SAN JUAN COLLEGE

VETT **119 Veterinary Business Proc I section name section credit hours**
Credits
Syllabus

Course Information

Meeting times and location: section meeting_times section location

Catalog description: Veterinary Business Procedures 1 is an entry-level course designed to introduce the student to veterinary medicine as a business and profession.

Prerequisites: course prereqs

Terms offered: All Semesters

Section-specific Course Description:

Course Level Objectives

Upon successful completion of the course, students will be able to (italicized items are direct quotes from CVTEA Accreditation Policies and Procedures - Appendix I):

1. **Management**:

- *Schedule appointments, admit, discharge and triage according to client, patient, and facility needs through phone and in-person contact**
- *RECOGNIZE AND RESPOND TO VETERINARY MEDICAL EMERGENCIES**
- *Create and maintain individual client records, vaccination certificates, and other appropriate forms**
- *Develop computer skills**
- *Be able to utilize veterinary practice management software**
- *Be familiar with veterinary on-line services* (e.g. laboratory submissions, client financing plans, continuing education, discussion groups)*
- *Recognize roles of appropriate regulatory agencies**

2. **Communication**:

- *Demonstrate an understanding of interpersonal skills and team dynamics**
- *Utilize appropriate interpersonal and public relations skills**
- *Demonstrate telephone etiquette**
- *Recognize the legality of the veterinary-client-patient relationship**

3. **Laws and Ethics**:

- *Understand and observe legal boundaries of veterinary health care team members**
- *Interact professionally with clients and fellow staff members**
- *Demonstrate a commitment to high quality patient care**
- *Respect and protect the confidentiality of client and patient information**

4. **Breed Identification**:

- Identify the most common canine breeds
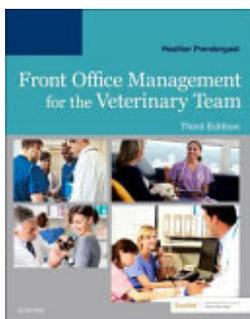- Identify the most common feline breeds

5. **Veterinary Technology as a Career**:

- Articulate credentialing and continuing education requirements of a veterinary technician in the student's home state
- Demonstrate an understanding of effective job search skills, including resume building and interviewing

* CVTEA Accreditation Policies and Procedures - Appendix I,

https://www.avma.org/ProfessionalDevelopment/Education/Accreditation/Programs/Pages/cvtea-pp-appendix-i.aspx

(accessed July 23, 2019).

Required Texts and/or Materials

Front Office Management for the Veterinary Team
9780323570404
Heather Prendergast
Saunders
2019-02-13

Required Technology and Software

- Canvas
- Chrome, Safari, or Firefox

Technical Support

Technical support is available through the San Juan College Help Desk 24/7/365. The help desk can be reached at 505-566-3266 or by creating a ticket at [San Juan College Help Desk](#).

For tickets and password reset: [San Juan College Help Desk](#)

For Canvas support information: [Canvas Support](#)

Accessibility/Privacy Policies for all Technology Tools Used

[Accessibility/Privacy Policies for all Technology Tools Used](#)

Course Requirements

Students will do the following activities:

Assignments:

- The due dates for assignments are posted in the course
- The written assignments will **require you to apply what you learn from each week's course materials**
- Unless otherwise noted, all assignments are due by **11:59pm MST** on the Monday following the week it was assigned; it is the student's responsibility to allow for changes in time zone differences
- There will be an automatic 10% penalty per day for late submissions

Quizzes and Exams:

- Make sure you are prepared to take quizzes and exams prior to opening them and that you have time to complete them in one sitting as they cannot be paused once they begin
- Each quiz will have 10 questions, and you will have 15 minutes to complete and submit them
- There are three exams (week 4, week 8, and week 12) with 50 questions each; you will have 75 minutes to complete and submit them

- Quizzes and exams in this course are designed to assess your knowledge of the topics presented; no notes, or book should be used since you will not have enough time to look up the answers
- The quiz and exam questions are based on the assigned readings and other course materials
- The lowest quiz score will be dropped from your overall score
- You will have **one attempt** for each quiz and exam
- Unless otherwise noted, all assignments are due by **11:59pm MST** on the Monday following the week it was assigned; it is the student's responsibility to allow for changes in time zone differences
- There will be an automatic 10% penalty per day for late submissions
- The final exam will remain open through **11:59pm MST** on the last day of the course

Participation and Attendance Policy:

- Students are expected to log into the course no later than Monday of the current week and throughout the week as needed to complete the week's coursework
- Student's should check their Canvas and SJC email daily

COVID Safe Practices for Being on Campus

Masks / cloth face coverings must be worn while on campus in accordance with the New Mexico public health order. If you feel that you cannot wear a mask due to health complications, please contact Disabilities Services: disabilityservices@sanjuancollege.edu or call (505) 566-3271. Hand sanitizer stations are at all building entrances, please "wash in, wash out"--clean your hands when you enter and before you leave. Classrooms and labs have been arranged to allow for social distancing; please respect your classmates and instructors by staying 6 feet away from everyone. You will be expected to disinfect your table or area prior to class and after class, cleaning products will be provided for this purpose. Check with your instructor for specific policies for their course. Please do not congregate in hallways or common areas, instead utilize our beautiful outside spaces and weather to visit with your friends and colleagues from a safe distance.

If you have been in contact with anyone who has tested positive for COVID-19, has symptoms, or is waiting on test results, contact your instructor and DO NOT come to class. If you have tested positive, have symptoms or are waiting on test results, contact your instructor and DO NOT come to class. Your health care provider or the assigned contact tracer will let you know when it is safe for you to be around others.

Student Support

Student Services and Support

The Student Support webpage provides information on counseling, tutoring, technical support, and many other support services available to San Juan College students.

[Student Support](#)

Academic Support

Academic Support webpage provides information on academic advising, the library, Testing Center, and the honors program.

[Academic Support](#)

Participation and Attendance Policy

- Students are expected to log into the course no later than Monday of the current week and throughout the week as needed to complete that week's coursework.
- Students should check their Canvas and SJC email daily.
- All assignments have associated due dates and are subject to the late work policy described in this document and the course itself.
- If students have problems or questions concerning the course or course expectations, they must contact their instructor in a timely and professional manner.

Other Classroom Policies and Expectations

- You are responsible for the information sent to your San Juan College email address and Canvas inbox. Failure to check them on a regular basis is not an acceptable excuse for not following course guidelines and expectations.
- Read all course announcements in Canvas, as you are responsible for the information posted here. Failure to log into the course on a regular basis is not an acceptable excuse for not following course guidelines and expectations.
- When corresponding with your instructor, use the course messaging system within Canvas for a faster response. If you must email your instructor outside of the course email system, you must include your name, the course (i.e. VETT 119), and the week and exact assignment/quiz/submission you are inquiring about.
- Reserve adequate time to work on this course.
- Submit assignments in a timely manner and per the directions provided in the weekly modules.

Canvas Participation and Expectations

Students are expected to log in to Canvas no later than Monday of the current week to review that week's Weekly Overview and Instruction page. Students are expected to continue to log in to the course throughout the week to complete all required coursework.

Instructor Response Time

- Assignments are graded and posted within 10 days after the assignment closes, although certain manually graded assignments may require additional time.
- Emails and phone calls will be returned as soon as possible Monday through Friday, but generally no later than 48 hours (excluding weekends and holidays).

Course Time Commitment

Students should expect to commit 4-8 hours per week, including reading and reviewing course textbooks and other online resources, completing weekly assignments and taking quizzes and exams.

Grading

Final grades are calculated based on the following...

Category	Weight
Quizzes (lowest score will be dropped)	30%
Exams (3)	40%
Weekly Assignments	30%

A = 90% and above

B = At least 80% and less than 90%

C = At least 70% and less than 80%

F = Less than 70%

Key Dates to Remember

Full Academic Calendar

Course Schedule

Week	Topic	Graded Assignments (This is an overview only. See the weekly modules for complete instructions and/or changes to coursework)	Reading Assignments & Other Online Resources	Quizzes & Exams
1	Getting started; Veterinary Health Care Team Members	Activate student email account and send an email to instructor according to the instructions provided in the week 1 module.	1. All pages and documents in Important Course Information and Documents module 2. Front Office Management for the Veterinary Team, 3rd Edition, Ch. 1: Veterinary Health Care Team Members 3. You tube video: Email Etiquette	**Take week 1 quiz**
2	The Leadership Team	Leadership Team crossword puzzle	Front Office Management for the Veterinary Team, 3rd Edition, Ch. 2	**Take week 2 quiz**
3	The Receptionist Team	Post to the Receptionist Team Discussion Board per instructions in the Week 3 Overview and Instructions page	Front Office Management for the Veterinary Team, 3rd Edition, Ch. 3	**Take week 3 quiz**
4	**Exam 1**	**Must Complete the first Exam**	**None**	**Take Exam 1 Covers Weeks 1-3**
5	Veterinary Practice Management Software	PIMS research and written report	1. Instructor Overview of PIMS 2. Two Online Articles (links provided in this week's module)	**No week 5 quiz**
6	The	Dog breed identification matching	Front Office	**Take**

	Veterinary Technician Team; Dog Breed Identification	exercise	Management for the Veterinary Team, 3rd Edition, Ch. 4	**week 6 quiz**
7	Human Resources	Cat breed identification matching exercise	Front Office Management for the Veterinary Team, 3rd Edition, Ch. 5	**Take week 7 quiz**
8	Veterinary Ethics and Legal Issues	Ethics Discussion Board Assignment	Front Office Management for the Veterinary Team, 3rd Edition, Ch. 6	**Take Exam 2 Covers Weeks 5-7**
9	Compassion Fatigue, Burnout, and Suicide Awareness	Certificate of completion of When Caring Hurts from vetmedteam.com	Front Office Management for the Veterinary Team, 3rd Edition, Ch. 7	**Take week 9 quiz**
10	Professional Development	Take the free online self-scoring "Jung Typology Test" located at: http://www.humanmetrics.com/cgi-win/JTypes2.asp and complete the Personality Type Survey located in the Week 10-Part B module	Front Office Management for the Veterinary Team, 3rd Edition, Ch. 8	**Take week 10 quiz**
11	Strategic Planning	None	Front Office Management for the Veterinary Team, 3rd Edition, Ch. 9	**Take week 11 quiz**
12	**Final Exam**	None	None	**Take final exam covering weeks 8-11** **Complete final and all weekly quizzes by 11:59 on the last day of class**

College Policies

The following information also applies to your work in this class. If you have special needs for campus emergency situations, please inform me immediately.

1. **Academic Accommodations - American with Disabilities Act (ADA)**

   If you believe you need academic accommodations due to physical or learning disabilities, you are encouraged to inform them as soon as possible. The coordinator can work with you in verifying your disabilities and developing accommodation strategies. Please go to [Disability Services Office](#), click the button for "Request for Services" and complete all the steps.

   You can also contact the college's disability coordinator in the Advising/Counseling Center at 566-3271 or disabilityservices@sanjuancollege.edu. More information is available on the website listed above.

2. **The Family Educational Rights and Privacy Act (FERPA)**

   Your personal information and grade are confidential. Aside from routine reporting to the college required for this course, I will not share such information with anyone unless I have your permission.

3. **Academic Honesty Rules**

   San Juan College expects all students to adhere to the [Academic Honesty Rules](#) as posted online. These are the official guidelines for all classes at San Juan College (July 2006).

4. **Student Conduct Statement**

   College is preparation for professional opportunities, and professional conduct is expected in courses, including online classes, as well as any written communications, and interactions with members of the college community. As part of our learning community, students are expected to interact and communicate in a mature, respectful, thoughtful, and supportive manner. Students who demonstrate disrespectful, hostile, belittling, bullying or other disruptive behavior will be subject to potential consequences and possible dismissal from the college. The college will take appropriate action when students demonstrate threatening behavior (to others or self). Students should refer to the Code of Conduct in the Student Handbook for additional information.

5. **Student Safety**

   Keeping students safe is a priority, and part of that is ensuring that we have the ability to communicate emergency messages – whether for school closures due to weather or for more or urgent situations. Rave is San Juan College's emergency messaging system. Through your SJC student email, you will automatically receive email messages, however, it is also vital that you receive text messages. In order to receive the messages, you must register in a simple process with [Rave](#). When registering, please make sure that your mobile status is "confirmed."

   The Department of Public Safety is available 24 hours per day. In an emergency, they can be accessed by calling 215-3091 or 566-3333.

In the event of an emergency, a Rave message will be sent, and depending on the situation, you will be instructed to do one of the following:

- Evacuate the building
- Shelter in place (Campus doors are locked, and operations continue as normal. During this situation, no one other than law enforcement is allowed in or out of the campus.)
- Lockdown (Campus doors are locked. All operations cease, and you should take cover in your immediate area. No one other than law enforcement is allowed in or out of the campus.

6. **Non-Discrimination, Sexual Harassment, and Retaliation.**

San Juan College does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, genetic, veteran's status, or on the basis of any other category protected under federal, state and local laws. If you have experienced sexual harassment, sexual assault, or any other form of protected class discrimination, we encourage you to make a report. If you report to a faculty member, she/he/they are obligated by policy to share knowledge, notice, and/or reports of harassment, discrimination, and/or retaliation with the Title IX Coordinator. These disclosures include but are not limited to reports of sexual assault, dating/domestic violence, and stalking. You may also make a confidential report to a SJC Counselor. Please refer to San Juan College's [Title IX] site for further details.

San Juan College's Title IX Coordinator is Stacey Allen, Assistant Director of Human Resources/Equity, Diversity, and Inclusion Officer. The office is located at the Educational Services Center Building, 2nd Floor, Human Resources, Room 4243 at (505) 566-3515 or allens@sanjuancollege.edu.

7. **Drop for Non-Attendance and/or Non-Participation**

Class Attendance and Participation Expectation:

Face-to-Face -- Students are expected to attend and participate in class regularly. Any student missing more than 10% of consecutive class time, (For example, in a regular 15-week class that meets twice a week, this equates to the student missing 3 consecutive classes) without consultation with the instructor may be considered as having abandoned the course.

On-line -- Students are expected to participate regularly and submit all course assignments, based on the course guide definition. A student who does not submit any assignments during a consecutive 10% of the course (1.5 weeks of a 15-week

semester) without consulting the instructor, may be considered as having abandoned the course. Logging in does not meet the attendance standard.

Competency-Based Education Classes -- Students are expected to have regular and substantive interactions with their instructor and to actively work on course content. A student who has not submitted coursework, nor had substantive interactions with the instructor over a consecutive 10% of the term, without the instructor's prior approval, will be considered to have abandoned the competency progression. Last date of attendance will be recorded as the last date that coursework was submitted or that the student met with the instructor. For on-line learners, logging in does not meet the attendance standard.

8. **Failure to Meet Class Participation Expectation:**

Students who fail to meet participation expectations will have their last date of attendance recorded. This date will be used to recalculate any financial aid received/veteran's benefits received, and the student may be required to repay the institution/government. If the student does not drop the course, an 'X' grade will be recorded. An 'X' grade impacts the grade point average the same as an 'F'.

9. **Grading Policies**

Incomplete: Incomplete Grade Assignment ([Incomplete Grades Information](#))

The grade of I (Incomplete) is given for passing work that could not be completed during the semester because of circumstances beyond the student's control. Ordinarily, the assignment of an I is given by the course instructor at the time final grades are due

In no case is an I grade to be used to avoid assignment of D or F grades for marginal or failing work or to require a student to enroll in the class the next semester because work was not completed on time. Circumstances warranting the issuance of an I grade must be beyond the student's control and must be documented on the appropriate form prior to approval.

I grades can be removed only during the subsequent 16 weeks from the end of term, or within the time limit set by the instructor. Removal of an I is accomplished by completing the work in a manner acceptable to the instructor. Re-enrollment in the course under the repeat option does not remove the prior grade of I. Students should not re-enroll for the course. An I not made up within 16 weeks or within the time limit set by the instructor will change to an F grade thereafter and cannot be

changed by work completion.

10. **Grade Appeals**

    The policy for grade appeals is in the Academic Catalog.([Grade Appeal Policy](#))

Student Handbook

The Student Handbook provides information on Student support, student organizations, and San Juan College policies.

[Student Handbook](#)