recommendation	The Program should consider acquiring a therapeutic laser, IDEXX Suite of laboratory analyzers, digital wireless x-ray plate for large animal use, multi-headed teaching microscopes, and additional animal models such as, equine limbs, abdominal/surgical models, and an animal model simulator.

#### Standard 5 - Resources for Clinical Instruction

##### Standard 5 - Resources for Clinical Instruction

###### 5a

Programs must follow all applicable federal and state regulations and guidelines for the care and use of animals utilized by the program. The CVTEA endorses the principles of humane care and use of animals as codified in the Animal Welfare Act (AWA) and requires programs to follow AWA regulations and policies with respect to all animal use. All

PC

Partially Compliant

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###### 5b

Adequate numbers of common domestic and laboratory animal species are required to provide the necessary quantity and quality of clinical instruction to meet curriculum requirements without overuse of the animals or violation of AWA requirements for humane use and care (see *Use of Animals in Veterinary Technology Teaching*

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###### 5c

Models and other alternate methods of teaching that are consistent with the goals of the curriculum must be considered to replace, reduce or refine animal use.

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###### 5d

Records and logs for animals used by the program must be comprehensive and accurately maintained.

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###### 5e

Off-campus providers of instructional support must meet objective requirements set by the program with respect to the physical facilities, staff, and available equipment. A memorandum of understanding or contractual arrangement must be established with all off-campus sites including, but not limited to, externship, preceptorship, and distance

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###### 5f

If program staffed clinical veterinary services are offered, documented evidence must exist that clients are informed that student instruction is a major component of patient care. The primary purpose of such clinical veterinary services, regardless of animal ownership, must be teaching, not revenue generation.

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#### Standard 5 - Resources for Clinical Instruction Resources for Clinical Instruction

##### Standard 5 Documentation

Indicate the information evaluated to assess the Standard 5 - Resources for Clinical Instruction

Description of resources available

Inspection of program facilities and clinical resources

Review of animal medical records

Review of medical logs to include, but not limited to, surgical and radiology logs

Documentation of Institutional Animal Care and Use (IACUC) committee minutes

Documentation of IACUC-approved animal care and use protocols

Documentation of IACUC-approved complaint policy

Documentation of signed memoranda of understanding with off-campus providers of clinical instruction and/or clinical resources

Documentation and/or description of requirements for off-campus providers of clinical instruction

**5.1 ROE**

Describe available animal resources.

Dogs and cats are provided by a local humane society and rescue organization. Horses, cattle, and small ruminants are provided through contractual relationship with off-campus sites.

Rodents and rabbits are purchased from a local pet supply and birds are provided by students and graduates.

The Program benefits from its stable relationships with animal resource providers and off-campus sites.

**5.2 ROE**

The program is registered with the USDA.

YES

**5.2 ROE Comments**

**5.2a ROE**

Date of the last USDA inspection.

02/21/2023

**5.2a ROE Comments**

**5.2b ROE**

Non-compliance issues were cited on the last USDA inspection.

YES

**5.2b ROE Comments**

The Program received a citation for absence of reporting to the institutional official (IO). The concern was addressed with subsequent reporting and documentation.

**5.2c ROE**

Animal Use Oversight / United States Department of Agriculture (USDA)

The program follows all applicable federal and state regulations and guidelines for the care and use of all animals utilized.	No
There is an appropriately constituted and functioning institutional animal care and use committee (IACUC).	No
The program has IACUC-approved animal care and use policies in place for all animal activities and they are complete.	No
The program has an IACUC-approved policy (whistleblower policy) in place for investigating and responding to complaints of inappropriate animal care or use and is publicized.	Yes

**5.2c ROE Comments**

The IACUC has not been meeting on a semiannual basis; however, the USDA veterinary medical officer advised that given the model of educational delivery and animal use, a change in regulations now allows for a annual meeting. The site team also noted that the IACUC meeting minutes do not indicate recusal of the principal investigator during the approval of animal protocols.

The site team reviewed animal use protocols and identified that some protocols were deficient in required content. Surgery protocols appeared comprehensive and complete but there is an absence of a comprehensive description of procedures for multiple activities in several protocols. In addition, none of the reviewed protocols identify the personnel and qualifications who

are approved to oversee animal use in the Program.

The Program has an appropriately approved whistleblower policy for reporting animal concerns; however, the contact information information for reporting is not readily available.

### 5.3 ROE

Adequate numbers of common domestic and laboratory animal species are available for use in teaching to meet the required quality and quantity of clinical instruction to meet curriculum requirements without overuse of animals or violation of humane standards of care.

YES

### 5.4 ROE

Signed memoranda of understanding, with appropriate exit strategies for primary providers, are in place for all animal resources.

YES

### 5.5 ROE

Student-to-animal ratios

Small Animals	2-3:1
Large Animals	3-4:1
Laboratory Animals	1-3:1
Avian	5:1

### 5.6 ROE

There are appropriate types and quantities of animal models available for program students.

YES

### 5.7 ROE

All animal records and logs are comprehensive and accurately maintained, if applicable.

YES

### 5.8 ROE

There are signed memoranda of understanding, with appropriate exit strategies and objective requirements, in place for all off-campus providers of instructional support.

YES

### 5.9 ROE

Are clinical veterinary services provided to the public (non-faculty/student owned animals)?

NO

### Standard 5 Site Team Commentary-Deficiency and/or Recommendations

Critical / Major / Recommendations	Site Team Commentary
Critical	The Program must have an appropriately functioning institutional animal care and use committee (IACUC).
Major	IACUC-approved animal care and use protocols must contain all information required by Animal Welfare Act guidelines, areas to address include, but may not limited to: <ul style="list-style-type: none"><li>• Comprehensive description of procedures to be performed</li><li>• Identification and qualifications of personnel who are approved to conduct animal procedures.</li></ul>
Recommendation	The animal use whistleblower policy should include contact information for submitting a concern.

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## Standard 6 - Library and Informational Resources

### Standard 6 - Library and Informational Resources

6a

Libraries and information retrieval are essential to veterinary technician education and continuing education. Timely access to current information resources pertaining to veterinary technology through print, electronic media, and/or other means must be available to students, faculty, and staff. Students must have access to a qualified resource

PC

Partially Compliant

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6b Knowledge of quality information resources, library use and development and application of information retrieval skills must be included in the educational experience.

### Standard 6 - Library and Informational Resources Library and Informational Resources

#### Standard 6 - Documentation

Indicate the information evaluated to assess Standard 6 - Library and Informational Resources

List of databases available to program personnel and students

Tour of library facilities and relevant portions of the collection

Description of computer technology available to program personnel and students

Description of remote access technologies and mechanisms that promote use of library information

Description of funding available for library and educational resources

Description of how use of library resources is encouraged

#### 6.1 ROE

Describe the library resources and available modalities.

##### In-person Library:

Pierpont has partnered with the Marion County Public Library (located at 321 Monroe St, Fairmont) and the [Clarksburg-Harrison Public Library](#) (404 W Pike St. Clarksburg) to give students in-person access to a variety of library resources. Students have easy access to library cards, a textbook repository, Wi-Fi, and online and in-person librarian support.

##### On-line Library:

Pierpont partners with the WV Community & Technical College system and the WV Library Commission to participate in a library consortium. Pierpont provides access to online library and database services.

#### 6.2 ROE

Accessibility to library resources are adequate for student learning.

YES

#### 6.3 ROE

Program personnel and students have access to library and educational resources that are sufficient to meet the needs of the program.

YES

#### 6.4 ROE

Library and educational resources available to program personnel and students are current.

YES

#### 6.5 ROE

Name and description of the library resource specialist credentials.

The name and qualifications of the library resource specialist was unavailable during the site visit.

#### 6.6 ROE

Library personnel have the appropriate credentials.

NO



## 6.6 ROE Comments

Documentation needs to be provided for the library personnel who are available to the Program.

## 6.7 ROE

Amount of the library budget that is allocated to the program.

PCTC expends \$23,000 on providing access to the on-line library resources.

## 6.7a ROE

There are adequate funds allocated to the library to support library and educational resources.

YES

## 6.8 ROE

Students gain knowledge of quality information resources, and library use, in the program.	YES
Students develop and apply information retrieval skills as part of their educational experience.	YES

## 6.8 ROE Comments

Students are introduced to library resources and retrieval skills in a requisite English course. However, it would be more beneficial to students to implement an orientation to library resources and application of information retrieval skills during the first semester of the Program.

## Standard 6 Site -Team Commentary-Deficiency and/or Recommendations

Critical / Major / Recommendation	Site Team Commentary
Critical	Evidence must be provided to demonstrate that students have access to a qualified library resource specialist.
Recommendation	An orientation to library resources and application of information retrieval skills should be required in the first semester of the Program.

## Standard 7-Admissions

### Standard 7 - Admissions

#### 7a

The institution and program admission policies must be well defined and documented.

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#### 7b

Applicants must have a high school diploma or its equivalent. Consideration of the qualifications of applicants for admission must include aptitude for, an interest in, and an understanding of a career in veterinary technology.

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#### 7c

The CVTEA recognizes that some institutions must perform under open admissions policies that prohibit selective entry into veterinary technician education programs. However, the development and consistent application of selective admissions standards may be helpful in admitting more qualified students, reducing attrition, and producing

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#### 7d

PC

Partially Compliant

Catalogs, website, or other official publications must contain the institutional and programmatic purposes and objectives, admission requirements and procedures, academic offerings, degree granted, and program requirements for completion of the degree, including the existence of any technical standards. This information must include the length

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**7e**

The institution and program must demonstrate integrity and responsibility in student recruitment practices. Admission must be non-discriminatory and in accordance with federal and state statutes, rules, and regulations. Personnel who are knowledgeable about the program and its requirements should conduct student recruitment.

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**7f**

The program director or director's appointee should participate in the deliberations of the admissions committee and selection of students

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## Standard 7 - Admissions Admissions

### Standard 7 Documentation

Indicate the information evaluated to assess Standard 7-Admissions

College catalog, brochures, website

Program admission packet

Description of admission policies and procedures

Discussion with program students

#### 7.1 ROE

Institutional and program admissions policies are well defined and documented.

YES

#### 7.2 ROE

A high school diploma or its equivalent are required for admission into the program.

YES

#### 7.2a

Consideration is given for the qualifications of applicants for admission including aptitude for, an interest in, and an understanding of a career in veterinary technology.

NO

#### 7.3 ROE

Describe student enrollment into the program (number of time each year, etc.)

Once each fall semester.

#### 7.3a ROE

Maximum number of students to be admitted into the program for each enrollment period	Maximum of 24 students
---	------------------------

#### 7.4 ROE

Describe requirements for admission into the program.

The following are the current Admission Requirements:

1. High school and/or college GPA of 2.0 or better or passing score on High School Equivalency Exam.
2. Score of 19 or higher on the Math portion of the ACT (or SAT score of 510 or completion of [MTH 1207](#) with a "C" or higher
3. Score of 18 or higher on the English portion of the ACT (or SAT score of 480 or completion of [ENGL 1104](#) with a "C" or higher
4. Successful completion of Chemistry and Algebra in high school or college.
5. Documentation of 20 hours of clinical experience in a veterinary hospital

Qualified students are accepted until capacity is met.

#### 7.5 ROE

The catalog and/or other advertising material including website, accurately describe the program and its objectives.

YES

#### 7.6 ROE

The program director or director's appointee participate in the selection of students admitted into the program.

NO

#### 7.6 ROE Comments

As mentioned previously in section 3.3, the Program director is concerned that the application and admissions processes do not involve Program personnel until the assigned recruiter has determined an application is complete. The director would like to review and communicate with applicants to better assist in supporting potential students and mentor them through the admissions process. The site team also learned there have been delays in processing and communicating with both students and the Program director regarding application status. In addition, there appears to be an absence of assessment for aptitude, interest, and understanding of a career in veterinary technology. The Program needs to develop a means of evaluating these qualifications of applicants. The Program would also like to raise the grade point average requirement from 2.0 to 2.5.

#### Standard 7 Site Team Commentary-Deficiency and/or Recommendations

Critical / Major / Recommendation	Site Team Commentary
Critical	Documentation must be provided that qualifications of applicants include an aptitude, interest, and understanding of a career in veterinary technology.
Recommendation	Programmatic grade point requirement should be raised to 2.5 for admission into the Program.

#### Standard 8 - Students

##### Standard 8 - Students

###### 8a

The number of students must be appropriate to achieve the mission of the program. Enrollment must not exceed the available resources including the number of faculty and support staff needed to meet the educational goals of the curriculum. An appropriate program personnel-to-student ratio must be maintained to ensure student safety and adequate

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###### 8b

Student support services must be available within the institution for program students. Interactions between students and faculty/staff must be sufficient to communicate expectations for successful academic performance, provide feedback for improvement of skills and knowledge, and encourage professional growth and development.

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###### 8c

Throughout the curriculum, students must be exposed to veterinary team concepts and appropriate modeling of ethical and professional behavior.

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###### 8d

Students should be encouraged to form a student organization, and this organization should become an affiliate of the National Association of Veterinary Technicians in America (NAVTA) and appropriate state veterinary technology associations. Students should be encouraged to be active in local, state, and national veterinary technician organizations.

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#### Standard 8 - Students Students

##### Standard 8 Documentation

Indicate the information evaluated to assess Standard 8 - Students

Description of student support services available

Documentation of numbers of students admitted into the program

Review of student handbook

Discussions with program personnel and students

#### 8.1 ROE

STUDENT ENROLLMENT	Total Institutional Enrollment	Total Program Enrollment
Total Number (Head count)	1,860	19
FTE (Full-time equivalent)	1,033.0	19.0

#### 8.2 ROE

Students currently at each stage of the curriculum (as applicable).

Year	Head Count
First Year	10
Second Year	9
Third Year	0
Fourth Year	0

#### 8.3 ROE

Program Graduates

Graduates	Four years past	Three Years Past	Two Years Past	Prior Year	Current Year
Academic Year	2018	2019	2020	2021	2022
Total Graduates	14	16	20	17	8

#### 8.4 ROE

There are appropriate program personnel-to-student ratio present for the following:

Personnel:Student Ratios	Animal Handling Laboratories	Program Laboratories	Lecture Classes
Ratio	1:8	1:12	1:24
Meets Standard or Is Appropriate?	Yes	Yes	Yes

#### 8.5 ROE

The number of students enrolled is appropriate for the available resources, including faculty and staff, to meet the educational goals of the program.

YES

#### 8.6 ROE

Student support services are available to program students from the institution.

YES

#### 8.7 ROE

Does the program anticipate the number of students entering the program to change in the next 2 years? If yes, describe, otherwise, choose No.

No, the program does not anticipate any changes to students entering the program

#### 8.8 ROE

The program models veterinary team concepts and appropriate ethical and professional behavior.

YES

#### 8.8 ROE Comments

**8.9 ROE**

**Student Organization**

Does the program have a student veterinary technician organization?	Yes
Is the student organization a student chapter of the National Association of Veterinary Technicians in America (NAVTA)?	No
Student membership to state veterinary technician organizations is available, if applicable.	Yes

**8.10 ROE**

Students have opportunities to provide input into the program.

YES

**8.10 ROE Comments**

The president of the student organization has a standing position on the Advisory Board. The Veterinary Technology Program faculty all have an open door policies for students and students complete end of course surveys in the Program.

**8.11 ROE**

There is evidence that the Program promotes a learning environment that values diversity, equity, and inclusion.

YES

**Standard 8 Site Team Commentary-Deficiency and/or Recommendations**

Critical / Major / Recommendation	Site Team Commentary
Recommendation	The student organization should become affiliated with the National Association of Veterinary Technicians in America (NAVTA) to encourage participation in professional associations.

**Standard 9 - Faculty**

**Standard 9 - Faculty**

9a Faculty and staff numbers must be sufficient to deliver the educational program and meet the instructional goals of the program.

9b

Instructors in the program must have knowledge and expertise in the topics they teach and promote the appropriate role of the veterinary technician in the veterinary health care team. Instructional duties must not violate local, state, or federal laws regarding the practice of veterinary medicine.

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9c

The program director must be a licensed veterinarian or a credentialed veterinary technician who must be a graduate of an AVMA or CVMA-accredited program. The program director must have the educational background and occupational experience appropriate to understand and fulfill program goals. The position of the program director should

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9d

The director must have the responsibility, authority, and support necessary to manage the program successfully. This shall be documented in a written job description that also shall clearly define the position of the director within the institutional hierarchy. The program director must be responsible for organizing continuous program review and

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9e

Each program must have one full-time credentialed veterinary technician who must be a graduate of an AVMA CVTEA or CVMA-accredited program. Each program must have a minimum equivalent of one full-time licensed veterinarian

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PC

Partially Compliant

9f

Academic positions must offer sufficient compensation, incentives, and employment security to attract and retain qualified personnel in order to maintain program stability. Faculty and staff must have sufficient time for development and delivery of instruction, curriculum development, student evaluation, student advisement and counseling, and

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9g

The institution must provide evidence that it evaluates program personnel regularly and assists and facilitates professional growth. Program personnel should be encouraged and financially supported to be participating members of local, state, and national veterinary professional associations.

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**Standard 9 - Faculty and Staff** Faculty and Staff

**Standard 9 Documentation**

Indicate the information evaluated to assess Standard 9-Faculty

Documentation of program personnel workloads

Description of program personnel workloads

Documentation of program personnel credentials

Description of program personnel credentials

Job description of program director(s)

**9.1 ROE**

Faculty and staff numbers are sufficient to deliver the educational program and meet the instructional goals of the program.

YES

**9.1 ROE Comments**

**9.2 ROE**

Program instructors' qualifications are academically and experientially appropriate to the subject matter they teach.

YES

**9.2 ROE Comments**

Program faculty are collaborative, knowledgeable, and diversely experienced. In addition, the Program veterinarian is very engaged and active in clinical practice.

**9.3 ROE**

Person(s) responsible for the management of the program.

Anna Romano, RVT, BS

**9.4 ROE**

Program Director(s)

The Program Director(s) is a licensed veterinarian or a credentialed veterinary technician who is a graduate of an AVMA CVTEA-accredited program.	YES
The Program Director(s) have both the academic and experiential qualifications to fulfill the program goals.	YES
There is evidence that the Program Director(s) has sufficient authority and responsibility for the development and administration of the educational program.	NO
There is a written job description for the Program Director(s).	YES
The Program Director has sufficient time and resources devoted to the administration of the educational program.	YES

**9.5 ROE**

The program has a minimum equivalent of one full-time licensed veterinarian on staff.

YES

**9.5 ROE Comments**

**9.6 ROE**

The program has a minimum of one full-time credentialed veterinary technician, who is a graduate of an AVMA CVTEA-accredited program on staff.

YES

**9.6 ROE Comments**

The Program director does not have authority or autonomy in overseeing the application and admissions processes. Assigned recruiters determine when an application is complete and ready to be shared with the Program director; however, there have been inconsistencies in this process. The director would like to review and communicate with applicants to better assist in supporting potential students and mentor them through the admissions process. As mentioned previously, the site team is concerned with what appears to be delays in processing and communicating with students after they have been accepted. In addition, following discussions with the Program director, the future of the veterinary assistant (VA) certificate program is unclear since it has been inactive for a period of time and the site team is not sure who has authority to make this decision.

At the time of the site visit, there is an absence of documentation that the Program director holds a degree from an AVMA CVTEA accredited program.

Ms. Romano provides long-tenured, dedicated leadership of the Program.

**9.7 ROE**

**Faculty Totals**

Total number of veterinarians employed.	1.0
Total full-time equivalent (FTE) veterinarians.	1.0
Total number of credentialed veterinary technicians employed.	2.0
Total FTE credentialed veterinary technicians.	2.0
Total other instructors employed by the program.	
Total FTE other instructors.	

**9.8 ROE**

Program personnel salaries and benefits are sufficient to attract and retain qualified personnel.

NO

**9.8 ROE Comments**

According to the 2022 AVMA CVTEA Mega Program Director Survey (<https://www.avma.org/sites/default/files/2022-09/2022-CVTEA-Mega-Veterinary-Technology-Program-Survey-Report.pdf>), the salary for the veterinarian position is approximately 20% below the national average of educator veterinarians on 9-month contracts. In addition, according to the site team, the veterinarian salary is significantly below the average of veterinarians working in private clinical practice. The site team is concerned that the Program would be very challenged with the current level of salary to replace current veterinarian if ever necessary.

**9.9 ROE**

There is sufficient time for program personnel to devote to development and delivery of instruction, curriculum development, student evaluation, student advising and counseling, and professional development.

YES

**9.9 ROE Comments**

**9.10 ROE**

There is evidence that program personnel are evaluated regularly and the institution assists and provides opportunities for professional growth.

YES

**9.10 ROE Comments**

**9.11 ROE**

Program personnel are members of appropriate local, state, and national professional organizations.

NO

**9.12 ROE**

Faculty/staff member assigned one-quarter time (0.25 FTE) or more to the veterinary technology program.

Name	State(s) licensed/credentialed in	Education Degree, Institution, Year	Title or Rank	Date of Original Appointment	Employment Type	Average Teaching Load in Student Contact Hours per week	Professional Association Memberships (define acronyms on first mention)
Barbara Hurst, DVM	West Virginia	DVM, University of Tennessee, 2011	Asst. Prof.	08/01/2019	Full-time	22	AVMA AVTE
Anna Romano, RVT	West Virginia	BS, Allied Health Admin., FSU, 2002 AAS Veterinary Technology, Columbus State Comm. College, 1981	Asst. Prof.	08/01/1984	Full-time	22	AVTE WVMA
Bobbi Loveridge, CVT	Pennsylvania	BS, Allied Health Admin., FSU, 2004 AAS Veterinary Technology, Fairmont State, 2002	Asst. Prof.	08/01/2016	Full-time	22	AVTE

**Standard 9 Site Team Commentary-Deficiency and/or Recommendations**

Critical / Major / Recommendation	Site Team Commentary
Critical	Evidence must be provided that the Program director is a graduate of an AVMA CVTEA accredited program.
Major	The Program director must have the authority and support necessary to manage the program successfully.
Major	Compensation, incentives, and employment security must be sufficient to retain veterinarian faculty members and to attract qualified candidates for future needs.
Recommendation	Program personnel should be members of appropriate state and national professional organizations.



Recommendation	Program personnel should be encouraged and financially supported to attend continuing education meetings including the annual convention of the Association of Veterinary Technician Educators (AVTE).

**Standard 10 - Curriculum**

**Standard 10 - Curriculum**

**10a**

The curriculum must prepare graduates who will be fully capable of performing in a wide variety of professional roles within the veterinary field. At the completion of the curriculum, graduates must have attained entry-level skills needed to support companion animal, equine, and food animal practice, biomedical research, and other veterinary

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**10b**

The specific courses shall teach basic medical science, communication, critical thinking, decision-making, and clinical application skills. Integration of nursing, technical, and medical skills within the curriculum must use live animals. Whenever possible, animal nursing skills should be developed in a setting and under conditions that are a reflection of

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**10c**

The curriculum must include general education and specific veterinary technology course content. Required materials can be offered as complete course offerings or be integrated into courses involving more than one area of recommended material. Course objectives must be clearly communicated to the student through syllabi or other

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**10d**

Practical veterinary experience that expands student knowledge and builds proficiency of acquired skills through task-specific exercises is a required portion of the curriculum. These experiences are usually termed preceptorships, practicums, internships, or externships. Practical experiences are for the purpose of honing skills learned in formal

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**10e**

Successful completion of all required skills found in the *Veterinary Technology Student Essential and Recommended Skills List Appendix* must be evaluated and documented, indicating date completed, by program personnel who use standard criteria that reflect contemporary veterinary practice. Program personnel evaluating skills should be a

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**10f**

The CVTEA recognizes that a program may wish to emphasize certain areas within the curriculum to capitalize on regional variation, institutional strengths, and available job markets. This emphasis should be clearly stated in the mission statement/objectives of the program, and the curriculum shall then reflect that emphasis. A choice to emphasize

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**10g**

The CVTEA recognizes that academic institutions have the inherent right to accept credits from other colleges, universities, recognized educational entities, or prior learning. However, if the program accepts veterinary technician-related course credit from institutions not accredited by AVMA CVTEA, the program must ensure that the rigor of transfer

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**10h**

At times, accredited programs are requested to give credit for high school courses with titles similar to those required for graduation from a CVTEA-accredited program. If credit is to be given for such courses, the student must first be required to demonstrate to veterinary technology program faculty a level of competency comparable to that of

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**Standard 10 - Curriculum Curriculum**

**Standard 10 Documentation**

Indicate the information evaluated to assess Standard 10 - Curriculum

College catalog, website

Suggested course sequence

Course syllabi

Sample of course content e.g. unit of instruction with lecture and laboratory components  
Discussions with program personnel and students

### 10.1 ROE

Degrees Granted

Associate of/in Applied Science

### 10.2 ROE

Curriculum Summary

Curriculum calendar system	Semester
Total number of credit hours for the program	74
Number of externship/internship/preceptorship hours in the curriculum (honing skills)	480
If applicable, number of hours during externship spent in primary learning (completing essential skills including assessment)	not applicable
Length of consecutive time to complete the curriculum	2 years
Total number of contact hours to complete the program (including lecture and laboratories)	1,590

### 10.3 ROE

Curriculum Review

Individual courses and the curriculum as a whole is reviewed and systematically evaluated.	NO
Program personnel participate in curriculum review and revision.	YES
There is evidence that feedback from the evaluation process has resulted in implemented changes.	YES

### 10.3 ROE Comments

Although there has not been a formal systematic review of the curriculum in several years, Program personnel do participate in continuous review and revision of curriculum using performance on the VTNE as a primary resource. Feedback from the advisory committee is also beneficial to this process.

### 10.4 ROE

Curriculum Content

The curriculum and length of the program is appropriate to meet the educational objectives of the program.	YES
The curriculum provides a reasonable opportunity for a student to attain knowledge and contemporary veterinary skills consistent with the needs of an entry-level veterinary technician.	YES
The curriculum includes basic medical sciences, communication, critical thinking, decision-making and clinical application skills.	YES
Course prerequisites are clearly communicated and are being followed.	YES
Courses are available when needed by students so that a student may complete the curriculum in the length of time stated in the program literature.	YES
The curriculum includes the required general education and specific veterinary technology course content.	YES

### 10.4 ROE Comments

Students shared a desire to have a veterinary-specific anatomy and physiology course in the Program curriculum.

### 10.4a ROE

Educational delivery modalities used by the program includes the following.

	Modalities Available	Describe further details
<b>Lectures</b>	On-Campus Online	General education courses are delivered on-line.

<b>Laboratories</b>	On-Campus	
<b>Essential Skill Completion</b>	On-Campus	

**10.5 ROE**

The program has a written and mutually signed agreement with practical veterinary externship sites that outlines the arrangement between the institution and the practicum site, including specific learning objectives, course requirements, evaluation criteria, and rabies mitigation (if applicable).

YES

**10.6 ROE**

The practical veterinary experience is monitored by the program director or the director's appointee, who is appropriately qualified.

YES

**10.7 ROE**

**Essential Skills**

Program students complete all essential skills	NO
Essential skills are evaluated using standardized criteria	NO
Program personnel evaluate student's acquisition of essential skills.	NO

**10.7 ROE Comments**

The Program was unable to provide completed skill assessments from recent graduates. The process of developing criteria for assessment and documentation has changed several times over recent years. A consistent process and evaluation criteria need to be developed for each required skill.

**10.8 ROE**

**Transfer Credits**

The program ensures that credits accepted in transfer from non AVMA CVTEA-accredited programs meet CVTEA Standards.	N/A
The program accepts credit for high school courses.	NO
Students are required to demonstrate competency comparable to program students who have completed the required course successfully for any transferred credits.	N/A

**10.8 ROE Comments**

**10.9 ROE**

Describe any changes to the curriculum being considered.

The Program is considering developing a dedicated radiology skills course. In addition, Pierpont CTC has mandated that all courses with laboratories be separated from the lecture so that the laboratory will have a credit hour value to it. The Program faculty are currently working through this process. As a result, it has led to an overall program curricular assessment, in that other curriculum changes are being made in an effort to deliver content in better ways. The faculty are discussing how best to improve the content of what is being taught to the students with the goal of improved VTNE scores.

**10.10 ROE**

There is evidence that the Program appropriately responds to incidents or issues that are inconsistent with a learning environment that values diversity, equity and inclusion.

NO

**10.10 ROE Comments**

No issues have been reported.

**Standard 10 Site Team Commentary-Deficiency and/or Recommendations**

Critical / Major / Recommendation	Site Team Commentary
Critical	Evidence must exist that all required skills have been performed by all students and have been evaluated by Program personnel using standardized criteria.
Recommendation	A veterinary-specific anatomy and physiology course should replace the human anatomy and physiology course.

**Standard 11 - Outcomes Assessment**

**Standard 11 - Outcomes Assessment**

11a

The program must develop program-specific outcome assessment instruments that assist in determining attainment of the educational goals. Such instruments shall include, but are not limited to:

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11b

CVTEA expects the institution to encourage and support the program review and evaluation process for the outcomes of the educational program. The results of all outcome assessments must be used to improve the program. In absence of significant data from peer reviewed examinations, programs must develop objective means to assess student

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11c

Programs must comply with VTNE reporting requirements. (see *Reporting to the Community*)

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11d

The program's three year rolling average VTNE pass percentage for first time test takers must be 50% or higher.

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**Standard 11 - Outcomes Assessment** Outcomes Assessment

**Standard 11 Documentation**

Indicate the information evaluated to assess Standard 11-Outcomes Assessment

- Veterinary Technician National Examination results
- Recent graduate and employer surveys
- Evaluations by preceptorship/internship/externship supervisors
- Student evaluations of program
- Faculty evaluations of program
- Advisory committee minutes

**11.1 ROE**

**Program Feedback**

The program utilizes program-specific graduate surveys	YES
--	-----

The program utilizes program-specific employer surveys	NO
The program provided current results of graduate surveys	YES
The program provided current results of employer surveys	NO

#### 11.1 ROE Comments

Due to previous challenges with obtaining employer survey responses, the Program has not collected employer feedback in several years and therefore has not been able to use this information for improvements in the Program.

#### 11.2 ROE

##### State Requirements

There is a state credentialing examination	YES
Credential granted	RVT

#### 11.3 ROE

##### Annual Veterinary Technician National Exam (VTNE) Pass Percentages (first-time candidates only)

VTNE Window Date Range (i.e. July 1, 2020 - June 30, 2021)	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Number of first-time candidates passing VTNE (July 1 to June 30)	8	6	4	5	5
Number of first-time candidates that have taken the VTNE (July 1 to June 30)	12	9	14	13	8
VTNE Pass Percentage (July 1 to June 30)	66.67%	66.67%	28.57%	38.46%	62.50%

#### 11.3 ROE Comments

The current 3-year pass rate is 41.7% which is below the required minimum of 50%. However, the most recent testing year has seen improvement of pass rates for the Program.

#### 11.4 ROE

The program's current three-year pass percentage for VTNE, including total number of first-time test takers, is accurately posted on its webpage.

NO

#### 11.4 ROE Comments

The 3-year pass rate is inaccurately reported as 40.5% for 37 first time test takers. However, the site team used VTNE reports to verify the pass rate should be reported as 41.7% for a total of 36 first-time test takers. The webpage posting needs to be corrected.

#### 11.5 ROE

Are there concerns related to VTNE domain score averages for first-time candidates?

YES

#### 11.5 ROE Comments

Program domain scores are commonly below or near national average of first time test takers.

11.6 ROE

The program utilizes other methods to assess outcomes, other than the VTNE and state exam pass rates, graduate and employer surveys, and attrition rates.

NO

11.7 ROE

The institution supports and encourages program review and evaluation for program outcome improvement.

YES

11.7 ROE Comments

The Program is providing students with access to the AAVSB practice test for the Veterinary Technician National Exam.

11.8 ROE

Student Attrition

Explanatory Notes:

- **Absolute Attrition:** Students who have ceased enrollment in the program.
- **Relative Attrition:** Students who have temporarily paused program courses, but continue to be enrolled and expected to return to the program, and students who have had to repeat a course (s). Students in this category will generally not graduate with their initial cohort, rather, these students will graduate with a later cohort.
- **Re-entries:** Represents 'relative attrition' students who have recommenced program courses.
- **Current Cohort Enrollment** = (Starting Cohort enrollment – total absolute attrition – total relative attrition) + Re-entries

Cohort Start Date	Expected Cohort Graduation Date	Year of Progress in Curriculum (1,2,3,4)	Starting Cohort Enrollment (# of students)	Absolute Attrition Academic Reasons (# of students)	Absolute Attrition Personal Reasons (# of students)	Absolute Attrition Transfer to another program (# of students)	Total Absolute Attrition (# of students) (Total from 3 previous columns)	% Absolute Attrition *Table will calculate	Total Relative Attrition (# of students)	Re-entries (# of students)	Current cohort enrollment *Table will calculate
08/22/2022	05/10/2024	1	16	5	1	0	6	37.50%	1	10	19
08/23/2021	05/12/2023	2	17	5	2	0	7	41.18%	1	10	19

Standard 11 Site Team Commentary-Deficiency and/or Recommendations

Critical / Major / Recommendation	Site Team Commentary
Critical	Program-specific surveys of employers and an analysis of the results of those assessments must be used for continued Program improvement.
Critical	VTNE three-year pass rate must be accurate on the program's webpage.
Critical	The program's three year rolling average VTNE pass rate for first time test takers must be 50% or higher.

Deficiency Summary

The following is a summary of Critical Deficiencies (Issues).

**Critical deficiencies apply to situations that clearly result in a program's inability to meet a Standard, and/or subject students, faculty, or others to unacceptable levels of risk. Documentation of significant progress toward compliance with each critical deficiency must be achieved by the time of the program's next report to CVTEA. Lack of compliance may be considered cause for change of the program's accreditation status.**

**It is critical that:**

Critical Deficiencies

Critical Deficiencies

Critical Deficiency Number	Critical Deficiency	Critical Deficiency - Related Standard(s)	Critical Deficiency Program Response (PSVR)
1	The Program have an appropriately functioning institutional animal care and use committee (IACUC).	5a	
2	Evidence be provided that students have access to a qualified library resource specialist.	6a	
3	Documentation be provided that qualifications of applicants include an aptitude, interest, and understanding of a career in veterinary technology.	7b	
4	Evidence be provided that the Program director is a graduate of an AVMA CVTEA accredited program.	9c	
5	Evidence exist that all required skills have been performed by all students and have been evaluated by Program personnel using standardized criteria.	10e	
6	Program-specific surveys of employers and an analysis of the results of those assessments be used for continued Program improvement.	11a	
7	VTNE three-year pass rate be accurate on the program's webpage.	11c	
8	The program's three year rolling average VTNE pass rate for first time test takers be 50% or higher.	11d	

The following is a summary of Major Deficiencies (Issues).

**Major deficiencies apply to situations that jeopardize the ability of the program to meet a Standard. Progress toward meeting each major deficiency must be demonstrated on an annual or biennial basis. Documentation of steps taken toward compliance with major deficiencies is required. Lack of compliance within the assigned five- or six-year period, prior to the next scheduled complete evaluation, may be considered cause for change of the program's accreditation status.**

## It is required that:

### Major Deficiencies

#### Major Deficiencies

Major Deficiency Number	Major Deficiency	Major Deficiency-Related Standard(s)	Major Deficiency Program Response (PSVR)
1	Effectiveness of communication between the administration and the program be improved.	3b	
2	IACUC approved animal care and use protocols contain all information required by AWA guidelines, areas to address include, but may not limited to comprehensive description of procedures to be performed and identification of personnel with qualifications who are approved to conduct animal procedures.	5a	
3	The Program director have the authority and support necessary to manage the program successfully.	9d	
4	Compensation, incentives, and employment security be sufficient to retain veterinarian faculty members and to attract qualified candidates for future needs.	9f	

### Recommendations

#### Recommendations

Recommendations are suggestions for program improvement but have no bearing on the program's accreditation status.

Recommendation Number	Recommendation
1	The Program consider acquiring a therapeutic laser, IDEXX Suite of laboratory analyzers, digital wireless x-ray plate for large animal use, multi-headed teaching microscopes, and additional animal models such as, equine limbs, abdominal/surgical models, and an animal model simulator.
2	The animal use whistleblower policy include contact information for submitting a concern.
3	An orientation to library resources and application of information retrieval skills be required in the first semester of the Program.
4	Programmatic grade point requirement be raised to 2.5 for admission into the program.
5	The student organization become affiliated with the National Association of Veterinary Technicians in America (NAVTA) to encourage participation in professional associations.
6	Program personnel be members of appropriate state and national professional organizations.



7	Program personnel be encouraged and financially supported to attend continuing education meetings including the annual convention of the Association of Veterinary Technician Educators (AVTE).
8	A veterinary-specific anatomy and physiology course replace the human anatomy and physiology course.