

## **“QUESTIONS TO ASK THE SCHOOL” Q&A–VET. MEDICAL OFFICE ADMIN. CERTIFICATE**

**1. Q: What are the methods of instruction and the time spent on each?**

A: Most of the courses taught in the Veterinary Medical Office Administration (VMOA) certificate program include both lecture and lab components. Each course description will indicate the number of lecture–lab hours per week (ie. 3-2 would mean that the course consists of three hours of lectures and a two-hour lab per week in each of the 12 weeks of instruction).

**2. Q: What certification will you get upon completion of this course (program)?**

A: You will earn a Veterinary Medical Office Administration certificate from the University of Guelph.

**3. Q: How will your progress be monitored and reported?**

A: Students receive both mid-term and final grades each semester.

**4. Q: How many hours of home study are expected per week?**

A: On average a student would spend 10 hours per week working on assignments outside of scheduled class time.

**5. Q: Are detailed course descriptions available to prospective students?**

A: YES, the course descriptions can be found on our [www.ridgetownc.uoguelph.ca](http://www.ridgetownc.uoguelph.ca) website under ‘Second Career’.

**6. Q: What resources are available if you require additional help in courses?**

A: The instructors of the courses are available for additional help (contact information of the instructor(s) of each course is provided on the Course Outline given to students at the beginning of each semester).

**7. Q: What percentage of students who are enrolled in the program successfully complete it?**

A: On average, 85 - 90% of students will complete this program.

**8. Q: What academic counseling is available prior to starting school and during the training period?**

A: There is a general program counselor available as well as assistance from the coordinator of the Veterinary Medical Office Administration certificate program.

**9. Q: How does the school accommodate the needs of adult learners?**

A: (answer same as #8)

**10. Q: What are the qualifications of the instructors?**

A: All have several years of industry experience/ties as well as similar academic training.

**11. Q: Do students have the opportunity to evaluate the instructors and the courses?**

A: Yes, course evaluations are offered for each course near the end of each semester.

**12. Q: Does the institution have publicized policies dealing with human rights issues?**

A: Yes, all Guelph University student policies will be found in the diploma calendar found at <http://www.uoguelph.ca/registrar/calendars/diploma/current/>

**13. Q: Are you allowed to audit classes?**

A: YES

**14. Q: Will the school provide references?**

A: Graduate statements can be found either on our website at [http://www.ridgetownc.com/future/programs\\_cvmoa\\_studentssay.cfm](http://www.ridgetownc.com/future/programs_cvmoa_studentssay.cfm) or in our Admissions Guide book.

**15. Q: Will there be a practicum or work placement?**

A: Students in the VMOA certificate program must successfully complete a four-week work placement within the veterinary industry at the end of their final semester of studies in order to earn their certificate.

**16. Q: How does the institution support continuing education/upgrading for graduates in this field of work?**

A: Ridgetown Campus offers several general interest correspondence courses in the area of veterinary technology which are available to people interested in this field of study.

**17. Q: How does the institution make an effort to place its graduates in jobs after completion of the program?**

A: A career placement officer is available on campus to assist with job searches, as well as job postings being available on our website. A job fair is also held each year. Resume writing assistance is available, as well as resume faxing availability.

**18. Q: What percentage of graduates from this training find work in a field related to their education?**

A: On average, 75% of graduates from this program find employment within the veterinary office administration field.

**19. Q: List of employers who hire graduates from this program.**

A: Veterinary clinics/hospitals; pet supply businesses; animal groomers and boarding facilities; etc.

**20. Q: How will the credentials you receive be recognized by the industry?**

A: Graduates who possess University of Guelph's Veterinary Medical Office Administration certificate are well recognized in the industry. The work placement at the end of their academic training assists with this endeavour.