COURSE TITLE: Veterinary Reception and Administration Skills

CATALOG NUMBER: AGV-153

SECTION NUMBER: CRFA1 056148

MEETING DATES AND TIMES: M 10:00-10:50  T: 10:00-10:50  Th 10:00-10:50  AHT 100

Dates and topics outlined in this syllabus are tentative and subject to change based on class progress.

INSTRUCTOR: Kristi Murdock

INSTRUCTOR’S PHONE NUMBER: (319) 294-8319 (home)

INSTRUCTOR’S E-MAIL ADDRESS: Kristi.murdock@kirkwood.edu

REQUIRED TEXT: The Veterinary Receptionists Handbook, M.T McClister & Amy Midgley
Basic Guide to Veterinary Hospital Management, John B. McCarthy

TEACHING METHODOLOGIES: Small Group Activities/ Lecture and Discussion/ Video

GRADING CRITERIA: Unit Activities & attendance 450 points
Receptionist Duties 150 points
Final Examination 100 points
Total Points Possible 700

GRADING SCALE: A = 95.0-100%  B- = 80-82%  D+ = 67-69%
A- = 90-94%  C+ = 76-79%  D = 63-65%
B+ = 86-89%  C = 73-75%  D- = 60-62%
B = 83-85%  C- = 70-72%  F = Below 60%

CLASS POLICIES & CLASSROOM MANAGEMENT:
- This classroom follows the guidelines of the Kirkwood Student Handbook concerning discrimination and sexual harassment.
- Regular attendance is required for successful completion of this course. Group activities are a huge part of the class and there are obviously no make-up opportunities for those. You must attend class and participate in order to pass.
- All papers and assignments must be handed in at the beginning of class on the due date. Late assignments will be docked 10% of the total points earned for each calendar day they are late.
• This classroom has a NO CELL PHONE policy. If you have a cell phone out, you will be excused from class. A second violation will require you to speak with the Dean before you are allowed to return to class.
• If you sleep in class, you will be counted absent.
• Please refrain from private conversations in class. It is rude to me and to your classmates. I will caution you once, but, after that, you will be excused from class.
• Computers in the AHT building may only be used by students if they are updating animal records in Avimark. No exceptions.
• The last day to drop this class is November 17, 2009
• **Final Exam: Thursday, December 17, 2009  9:00-10:50**

Productive Classroom Learning Environment:

We believe that the best learning takes place in an environment where faculty and students exhibit trust and mutual respect.

Students promote trust by preparing honest and thoughtful work, and by expecting evaluation based on performance. Faculty promote trust by setting clear guidelines for assignments and evaluations, providing timely honest feedback, and by assigning bias-free grades.

Students show respect by being prepared and attending class on time, by paying attention, contributing to discussions, listening respectfully to others’ points of view, meeting deadlines, and by striving for their best performance. Faculty show respect by their timeliness and preparedness, by taking students seriously, by valuing students’ goals and aspirations, and by providing prompt feedback.

In a productive learning environment, faculty and students work cooperatively, recognize and respect differences, model the values of character and citizenship, and become lifelong learners.

Class Attendance Policy and College Sponsored Activities:

Learning is central to our work at Kirkwood Community College. Faculty design educational experiences to facilitate learning, and students learn by engaging in those experiences. Attendance and engagement in all scheduled classes is regarded as integral to learning and is expected of all students.

Students are accountable for the learning outcomes for each session, including those sessions that have been missed, even if the absence is for a college sponsored activity. Assessments of learning that occur during an absence may or may not be made up, depending on the policies of the instructor and the nature of the absence. Absences that result from participation in college sponsored activities* will be accommodated, subject to the guidelines listed below. For all other absences, authorization of an excuse is the province of the individual faculty member and subject to the standard appeal process.
**College Sponsored Activities:**

*Students* involved in activities where they are required to represent the college, i.e. college-sponsored activities, must give written notice to the faculty member at least one week in advance of the absence unless last minute schedule changes make this notice impossible. If regular season athletic schedules have been developed, student participants must present written notice of anticipated absences within the first week of the semester. Failure to provide timely written notice may result in loss of this opportunity.

*Faculty* accord students the opportunity to independently make up course work or work of equal value, for the day(s) the event was scheduled or to take a scheduled exam at an alternate time. The faculty member determines alternate exam times and due dates for missed coursework. These assigned dates may be prior to the date of the absence.

*Organizers* (coaches, faculty and staff) of college sponsored activities 1) assist students in planning class schedules to minimize the number of absences; 2) inform students of their responsibilities as described above; and 3) provide written communications to faculty announcing and verifying the need for student class absences. Students should check with the organizers of events they plan to attend as to whether this has been done well in advance of the event.

* College sponsored activities (excluding practices) include such events as athletic competitions, student academic competitions and conferences, musical and drama performances, and class field trips. Questions on whether an activity is a college-sponsored event for purposes of this policy should be directed to the Vice-President of Instruction. If anticipated absences for a semester appear to be extraordinarily numerous or difficult to accommodate, a faculty member may appeal the need for the full accommodation to the VP of Instruction.

**Plagiarism Policy:**

According to Webster, to plagiarize is “to steal or pass off the ideas or words of another as one’s own…to use created productions without crediting the source…to commit literary theft…to present as new and original an idea or product derived from an existing source.”

Kirkwood students are responsible for authenticating any assignment submitted to an instructor. If asked, you must be able to produce proof that the assignment you submit is actually your own work. Therefore, we recommend that you engage in a verifiable working process on assignments. Keep copies of all drafts of your work, make photocopies of research materials, write summaries of research materials, hang onto Writing Center receipts, keep logs or journals of your work on assignments and papers, learn to save drafts or versions of assignments under individual file names on computer or diskette, etc.

The inability to authenticate your work, should an instructor request it, is sufficient ground for failing the assignment. In addition to requiring a student to authenticate his/her work, Kirkwood Community College instructors may employ various other means of ascertaining authenticity – such as engaging in Internet searches, creating quizzes based on student work, requiring students to explain their work and/or process orally, etc.

**Americans with Disabilities Act:**

Students with disabilities who need accommodations to achieve course objectives should file an accommodation application with Learning Services, Linn Hall 133 and provide a written plan of accommodation to your instructor prior to the accommodation being provided.