SAN JUAN COLLEGE

VETT 119 **Veterinary Business Procedures I Section Name Section Credit Hours Credits Syllabus**

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*

- *Create and maintain individual client records, vaccination certificates, and other appropriate forms*

- *Develop computer skills and utilize 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 and 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*

- *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
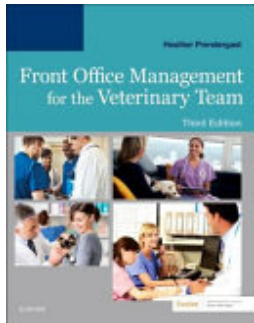- Identify the most common feline breeds

5. **V**eterinary 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).
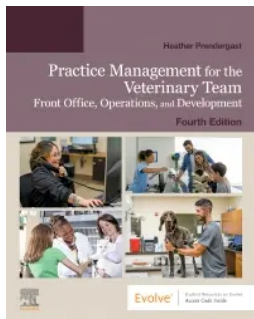
Required Texts and/or Materials

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

Practice Management for the Veterinary Team
978-0-443-11708-4
Heather Prendergast
Elsevier
4th
The 3rd edition of this textbook is currently accepted. ISBN 978-0323-570404.

Required Technology and Software

- Canvas
- Chrome, Safari, or Firefox

Course Requirements

Students will do the following activities:

Assignments:

- The due dates for assignments are posted in the course
- 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
- 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
- There will be an automatic 10% penalty per day for late submissions

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

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.

- Submit assignments in a timely manner and per the directions provided in the weekly modules.

Additional Requirements for Honors, Service Learning, or Honors Service Learning

Honors courses are not applicable for this course.

Grading

Please see the Course Syllabi and Course Guide the semester you are enrolled in VETT 119 for specific assignment structure and grading information.

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.

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.

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.

Instructor Response Times & Regular Interaction Expectations

- 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).

Key Dates to Remember

Full Academic Calendar

Course Schedule

Students will have access to the course schedule in the semester they are taking the course.

Program Handbook

Students will have access to Handbook when they are officially in the course.

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 password reset and and Canvas support, visit the Student Technology Guide website.

Accessibility/Privacy Policies for all Technology Tools Used

Accessibility/Privacy Policies for all Technology Tools Used

Student Support

At San Juan College, we are committed to supporting your academic success and overall well-being. We recognize that college life can be challenging and stressful, impacting both learning and personal health. We are here to help you succeed.

Academic Support and Resources

We provide a range of academic support services to help you stay on track on your educational journey. Free resources include tutoring, computer loans, life skills workshops, and so much more. Visit the [Academic Support and Resources](#) webpage to learn more about support and resources available through Academic Advising, the Tutoring Center, the Student Resource Center (formerly Student Achievement Center) and the Testing Center.

Student Support and Resources

If you or someone you know could benefit from counseling, accessibility services, career exploration, veteran transitional assistance, or any of our other support services, visit the [Student Support and Resources](#) webpage where you'll find detailed information about various resources available to you as an SJC student.

We encourage you to take advantage of these free resources to enhance your college experience and ensure your success.

College Policies and Resources for Current Students

The [Student Handbook](#) provides information on student support, student organizations, and student conduct policies at San Juan College.

The San Juan College catalog outlines the [Academic Policies](#) students need to know.

Healthy and Safe Practices for Being on Campus

We want a healthy and safe campus for students, faculty, staff, and guests.

Contagious diseases and your responsibility:

If you have COVID-19 symptoms, fever, flu or even the common cold, you should stay home. Do not come to campus if you are feeling sick. Contact your instructor about missing class (and review your instructor's policies on missed or late work). Being sick does not necessarily excuse you from completing your work on time.

Safety on campus and your responsibility:

If you are on campus and experience or witness an emergency, call 9-1-1 first and then the Department of Public Safety at 505-566-3333 (or just 3333 if calling from a campus phone).

When you are on campus, be aware of your surroundings. If you need an escort to your vehicle, call 505-566-4444 (DPS non-emergency line) or 505-215-3091 (officer on duty line).

The College will send information for campus emergencies through SJC AlertAware, email and the webpage. Stay informed and stay safe.

Inclement Weather Information

Students will receive notification of class delays and cancellations due to inclement weather via the SJC AlertAware and SJC student email. Face-to-face classes will not meet in person; however, students are advised to check with instructors about alternative meeting options, as some may choose to meet via zoom. Hybrid classes will meet as scheduled via zoom. For questions regarding your class delay or cancelation, please contact your instructor.

Online Course Fee

Online Courses - San Juan College requires all online courses to include some form of assessment to demonstrate the mastery of course objectives. This could include exams, capstone projects, e-portfolios, presentations, final papers or other appropriate assessments. The use of a proctoring platform, plagiarism detection software or other method to ensure that assessments are completed by the enrolled student is required.

 A course fee of $5.00 is assessed for all online courses at San Juan College to cover the cost of the above services. Students who are required to take a proctored exam and choose to use a physical testing center outside the SJC Testing Center or SJC Disability Services will be responsible for the cost of using that center.