



DEPARTMENT OF ANIMAL SCIENCE

COURSE OUTLINE – FALL 2015

AH144 OFFICE PROCEDURES – 2(2-0-4)

INSTRUCTOR:	TBA	PHONE:	780-835-6779
OFFICE:	FAS 150A	E-MAIL:	tba
OFFICE HOURS:	As posted		

PREREQUISITE(S)/COREQUISITE:

- Must be registered in the GPRC Animal Health Technology Program

REQUIRED TEXT/RESOURCE MATERIALS:

Text: Communications skills for Veterinary Teams

CALENDAR DESCRIPTION:

Students will develop computer skills to prepare posters, flyers, mailing lists and presentations. Use of veterinary software will develop skills in entering data, client and patient records, inventory maintenance, online ordering and financial records. Office duties such as handling cash or credit card transactions, preparing deposits and filing records will be learned. Maintaining the cleanliness and orderliness of the office facility and displays is part of the student responsibility. Students will also develop a solid foundation of utilizing medical records to promote continuity of quality animal care.

CREDIT/CONTACT HOURS:

2 (2-0-4) 8 weeks, 48 Hours

DELIVERY MODE(S):

Lab

Lecture

OBJECTIVES:

A. Introduction to PowerPoint and Microsoft Word

Upon successful completion of this Unit, you will be able to prepare and present a PowerPoint presentation and be comfortable using Microsoft Word.

B. Veterinary Medical Health Information Management

Upon successful completion of this unit, you will be able to discuss and apply characteristics of medical records in a veterinary hospital setting.

C. Hospital Interior

Upon successful completion of this unit, you will be able to describe how to maintain the office facilities and customer service area in a tidy, educational and organized manner, and how this impacts practice profitability.

D. Inventory Management Principles

Upon successful completion of this unit, you will be able to describe and use inventory management principles to positively influence veterinary clinic income.

E. Introduction to Veterinary Software

Upon successful completion of this unit, you will be able to discuss and demonstrate features of veterinary software programs.

F. Financial Transactions

Upon successful completion of this unit, you will be able to prepare and manage daily financial transactions that are likely to occur in a veterinary practice.

G. Marketing the Individual

Upon successful completion of this unit, you will be able to prepare a resume and cover letter that summarizes your qualifications and presents them effectively for an Animal Health Technology position.

TRANSFERABILITY: (if applicable)

** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability

GRADING CRITERIA:

GRANDE PRAIRIE REGIONAL COLLEGE			
GRADING CONVERSION CHART for ANIMAL HEALTH PROGRAM			
Alpha Grade	4-point Equivalent	Percentage Guidelines	Designation
A⁺	4.0	90 – 100	EXCELLENT
A	4.0	85 – 89	
A⁻	3.7	80 – 84	FIRST CLASS STANDING
B⁺	3.3	77 – 79	
B	3.0	73 – 76	GOOD
B⁻	2.7	70 – 72	
C⁺	2.3	67 – 69	SATISFACTORY
C	2.0	63 – 66	
C⁻	1.7	60 – 62	MINIMAL PASS*
F	1.3	55 – 59	FAIL
	1.0	50 – 54	
	0.0	0 – 49	
WF	0.0	0	FAIL, withdrawal after the deadline
			*overall grade point average has to be 2.0 or higher to be successful in the AHT program.

EVALUATIONS:

EXAMINATIONS	Mark Distribution
A. Assignments	50%
B. Quizzes	15%
C. Final Exam Written	25%
D. Lab Final	10%

100%

A minimum of 60% must be obtained in order to successfully pass AH_144_____.

Please review GPRC's Examination and Grading policies.

Attendance is mandatory for all labs and guest speakers. A 5% deduction will occur if a student has an unexcused absence from lab or a guest speaker. Labs will not be made up for and unexcused absences will result in a zero for any reports or assignments given out during that lab. It is the student's responsibility to attain missed assignments and notes for an excused absence. Missed class assignments and tests without an excused absence will not be made up and will result in a zero mark. LATE ASSIGNMENTS WILL NOT BE ACCEPTED and will result in a 0% grade for the missed/late assignment. For further clarification on the attendance policy, see the AHT Program guidelines in the orientation booklet and the GPRC Policies and Procedures.

* Please note: ½ marks will be deducted for spelling errors of medical terminology. Please treat all exams, quizzes and assignments as medical records and only correct answers using medical corrections. Failure to do this will result in mark deductions. Illegible writing will result in deducted marks (if I can't read it, I can't mark it!). No electronic devices are to be used in exams or

quizzes. Having an electronic device present during an exam or quiz will result in dismissal from class and an automatic fail on that test.

STUDENT RESPONSIBILITIES:

Enrolment at GPRC assumes that the student will become a responsible citizen of the College. As such, each student will display a positive work ethic, take pride in and assist in the maintenance and preservation of Institute property, and assume responsibility for his/her education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting instructor expectations concerning attendance, assignments, deadlines, and appointments.

STATEMENT ON PLAGIARISM AND CHEATING:

Refer to the College Policy on Student Misconduct: Plagiarism and Cheating at

https://www.gprc.ab.ca/files/forms_documents/Student_Misconduct.pdf

**Note: all Academic and Administrative policies are available at

<https://www.gprc.ab.ca/about/administration/policies/>

ADDITIONAL INFORMATION:

Disruptive behavior in the class will result in the student being excused from the class – this includes use of cell phones or any hand held equipment that has not been approved by the instructor.

Any student wishing to see a marked quiz or midterm must make an appointment with the instructor to view or go over. Final exams are not available to be viewed by a student.

YEAR: 2015/2016

