



ADDENDUM TO
ULTIMATE MEDICAL ACADEMY CATALOG VOLUME 7.0

(Published September 21, 2022)

Addendum Date: August 14, 2023

(This addendum is an integral part of the catalog. Any data stated in the addendum supersedes any contradictory information contained in the catalog.)

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**Addendum for Ultimate Medical Academy Catalog, Volume 7.0
(Catalog)
Effective August 14, 2023**

Replace all references to “Tampa Regional Chief Learning Officer & Campus President” with “Campus President” throughout the Ultimate Medical Academy Catalog Volume 7.0.

**Addendum for Ultimate Medical Academy Catalog, Volume 7.0
(Catalog)
Effective July 20, 2023**

Remove all references to the Health Information Technology program throughout the Ultimate Medical Academy Catalog Volume 7.0.

**Addendum for Ultimate Medical Academy Catalog, Volume 7.0
(Catalog)
Effective July 1, 2023**

Ultimate Medical Academy Catalog Volume 7.0 effective dates are revised to September 21, 2022 – August 27, 2023.

**Addendum for Ultimate Medical Academy Catalog, Volume 7.0
(Catalog)
Effective January 17, 2023**

Replace “Associate Vice President, Online Programs and Academic Operations” with “Vice President, Programs and Academic Affairs” throughout the Ultimate Medical Academy Catalog Volume 7.0.

**Addendum for General Information
(History/Ownership)
Effective February 1, 2023**

Page 8 (Replacement)

HISTORY/OWNERSHIP

Ultimate Medical Academy was founded in 1993 as Ultimate Learning Center, Inc., a non-profit educational institution serving the local Tampa community’s need for training healthcare professionals. In January 2005, the school was acquired by Ultimate Medical Academy, LLC and expanded its program offerings, and launched online programs. In 2015, UMA Education, Inc., a 501 (c)(3) nonprofit organization, acquired Ultimate Medical Academy, LLC. The Board of Trustees governing UMA consists of: Darlyne Bailey, Ph.D. (Chair), Theodore Polin (Vice Chair), Christopher Hawk, M.D., Steve Burghardt, Ph.D., Saundra Wall Williams, Ed.D., Terence L. Byrd, Hugh Campbell, Sheila McDevitt, Karen Mincey, and Thomas Rametta (President). Ultimate Medical Academy continues to focus on its mission of serving as a dynamic educational institution committed to equipping and empowering students to excel in healthcare careers.

**Addendum for General Information
(Corporate Officers)
Effective February 27, 2023**

Page 8 (Replacement)

CORPORATE OFFICERS

Darlyne Bailey, Chair of the Board

Theodore Polin, Vice Chair of the Board

Thomas Rametta, President

Linda Mignone, Executive Vice President and Chief Marketing Officer

Alexandra Schaffrath, Executive Vice President, Chief Financial and Strategy Officer

Nicole Anzuoni, Executive Vice President, Chief Administrative Officer

Jeffrey Reese, Assistant Corporate Secretary

**Addendum for General Information
(School Licensure, Accreditation, and Approvals)
Effective January 17, 2023**

Page 10 (Replacement)

ACCREDITATION COUNCIL FOR CONTINUING MEDICAL EDUCATION

Ultimate Medical Academy's Continuing Medical Education division is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for Global and Complete Conference Management.

The Continuing Medical Education programs are not included within the institution's grant of institutional accreditation from ABHES (abhес.org).

**Addendum for General Information
(State/Territory Specific Information for UMA Programs)
Effective January 17, 2023**

Pages 11 - 15 (Replacement for Oregon)

Ultimate Medical Academy is an educational nonprofit corporation authorized by the State of Oregon to offer and confer the academic degrees described herein, following a determination that state academic standards will be satisfied under OAR chapter 583, division 30. Inquiries concerning the standards or school compliance may be directed to the Commission at 3225 25th Street SE, Salem, OR 97302.

**Addendum for General Information
(State/Territory Specific Information for UMA Programs)
Effective May 18, 2023**

Page 12 (Replacement for California)

California

- Ultimate Medical Academy is exempt from authorization to offer online programs by the California Bureau for Private Postsecondary Education.
- The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888) 370-7589, option #5, or by visiting osar.bppe.ca.gov.

**Addendum for General Information
(UMA Facilities and Contact Information)
Effective February 27, 2023**

Page 16 (Insertion for Ultimate Medical Academy – Clearwater)

A separate educational center (SEC) is located at the United Way Suncoast Campbell Park Resource Center at 701 16th St S., Building 7, St. Petersburg, FL 33705. It is accessible from US Highway 275 and public transportation. Convenient parking is available. The Campbell Park Resource Center meets Americans with Disabilities Act requirements for accessibility. Support services will be available on site at the Resource Center remotely via phone or email.

**Addendum for General Information
(Military and Veterans' Information)
Effective April 17, 2023**

Page 31 (Insertion)

Service members should speak with their Educational Services Officer (ESO) or counselor within their Military Service prior to enrolling.

**Addendum for Admissions
(General Admissions Requirements)
Effective January 17, 2023**

Pages 32 & 33 (Replacement)

GENERAL ADMISSIONS REQUIREMENTS

Prior to enrollment, prospective students must meet the following requirements:

- Successfully completed a valid high school or equivalent, as described in additional detail below.
- Be proficient in verbal and written English. All programs are conducted in the English language.
- Be beyond the age of compulsory school attendance in the state in which the institution is located (Florida).
- Interview with admissions prior to provisional or official registration, meet all necessary admission requirements, complete all required admission documents, participate in orientation prior to the start of the program, and attend a financial aid appointment.
- Students must successfully complete the Provisional Registration Period to officially register and be enrolled in their program.
- Satisfactorily complete a Level I background check by the eighth calendar day after the start except for students enrolled in the Patient Care Technician and Nursing Assistant programs at the Clearwater campus. Whether the student has satisfactorily completed is in the sole discretion of UMA. Please refer to the Additional Admissions Requirements/Specific Program Information section in this catalog. Students may be cancelled/withdrawn if results are determined by UMA to be unsatisfactory.
 - Satisfactorily complete a Level II background check prior to the last day of the student's provisional enrollment period for students enrolled in the Patient Care Technician and Nursing Assistant programs. Students will be cancelled/withdrawn if results are determined by UMA to be unsatisfactory.
 - Background check requirements may, at UMA's discretion, be waived for students who are enrolled through an employer partner or students transferring programs unless listed in the Additional Admissions Requirements/Specific Program Information section in this catalog.

To satisfy the enrollment requirement regarding valid high school completion, prospective students must meet one of the following requirements:

- Be a high school graduate from a valid high school with a standard diploma or equivalent or have been officially home-schooled. UMA does not accept special diplomas or equivalent.
- Possess a General Education Development (GED) certificate
- Successfully complete the High School Equivalency Test (HiSET) or the Test Assessing Secondary Completion (TASC)
- Possess a State certificate after passing other State-authorized examinations that a State recognizes as the equivalent of a high school diploma
- A copy of a student's DD Form 214 Certificate of Release or Discharge from Active Duty (commonly referred to as a DD-214), may serve as alternative documentation to verify high school completion if it indicates that the individual is a high school graduate or equivalent.

Students who completed secondary education in a foreign country and are unable to obtain a copy of their high school diploma or transcript may document their high school completion status by obtaining a copy of a "secondary school leaving certificate" (or other similar document) through the appropriate central government agency (e.g., a Ministry of Education) of the country where the secondary education was completed. UMA will use a foreign credential evaluation service to determine whether the foreign secondary school credentials are the equivalent of secondary education in the United States.

All prospective students must complete an Attestation of High School Graduation or Equivalent form prior to acceptance for enrollment by UMA. All associate degree program students must submit proof of having earned a high school diploma or equivalent prior to the completion of the provisional registration period. In addition, UMA will select students for a proof of high school verification and validation review. Selected students must submit proof of having earned a high school diploma or equivalent within 30 days of receiving a request for such documentation from UMA.

Diplomas and transcripts from foreign institutions require translation and evaluation. Foreign transcripts must be sent by UMA to an approved translation service. To be deemed acceptable, a translation and equivalency certification from an official service must be received within 60 days from the student's start date.

In addition to the general admission requirements and procedures, please refer to the Orientation and Technical Requirements and Additional Admissions Requirements/Specific Program Information sections in this catalog. Students re-entering into the same program at UMA after being cancelled or withdrawn are required to identify a payment method by completing a financial plan with UMA's Student Finance department by the end of the student's first course in the re-entered program. Tuition and fees for all programs are listed in the Tuition and Fees section at the end of this catalog.

**Addendum for Admissions
(Provisional Registration Status)
Effective January 17, 2023**

Page 33 (Replacement)

PROVISIONAL REGISTRATION STATUS

All students starting a new UMA program will be registered on a provisional basis for the first module of their first term in the program except for the Health Sciences - Pharmacy Technician and Emergency Medical Technician programs. Health Sciences - Pharmacy Technician students will be registered on a provisional basis for the first two modules of their first term. Emergency Medical Technician will be registered on a provisional basis for the first six weeks of the program. Provisionally registered students are not required to pay tuition and do not receive Federal Student Aid.

Those students in provisional status who, as determined by UMA, meet admissions criteria (including providing proof of graduation or equivalent if required), attendance requirements, sustain sufficient contact with UMA, make sufficient academic progress, complete a financial plan, access resources required for academic success (including any required remediation), and otherwise demonstrate an ability, willingness, and commitment to succeed at UMA and in program-related employment will be officially registered and enrolled after they complete their provisional registration period and accept their official registration. At this point, students will become responsible for tuition and may receive any student aid for which they are eligible (including Federal Student Aid), retroactive to the beginning of the student's program.

UMA may cancel provisionally registered students who are not meeting the previously listed requirements at any point during the provisional registration period.

Students who cancel during the provisional registration period, who fail to post attendance in accordance with UMA's Attendance policy upon the expiration of the provisional registration period, do not receive a passing grade in the course(s) within their provisional registration period or at the end of the provisional period, or who do not accept their official registration will be considered to have canceled while in provisional registration status and will not incur any tuition obligation to UMA.

For programs one semester or shorter:

During the provisional registration period, students are not billed tuition. Once a student confirms their registration, they will be billed tuition. Students enrolled in programs shorter than one semester are not eligible for federal financial aid.

For programs longer than one semester:

During the provisional registration period, students are not billed tuition and are not eligible for financial aid. Once the student becomes officially registered, the student will be billed and aid will be paid accordingly.

**Addendum for Admissions
(Special Medical Requirements)
Effective February 1, 2023**

Pages 47 - 48 (Replacement)

SPECIAL MEDICAL REQUIREMENTS

If required by an externship/practicum site or mentioned above, a student must provide proof of satisfactory health status by submitting a signed Statement of Health and confirm freedom from communicable disease by submitting a current negative PPD test or chest X-Ray. Externship/Practicum sites may also require proof of health insurance prior to beginning the externship/practicum experience. All students must sign a Rules, Regulations, and Releases form prior to attending externship/practicum. UMA highly recommends that those at risk consider the advantages of immunization and decide to receive the series from their own physician or area health department.

Students enrolled in the Dental Assistant with Expanded Functions, Emergency Medical Technician, Health Sciences – Dental Assistant with Expanded Functions, Health Sciences – Medical Assistant, Medical Assistant, Nursing Assistant, Patient Care Technician, or Phlebotomy programs must be able to demonstrate the competencies of the program which can include bending, walking, and standing as required for their particular occupations prior to externship. Throughout the program, including externship, Emergency Medical Technician, Nursing Assistant, and Patient Care Technician students must also be able to demonstrate competencies related to lifting and positioning patients. Some programs may have additional requirements.

**Addendum for Admissions
(UMA Online/Blended Orientation and Technical Requirements)
Effective January 17, 2023**

Pages 48 – 50 (Replacement)

UMA ORIENTATION AND TECHNICAL REQUIREMENTS

UMA utilizes asynchronous, blended, and on-campus learning environments demonstrated for students and faculty in their respective orientations. Orientations provide an overview of the learning environment. Prior to the start of their program, students must participate in orientation which includes:

- An introduction to online/blended learning and UMA’s resources and support teams
- An overview of UMA’s Learning Management System, i.e., Distance 2 Learn
- Information regarding policies, navigating the online/blended courserooms and resources which can aid in the learning process

All UMA students must have access to a working computer or laptop, have internet access, and meet the technical requirements indicated below. If you have a tablet or a smartphone, it’s important that you realize not all classroom functions may be accessible on a tablet, smartphone or another mobile device.

Each program offered by UMA Online is primarily taught through distance education; however, some programs contain an externship/practicum which is conducted at an approved healthcare facility. All UMA Clearwater programs require an externship which is conducted at an approved healthcare facility. Each blended program offered by UMA Clearwater is taught as a blended learning modality (online classrooms and on-campus labs). The EMT program requires the completion of externship hours at an approved hospital and basic life support facilities. The program is taught in a residential format and requires students to attend didactic and clinical laboratory instruction on campus.

UMA Online/blended programs have the same goals as a traditional learning institution but due to their formats, they use different methodologies than fully residential programs. For example, while a residential course facilitates in-person, on campus small group discussions, an online or blended class uses a threaded discussion board to facilitate dialogue. In addition to threaded discussions, other distance education delivery methods available in UMA’s Learning Management System include simulations, application-based scenarios, and multimedia presentations. The syllabus for each course is available within the Learning Management System and delineates learner objectives.

To ensure students’ online/blended learning experiences are satisfying, Ultimate Medical Academy requires the following minimum hardware, operating systems, software – and Internet specifications:

Hardware:

- Windows computer with a 1.8 GHz frequency CPU
 - Recommended 2.0 GHz frequency or above CPU
- Mac computer (Intel Processor) with 1.83 GHz
 - Recommended 2.0 GHz frequency or above CPU
- 40 GB of free hard drive space
- Ethernet connection (LAN) or wireless adapter (Wi-Fi)
- 4 GB Memory (RAM) or above
- 1366 x 768 or higher computer screen resolution
- Speakers
- Recent video and sound card
- Internal or External webcam and microphone (recommended but not required)
 - *Chromebooks are **NOT** fully compatible with all features within the online/blended courserooms.
 - **Mobile devices are now considered compatible understanding that some Mobile Browsers are **NOT** fully compatible with all features within the online/blended courserooms.

Operating Systems (OS):

- Windows OS: Windows 10+
- Mac OSX: 10.15 (Catalina), 11 (Big Sur) or newer
- Android (Mobile): 9.0 (Pie), 10.0 (Android 10), 11 (Android 11) or newer
- Apple iOS (Mobile): 15 or newer
 - *Chromebooks Operating Systems are **NOT** fully compatible with all features within the online/blended courserooms.
 - **Mobile devices are now considered compatible understanding that some Mobile Browsers are **NOT** fully compatible with all features within the online/blended courserooms.

Software:

- Brightspace Pulse App (on Android and iOS mobile devices)
- Microsoft Office 2016, 2019 or 365*
 - *Most recent versions are recommended
- Adobe Acrobat Reader (latest version) at get.adobe.com/reader
- Some courses, especially computer and technology courses, may require additional software (detailed in each course)

Internet Browsers:

- Both Windows and Mac Computers:
 - Mozilla Firefox (stable channel) at mozilla.org
 - Android Chrome (stable channel) at google.com/chrome
 - Microsoft Edge Version (Latest stable release)
- Mac Based Computers:
 - Safari Versions 15+
- Android mobile devices:
 - Android Chrome (stable channel) via Google Play Store on device
- Apple iOS mobile devices:
 - Safari 15+
- Determine Which Browser and Version You Are Using:
 - In **Edge**, select the menu icon and choose Settings then scroll down to the bottom of the screen. The version of Edge is located below the words About this App.
 - In **Firefox**, select Firefox then "Help" and About Firefox. The version of Firefox is in the Version field.

- In **Android Chrome**, select the Customize and Control Google Chrome button on the top right-hand side of the screen then select About Google Chrome. The version of Google Chrome is in the Version field.
- In **Safari**, select Safari then “Help” and About Safari. The version of Safari is in the Version field.

Internet Service Provider:

- A reliable high-speed internet connection is required (Upload and Download Speeds of at least 5 Mbps).

Browser Configurations:

- For all Internet Browsers:
 - Disable Pop-up Blocker
 - Enable Cookies in Browser
 - Enable JavaScript

SUPPORTED DEVICES AND OPERATING SYSTEMS

UMA Online students and students in a Clearwater blended program must have access to a working computer or laptop and have internet access. If you have a tablet or a smartphone, it’s important that you realize not all classroom functions may be accessible on a tablet, smartphone or another mobile device.

**Addendum for Cancellation and Refund Policies
(Institutional Refund Policy)
Effective April 17, 2023**

Page 67 (Revision to Pro Rata Refund Calculation for Non-Term Programs Section)

PRO RATA REFUND CALCULATION FOR NON-TERM PROGRAMS

Pertains to the following programs:

- Dental Assistant with Expanded Functions (Diploma)
- Medical Assistant (Diploma)
- Patient Care Technician (Diploma)
- Health Sciences – Pharmacy Technician (Associate Degree)

UMA may make special arrangements to provide a fair and equitable refund to a student, on a case-by-case basis, when a student is suffering extenuating circumstances and is unable to continue his/her studies.

Students enrolled in UMA non-term programs are billed by payment period.

For any full academic year, the charges are divided equally for each payment period (except for the Health Sciences – Pharmacy Technician program). For any academic year that does not meet the standard academic year definition and consists of multiple payment periods, the charges will be prorated for each payment period based on the number of credits assigned to the payment period.

Students enrolled in the Health Sciences – Pharmacy Technician program are charged based on the number of credit hours assigned to each payment period for all academic years.

A student no longer enrolled in a program receives a pro rata refund based on the percentage of the student’s completion of his/her current payment period as follows:

- If students withdraw under the UMA withdrawal process before the start of a payment period for which they have been charged, a student receives a refund of 100% of tuition charges.
- If students withdraw under the UMA withdrawal process after the start of a payment period for which they have been charged but before or at the 60% completion of the payment period, students are issued a pro rata refund as follows:

- The pro rata amount of tuition refunded is determined by dividing the number of calendar days remaining after a student's last date of attendance in a payment period by the number of calendar days in the payment period in which the withdrawal occurred.
- The number of calendar days in a payment period is defined as the number of calendar days from the start of a payment period until the last day of the last course a student was scheduled to attend in the payment period. Scheduled breaks of 5 calendar days or more and periods of leave of absence are excluded from the calculation.
- Refunds are rounded to the nearest whole dollar.
- After the completion of 60% of a payment period, tuition is 100% earned, and no tuition refund is made.

**Addendum for Student Information
(Family Educational Rights and Privacy Act)
Effective April 17, 2023**

Pages 79 - 80 (Replacement)

UMA respects the rights and privacy of its students and acknowledges the responsibility to maintain confidentiality of personally identifiable information. The Family Educational Rights and Privacy Act (FERPA) is a federal law that affords students certain rights with respect to their educational records. FERPA defines the rights of students to review their records, request a change to their records, and provide written consent to disclose personally identifiable information to a third party. UMA sends electronic notifications to students of their rights under FERPA. UMA also discloses students' FERPA rights in the UMA Catalog as follows:

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. These rights include:

- A student's right to inspect and review their education records within 45 days of the day UMA receives a written request for access.
 - A student should submit a written request that identifies the record(s) the student wishes to inspect to the Registrar's office at umaregistrar@ultimatemedical.edu for all other records. A UMA official makes arrangements for access and notifies the student of the time and place where records are available to be inspected.
- A student's right to request an amendment of their education records that a student believes are inaccurate, misleading or otherwise in violation of the student's privacy rights under FERPA.
 - A student who wishes to ask UMA to amend a finance record should write to the Registrar's office at umaregistrar@ultimatemedical.edu, clearly identify the part of the record the student wants changed, and specify why it should be changed.
 - If UMA decides not to amend the record as requested, UMA notifies the student in writing of the decision and the student's right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures are provided to the student when notified of the right to a hearing.
- A student's right to provide the required written consent before UMA discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent.
 - **School Officials with Legitimate Educational Interests:** One example of an exception to the consent requirement under FERPA is the exception for the disclosure of personally identifiable, non-directory information to school officials with legitimate educational interests. UMA discloses education records to these persons without a student's prior written consent.
 - A school official is a person employed by UMA in an administrative, supervisory, academic or research or support staff position; a person or company with whom UMA has contracted as its agent to provide a service instead of using UMA team members or officials; a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee or assisting another school official in performing his or her tasks.
 - A school official has a legitimate educational interest if the official needs to review an education record to fulfill professional responsibilities for UMA.
 - **Health and Safety:** Another example of an exception to the consent requirement under FERPA is the exception for the disclosure of personally identifiable information to the appropriate parties

(e.g., law enforcement officials, trained medical personnel, public health officials, and parents) to protect the health or safety of the student or other individuals. To qualify under this exception, the situation must present an actual, impending, or imminent danger to the student or other individuals. This action is not taken lightly and personally identifiable, non-directory information will only be disclosed pursuant to this exception under circumstances that present actual, impending or imminent danger. This exception is limited to the period of the emergency.

- **Directory Information:** UMA may also disclose directory information, which is information that is generally not considered harmful or an invasion of privacy if released, without written consent unless a student has expressly opted out. Students may opt-out of directory information disclosures by signing and submitting a Directory Information Opt-Out form to the Registrar's office at umaregistrar@ultimatemedical.edu. Such opt-outs must be received within 30 days of enrollment (for new students) or by October 1 of the preceding year for applicability in the following calendar year (for continuing students). UMA has discretion not to disclose directory information, for example to comply with state law or to otherwise observe appropriate privacy concerns. UMA has designated the following information as Directory Information:
 - Student's name
 - Address
 - Telephone listing
 - Photograph or video
 - Program of study
 - Dates of attendance
 - Grade level
 - Participation in officially recognized activities
 - Degrees, honors and awards received
- **Other Schools:** For purposes of a student's enrollment or transfer, UMA discloses education records to other schools that have requested the records and in which the student seeks or intends to enroll or is already enrolled.
- A student has the right to file a complaint with the U.S. Department of Education concerning alleged failures by UMA to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Student Privacy Policy Office

U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-8520

**Addendum for Student Information
(Family Educational Rights and Privacy Act)
Effective January 17, 2023**

Pages 79 - 80 (Revision of Directory Information)

- **Directory Information:** UMA may also disclose directory information, which is information that is generally not considered harmful or an invasion of privacy if released, without written consent unless a student has expressly opted out. Students may opt-out of directory information disclosures by signing and submitting a Directory Information Opt-Out form to the Registrar's office at umaregistrar@ultimatemedical.edu. UMA has designated the following information as Directory Information:
 - Student's name
 - Photograph
 - Program of study
 - Dates of attendance
 - Grade level
 - Participation in officially recognized activities
 - Degrees, honors and awards received
 - Student ID number

**Addendum for Student Information
(General Student Complaint Procedure/Grievance Policy)
Effective June 26, 2023**

Page 90- 94 (Replacement)

GENERAL STUDENT COMPLAINT PROCEDURE/GRIEVANCE POLICY

Ultimate Medical Academy encourages students to bring all complaints or grievances to its attention. Many questions or concerns that students may have can be resolved simply through discussion. UMA is dedicated to assisting our students and offers all students access to UMA Cares. Students may use UMA Cares to voice their problems, concerns, frustrations or complaints via phone at 800-509-5474 or email at umacares@ultimatemedical.edu.

UMA utilizes the following grievance policy for all matters except discrimination. If a student feels discrimination has occurred, the student should refer to UMA's Discrimination Grievance Policy in this catalog.

In addition to UMA Cares, a student may present a grievance through the following complaint and dispute resolution procedures. The institution will investigate all complaints or grievances fully and promptly. UMA strives to resolve issues as soon as possible. UMA provides an independent, unbiased representative to work with the student. Upon receipt of the complaint, UMA Cares acknowledges the student issue and the grievance process starts immediately. Retaliation against any student using the Grievance Resolution Process or UMA Cares is strictly prohibited.

A grievance is defined as a student's written expression of dissatisfaction concerning conditions of enrollment or treatment by instructors, other students, or Ultimate Medical Academy staff. Grievances may include misapplication of the institution's policies, rules, regulations, and procedures, or unfair treatment, such as coercion, reprisal, or intimidation by an instructor or another Ultimate Medical Academy team member.

For federal military and veterans' educational benefits recipients, please refer to the Military Complaint Process further within this section for additional options. Military personnel and veterans may choose to contact UMA Cares or follow the UMA Grievance Resolution Process below.

If you wish to appeal your Satisfactory Academic Progress, please refer to the Satisfactory Academic Progress section contained within this catalog.

STEP 1

A student should first bring the grievance to the attention of the appropriate instructor or staff member.

STEP 2

A student should next bring the grievance to the attention of UMA Cares.

STEP 3

Should the student's grievance not be resolved to the student's satisfaction after completing steps one and two, or if steps one and two are otherwise impracticable because the grievance is related to those individuals, the student should next bring the grievance to the attention of the Chief Compliance Officer or designee (Clearwater)/Vice President, Programs and Academic Affairs or designee (UMA Online). The Chief Compliance Officer or designee (Clearwater)/Vice President, Programs and Academic Affairs (UMA Online) will make a determination within two business days.

STEP 4

The determination of the Chief Compliance Officer or designee (Clearwater)/Vice President, Programs and Academic Affairs or designee (UMA Online) may be appealed in writing or by personal appearance in front of the Grievance Committee within 14 days of the decision by the Chief Compliance Officer or designee (Clearwater)/Vice President, Programs and Academic Affairs or designee (UMA Online).

To appear at the Grievance Committee, make an appointment by emailing studentaffairs@ultimatemedical.edu. The Grievance Committee consists of the representation from the leadership team of the following UMA Departments: Education, Student Finance, Faculty, Student Services and Compliance.

The Grievance Committee will convene within five business days of receipt of a student's appointment request to review the grievance with the student and all other appropriate parties. The student has the option of representation at this hearing by a faculty member at the institution or an impartial student advocate. This advocate may serve as

the student's advocate throughout the grievance process. Members of the grievance committee directly involved in the circumstances that gave rise to the grievance will be required to recuse themselves.

The Grievance Committee has the responsibility for reaching a decision that is in balance with the best interests of both the student and the institution. The determination will be documented within the student's complaint file and will include a description of the outcome, the resolution reached, or the next steps to be taken within two business days of the meeting. The Grievance Committee is the final level of institutional review.

While UMA encourages students to work with us to resolve any issues, you may also file complaints with the relevant state agency. For state specific information, please see below and visit the state listing located at ultimatemedical.edu/agencycontactinformationonline.pdf.

GEORGIA RESIDENTS

Complaints from Georgia residents should be directed to:

Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place, Suite 220
Tucker, GA 30084
770-414-3300

<https://gnpec.georgia.gov/student-resources/complaints-against-institution>

IOWA RESIDENTS

Complaints from Iowa residents should be directed to:

Iowa Student Aid Commission
475 SW Fifth St.
Suite D
Des Moines, IA 50309

info@iowacollegeaid.gov

<https://iowacollegeaid.gov/StudentComplaintForm>

KANSAS RESIDENTS

Complaints from Kansas residents should follow the procedure outlined by the Kansas Board of Regents at:

https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process

For any questions, please contact:

Kansas Board of Regents
1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368
785-430-4240

https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process

KENTUCKY RESIDENTS

To file a complaint with the Kentucky Commission on Proprietary Education, a complaint shall be in writing and shall be filed on Form PE-24, Form to File a Complaint, accompanied, if applicable, by Form PE-25, Authorization for Release of Student Records.

The form(s) must be mailed to the following address:

Kentucky Commission on Proprietary Education
500 Mero Street, 4th Floor
Frankfort, Kentucky 40601

Forms are located at: <https://kcpe.ky.gov/Pages/Student-Resources.aspx>

Kentucky Student Protection Fund

Pursuant to KRS 165A.450, all licensed schools, resident and nonresident, shall be required to contribute to a student protection fund. The fund shall be used to reimburse eligible Kentucky students, to pay off debts, including refunds to students enrolled or on leave of absence by not being enrolled for one (1) academic year or less from the school at the time of the closing, incurred due to the closing of a school, discontinuance of a program, loss of license, or loss of accreditation by a school or program.

Process for Filing a Claim Against the Kentucky Student Protection Fund

To file a claim against the Kentucky Student Protection Fund, each person filing must submit a signed and completed Form for Claims Against the Student Protection Fund, Form PE-38 and provide the requested information to the following address:

Kentucky Commission on Proprietary Education
500 Mero Street, 4th Floor
Frankfort, Kentucky 40601

Forms are located at: <https://kcpe.ky.gov/Pages/Student-Resources.aspx>

MARYLAND RESIDENTS

UMA is subject to investigation of complaints by the Office of the Attorney General or the Maryland Higher Education Commission. Complaints should be directed to:

Maryland Attorney General
Consumer Protection Division
200 St. Paul St.
Baltimore, MD 21202
410-528-8662
888-743-0823 (toll free)

https://mhec.maryland.gov/institutions_training/Pages/career/pccs/complaint.aspx

NEBRASKA RESIDENTS

Complaints from Nebraska residents should be directed to the Program Director of Private Postsecondary Career Schools at the Nebraska Department of Education at:

301 Centennial Mall South
PO Box 94987
Lincoln, NE 68509-4987
402-471-4825

https://www.education.ne.gov/wp-content/uploads/2017/07/PPCS_Complaint-form.pdf

NEW MEXICO RESIDENTS

The New Mexico Higher Education Department handles student complaints against licensed private postsecondary institutions by encouraging the parties involved in the complaint process to find a mutually acceptable resolution. Complaint forms and instructions are available at:

<https://hed.nm.gov/students-parents/student-complaints>

For any questions, please contact:

New Mexico Higher Education Department
2048 Galisteo Street
Santa Fe, NM 87505-2100
hed.state.nm.us
505-476-8400

OKLAHOMA RESIDENTS

If a matter is not resolved through the school's internal grievance policy, the student may contact the Oklahoma Board of Private Vocational Schools to submit a complaint. Complaints should be submitted in writing to:

Oklahoma Board of Private Vocational Schools
3700 N. Classen Boulevard, Suite 250
Oklahoma City, OK 73118
Telephone: 405-528-3370
Fax: 405-528-3366

<http://obpvs.ok.gov/students#studentforms>

TEXAS RESIDENTS

Texas Higher Education Commission Board (“THECB”) encourages the early resolution of student complaints through use of the institutions' student complaint/grievance procedures. If the matter is not resolved through the institutions' student complaint/grievance procedures, the student may file a complaint by following THECB prescribed procedures available at:

<https://www.highered.texas.gov/student-complaints/>

Federal Military and Veterans’ Educational Benefit Recipients Complaint Register

Ultimate Medical Academy encourages students to bring all complaints or grievances to its attention. Many questions or concerns that students may have can be resolved simply through discussion. UMA Cares is an additional resource UMA provides to students. A UMA Cares Resolution Specialist is available for students to voice their problems, concerns, frustrations or complaints via phone at 800-509-5474 or email at:

umacares@ultimatemedical.edu

Additionally, UMA’s Military and Veteran’s Affairs Department is a resource for active military, veterans and their families. You may contact the department at militaryaffairs@ultimatemedical.edu. However, federal military and veterans’ educational benefit recipients may choose to use the Postsecondary Educational Complaint System to register complaints that can be tracked and responded to by the Departments of Defense, Veterans Affairs, Justice, and Education, the Consumer Financial Protection Bureau, and other relevant agencies. You may file a complaint using the Department of Defense Postsecondary Educational Complaint System at:

militaryonesource.mil/-/postsecondary-education-complaint-system

Addendum for Student Records (Student Services and Resources) Effective February 27, 2023

Page 99 (Replacement)

ALUMNI SERVICES | 888-216-0535 alumniservices@ultimatemedical.edu

UMA provides alumni from both campuses with ongoing career development support (e.g., career coaching, interview preparation, resume revisions). The Alumni Services team performs quarterly outreach to UMA alumni regardless of their employment status, sustains engagement with alumni, and supports their long-term career goals as well as graduate refresher modules. The Alumni Services team is available to alumni to support new job searches and career progression.

Addendum for Academic Standards (Definitions) Effective April 17, 2023

Page 101 (Revision to Payment/Term/Semester)

Payment Period/Term/Semester: A payment period, term, or semester is defined as 15, 16, 18, 20, or 24 weeks depending upon the program.

Addendum for Academic Standards (Satisfactory Academic Progress) Effective April 17, 2023

Page 102 (Revision)

- Cumulative Grade Point Average (CGPA) and Pace of Progress (POP) evaluation points are:

- For standard term programs, the evaluation point is every semester, which is 15 weeks.
- For non-term programs, the evaluation points occur after the successful completion of three modules except for the Dental Assistant with Expanded Functions (diploma) and Patient Care Technician programs.
- The Dental Assistant with Expanded Functions (diploma) and Patient Care Technician programs' first evaluation point are after the successful completion of four modules with subsequent evaluation point after three successfully completed modules.

Page 103 (Revision)

Satisfactory Academic Progress Benchmarks			
Number of Weeks Attempted	Minimum CGPA*	POP**	SAP Not Met Action
Term Programs: First semester, three courses, which equals 15 weeks' Evaluation Point Non-Term Programs: First three successfully completed modules or four successfully completed modules for Dental Assistant with Expanded Functions (diploma) and Patient Care Technician (15, 18, 20, or 24 weeks)	1.5	62%	FA/AD Warning
Term Programs: Second and subsequent semesters (15 Week Evaluation Points), except for associate degree program students at the end of the second academic year and beyond***) Non-Term Programs: Every third successfully completed module	2.0	67% (Rounding applies 66.66% rounds to 67%)	FA/AD Warning if student was meeting SAP during the prior Evaluation Point. If not, see Failure to Meet Satisfactory Academic Progress – SAP Suspension and Financial Aid/Probation section below.

**Addendum for Academic Standards
(Attendance)
Effective November 7, 2022**

Page 113 (Insertion)

Students enrolled in multiple courses during the same grading period are expected to attend each course. Students who do not attend a course within the first 14 consecutive calendar days from the scheduled course start date (excluding scheduled breaks) are withdrawn from the course.

**Addendum for Academic Standards
(Externship Extension [Excludes EMS2100, HT2500, and HT3100] and
Practicum/Clinical Extension [EMS2100, HT2500, and HT3100 Only])
Effective April 17, 2023**

Pages 117 - 118 (Replacement)

EXTENSION PERIODS

UMA acknowledges that there may be instances where students cannot complete the required hours within an allotted grading period. Unless otherwise noted, approved hours earned in all grading periods are combined to determine completion of required hour requirements. If a student is out of school for more than 180 days then resumes an attempt at completing required hours, no hours earned before the 180-day break will count towards the required hour requirement. Hours will not be counted for students if they are not approved including students whose site does not evaluate the student, whose performance is otherwise unsatisfactory as determined by UMA, or due to site dismissal for conduct or policy violation(s) during the session in question and/or associated with the policy violation or unsatisfactory performance.

EXTERNSHIP EXTENSION (EXCLUDES EMS2100, HT2500, AND HT3100)

UMA offers an Externship Extension which is equivalent to one additional grading period. At the end of the scheduled externship, students who have not completed the required hours will receive an Externship Extension (“EE” grade) for that grading period. Students will be automatically scheduled for one additional grading period beginning with the first day following the end of the original grading period to complete all necessary hours.

Students who complete the required hours within the Externship Extension grading period will receive a final grade based on course performance. The “EE” grade for the original grading period is not changed.

Students who do not complete the required hours within the Externship Extension grading period may be granted, on a case-by-case basis, a third attempt to complete their hours with an approved appeal by the appropriate school officials. For Clearwater students, the appeals are reviewed by a Program Director and Tampa Regional Chief Learning Officer & Campus President or designee. For UMA Online students, the Learner Services Advisor will send the appeal to the student. Once the student signs the form, it is routed to a Program Director then the Associate Director of Academic Affairs or designee for review. For students whose appeal is denied, the student earns an “F” grade if the hours are not completed by the end of the current grading period.

Students who do not complete the required hours after all allowed extensions within the same program enrollment (one extension and one appeal) will receive an “F” grade in the final grading period.

PRACTICUM/CLINICAL EXTENSION (EMS2100, HT2500, AND HT3100 ONLY)

If students have outstanding required hours at a healthcare facility at the end of the final grading period and have made adequate progress in the course, there will be a Practicum/Clinical Extension granted to students who have completed the minimum required hours at a healthcare facility. For the Health Information Technology program, at least one (1) of the forty-five (45) hours at a healthcare facility must be completed prior to the end of the final grading period. For the Health Information Management program, a minimum of ten (10) hours at a healthcare facility must be completed prior to the end of the final grading period. For the Emergency Medical Technician program, a minimum of thirty (30) hours at a healthcare facility must be completed prior to the end of the final grading period. The Practicum/Clinical Extension may be granted for an additional two weeks from the end date of the course to complete outstanding hours.

**Addendum for Programs
(Healthcare Management)
Effective April 17, 2023**

Pages 140 & 142 (Revision to Classification of Instructional Program Code)
Classification of Instructional Program Code: 51.0716

**Addendum for Programs
(Medical Assistant)
Effective April 17, 2023**

Page 149 (Revision to Classification of Instructional Program Code)
Classification of Instructional Program Code: 51.0801

**Addendum for Tuition and Fees
Effective June 26, 2023**

Pages 186 - 195 (Insertion)

COST OF ATTENDANCE CHARTS

UMA Online						
Indirect with parent	30	25	20	15	10	5
AY Definition	30w - 24 c	25w - 20 c	20 w - 16 c	15w - 12 c	10 w - 8 c	5w - 4 c
# of Months	7	6	5	3	2	1

Food & Housing	\$4,266	\$3,656	\$3,046	\$1,828	\$1,219	\$609
Misc. Personal Expense	\$2,408	\$2,064	\$1,719	\$1,033	\$688	\$345
Transportation	N/A	N/A	N/A	N/A	N/A	N/A
Total Indirect Costs	\$6,674	\$5,720	\$4,765	\$2,861	\$1,907	\$954

UMA Online						
Indirect off campus	30	25	20	15	10	5
AY Definition	30w - 24 c	25w - 20 c	20 w - 16 c	15w - 12 c	10 w - 8 c	5w - 4 c
# of Months	7	6	5	3	2	1
Food & Housing	\$10,642	\$9,120	\$7,601	\$4,561	\$3,040	\$1,521
Misc. Personal Expense	\$4,501	\$3,858	\$3,214	\$1,929	\$1,285	\$644
Transportation	N/A	N/A	N/A	N/A	N/A	N/A
Total Indirect Costs	\$15,143	\$12,978	\$10,815	\$6,490	\$4,325	\$2,165

Indirect Costs - With Parent (Clearwater)								
AY Definition	44w - 24 c	36w - 24 c	30w - 24 c	24 w - 12 c	18w - 12 c	12 w - 6 c	10w - 6 c	6w - 4 c
# of Months	11	9	7	6	4	3	2	1
Food & Housing	\$6,704	\$5,484	\$4,266	\$3,656	\$2,437	\$1,828	\$1,219	\$609
Misc. Personal Expense	\$3,783	\$3,096	\$2,408	\$2,064	\$1,376	\$1,033	\$688	\$345
Transportation	\$3,797	\$3,107	\$2,416	\$2,071	\$1,380	\$1,036	\$690	\$346
Total Indirect Costs	\$14,284	\$11,687	\$9,090	\$7,791	\$5,193	\$3,897	\$2,597	\$1,300

Indirect Costs - With Parent (Clearwater)						
AY Definition	30w - 24 c	25w - 20 c	20 w - 16 c	15w - 12 c	10 w - 8 c	5w - 4 c
# of Months	7	6	5	3	2	1
Food & Housing	\$4,266	\$3,656	\$3,046	\$1,828	\$1,219	\$609
Misc. Personal Expense	\$2,408	\$2,064	\$1,719	\$1,033	\$688	\$345
Transportation	\$2,416	\$2,071	\$1,725	\$1,036	\$690	\$346
Total Indirect Costs	\$9,090	\$7,791	\$6,490	\$3,897	\$2,597	\$1,300

Indirect Costs - Off Campus (Clearwater)								
AY Definition	44w - 24 c	36w - 24 c	30w - 24 c	24 w - 12 c	18w - 12 c	12 w - 6 c	10w - 6 c	6w - 4 c
# of Months	11	9	7	6	4	3	2	1
Food & Housing	\$16,721	\$13,682	\$10,642	\$9,120	\$6,081	\$4,561	\$3,040	\$1,521
Misc. Personal Expense	\$7,072	\$5,787	\$4,501	\$3,858	\$2,573	\$1,929	\$1,285	\$644
Transportation	\$3,797	\$3,107	\$2,416	\$2,071	\$1,380	\$1,036	\$690	\$346
Total Indirect Costs	\$27,590	\$22,576	\$17,559	\$15,049	\$10,034	\$7,526	\$5,015	\$2,511

Indirect Costs - Off Campus (Clearwater)						
AY Definition	30w - 24 c	25w - 20 c	20 w - 16 c	15w - 12 c	10 w - 8 c	5w - 4 c
# of Months	7	6	5	3	2	1

Food & Housing	\$10,642	\$9,120	\$7,601	\$4,561	\$3,040	\$1,521
Misc. Personal Expense	\$4,501	\$3,858	\$3,214	\$1,929	\$1,285	\$644
Transportation	\$2,416	\$2,071	\$1,725	\$1,036	\$690	\$346
Total Indirect Costs	\$17,559	\$15,049	\$12,540	\$7,526	\$5,015	\$2,511