

# SAN JUAN COLLEGE

## **VETT 137 Veterinary Business Procedures II Section Name Section Credit Hours Credits** **Syllabus**

### **Section-specific Course Description:**

## Course Level Objectives

Upon successful completion of the course, the student will have the knowledge and skills in the following areas (italicized items are direct quotes from sources listed at the bottom of the page):

### 1. Management

- *Effectively contribute to the professional and efficient operation of a veterinary facility in order to provide maximum benefits to clients, patients, and the facility.*
- *Perform basic filing of medical records, radiographs, lab reports, etc.*
- *Manage inventory control*
- *Recognize roles of appropriate regulatory agencies*
- *Maintain appropriate controlled substance logs and disposal protocols for hazardous materials in compliance with regulatory guidelines.*
- *Handle daily client-based financial transactions*

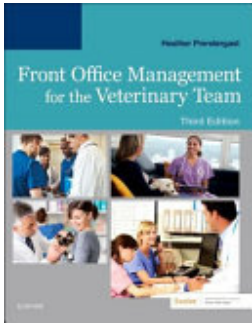
### 2. Communication

- *Effectively and accurately acquire and convey information utilizing appropriate interpersonal and public relation skills.*
- *Develop and provide client education in a clear and accurate manner at a level the client understands (i.e., oral and written form, including educational handouts) \**
- *Apply crisis intervention/grief management skills with clients*
- Demonstrate knowledge of the human-animal bond and its impact on the patient, client, and veterinary team

### 4. Library use and Informational Retrieval

- *Demonstrate knowledge of quality information resources, library use and development and application of information retrieval skills.*

## Required Texts and/or Materials



### **Front Office Management for the Veterinary Team**

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Saunders

2019-02-13

## 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;
- The written assignments will require you to apply what you learn from each week's course materials;
- There will be an automatic 10% penalty per day for late submissions

### Quizzes and Exams

- Make sure that 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 closed book meaning you must not use the textbook, notes, or articles to complete them; you will not have enough time to look up 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;

## 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 137), and the week and exact assignment/quiz/submission you are inquiring about.

## Grading

Final grades are calculated based on the following...

You must achieve a minimum of 70% on each of the exams in order to be eligible to pass the course.

You must achieve a minimum of 70% as a final grade in order to pass the course.

To determine final grades....

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%

## 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 when they are officially in 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.