



Veterinary Service Administration
School of Science, Health, & Criminal Justice
Fall 2015 Assessment Report



Curriculum Coordinator: Sophia Theodore

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What was assessed?

Student learning outcomes list:

- **SLO 3** – Secure insurance for a veterinary facility and its employees, and assist clients in securing health insurance for patients
- **SLO 4** – Establish record-keeping procedures for a veterinary facility
- **SLO 6** – Research, plan, and manage the acquisition of veterinary facility inventory, equipment, and infrastructure



Student learning outcomes list cont:

- **SLO 7** – Manage the financial records of a veterinary facility, develop financial reports and budgets
- **SLO 9** - Manage veterinary service provision in a wide variety of settings, to include:
 - Mobile clinics
 - Ambulatory units
 - Emergency and specialty practice
 - Exotic animal practice
 - Biomedical research facilities
 - Animal shelters and spay/neuter clinics
 - Zoos
 - Veterinary diagnostic laboratories



Where were outcomes assessed?

- **SLO 3** – Secure insurance for a veterinary facility and its employees, and assist clients in securing health insurance for patients
 - VSAD 302 – SLO 3
- **SLO 4** – Establish record-keeping procedures for a veterinary facility
 - VSAD 402 – SLOs 1, 2, 5, 6, 8, & 9
- **SLO 6** – Research, plan, and manage the acquisition of veterinary facility inventory, equipment, and infrastructure
 - VSAD 302 – SLO 2



Where were outcomes assessed? cont.

- **SLO 7** – Manage the financial records of a veterinary facility, develop financial reports and budgets
 - VSAD 402 – SLOs 1, 2, 3, 4, 5, 6, 7, 8, 9
- **SLO 9** - Manage veterinary service provision in a wide variety of settings
 - VSAD 302 – SLOs 6, 7, 8, 9, 10, 12, 13, 14, 15



How was the assessment accomplished?

- **Student work assessed:**
 - Midterm exam in VSAD 302
 - Final Exams in VSAD 302 and VSAD 402
 - Assignments in VSAD 402
- **Measurement strategy:**
 - Scores on assignments
 - % of questions answered correctly on final exams
- **Sample size:**
 - 32 students in VSAD 402, all eligible students
 - At times there were students who didn't submit assignments, in which case the sample size was 29 to 31
 - 50 students in VSAD 302, all eligible students



SLOs Upon Which Assessment Could Not Be Successfully Performed

- SLO 1 – Recruit, Hire, and Supervise the Training and Evaluation of Veterinary Facility Employees

Program SLO 1 - Recruit, hire, and supervise the training and evaluation of veterinary facility employees			
Course	Course SLO		Final Exam Quest.
VSAD 302	2	Analyze hospital equipment needs, recommend acquisitions; prepare training, maintenance, and depreciation plans	37-48

Questions 39, 45, & 47 pertained to employee training on equipment use, but they were randomly selected from a pool of questions so students may have been presented with 1, 2, or 3 of the questions, or none at all. Thus, a determination of achievement of this SLO could not be made.

- SLO 2 – Meet a Veterinary Facility's Legal Obligations
 - Laws pertaining to building construction, laboratory animal facilities, animal shelters, zoos, and wildlife were covered in the lectures on these topics, but exam questions on them were presented randomly in each unit so students received varying numbers of questions on them, or none at all



SLO 3 – Secure Insurance for Veterinary Facility, Employees, Patients - Assessment Data

Program SLO 3 - Secure insurance for a veterinary facility and its employees, and assist clients in securing health insurance for patient				#		
Course	Course SLO	Midtrm Exam Quest.	Target	Met	% Met	Met/Not
VSAD 302	3 Obtain insurance quotes for coverage of a veterinary hospital, its equipment, & employees	49-60	70% will answer 5 out of 7 correctly	45	90%	Met

SLO 4 – Establish Record-Keeping Procedures for a Veterinary Facility – Assessment Data

Program SLO 4- Establish record-keeping procedures for a veterinary facility				#		
Course	Course SLO	Assign/Final Exam	Target	Met	% Met	Met/Not
VSAD 402	1 Utilize Quickbooks with AAHA Chart of Accounts	Quest. #14-26	70% will answer 6 out of 8 correctly	27	90.00%	Met
VSAD 402	2 Enter fixed assets, depreciate them	Fixed Assets Assign	70% will achieve a grade of 75	24	82.76%	Met
		Quest. #27-33	70% will answer 3 out of 4 correctly	27	90.00%	Met
VSAD 402	5 Create and evaluate a profit and loss statement for a vet practice	60 & 61	70% will answer 1 out of 2 correctly	28	93.33%	Met
VSAD 402	6 Save Quickbooks financial reports in Excel, for distribution	49-51	70% will answer 1 out of 2 correctly	30	100.00%	Met
VSAD 402	8 Reconcile bank statements for a veterinary practice in Quickbooks	Bank Rec. Assign	70% will achieve a grade of 75	29	93.55%	Met
		Quest. 52-59	70% will answer 3 out of 4 correctly	22	73.33%	Met
VSAD 402	9 Create and evaluate a balance sheet for a veterinary practice	Quest. 76-78	70% will answer 2 out of 3 correctly	20	66.67%	Not Met



SLO 6 – Research, Plan, Manage Acquisition & Maintenance of Inventory, Equipment, Infrastructure – Assessment Data

Program SLO 6 - Research, plan, and manage the acquisition and maintenance of veterinary facility inventory, equipment, and infrastructure					#		
Course	Course SLO		Midtrm Exam Quest.	Target	Met	% Met	Met/Not
VSAD 302	2	Analyze hospital equipment needs, recommend acquisitions; prepare training, maintenance, and depreciation plans	37-48	70% will answer 5 out of 7 correctly	48	96%	Met



SLO 7 – Manage the Financial Records of a Veterinary Facility, Develop Financial Reports & Budgets – Assessment Data

Program SLO 7 - Manage the financial records of a veterinary facility, develop financial reports and budgets				#		
Course	Course SLO	Assign/Final Exam	Target	Met	% Met	Met/Not
VSAD 402	1 Utilize Quickbooks with AAHA Chart of Accounts	Quest. #14-26	70% will answer 6 out of 8 correctly	27	90.00%	Met
VSAD 402	2 Enter fixed assets, depreciate them	Fixed Assets Assign	70% will achieve a grade of 75	24	82.76%	Met
		Quest. #27-33	70% will answer 3 out of 4 correctly	27	90.00%	Met
VSAD 402	3 Make payroll tax deductions from employee paychecks	Payroll Assign	70% will achieve a grade of 75	22	68.75%	Not Met
		Quest. #34-41	70% will answer 3 out of 4 correctly	29	96.67%	Met
VSAD 402	4 Know types of retiremt and investmt accounts; make contributions	Retiremt. Plan Assign	70% will achieve a grade of 75	19	59.38%	Not Met
		Quest. 42-48	70% will answer 3 out of 4 correctly	24	80.00%	Met
VSAD 402	5 Create and evaluate a profit and loss statement for a vet practice	60 & 61	70% will answer 1 out of 2 correctly	28	93.33%	Met
VSAD 402	6 Save Quickbooks financial reports in Excel, for distribution	49-51	70% will answer 1 out of 2 correctly	30	100.00%	Met
VSAD 402	7 Create a budget for a veterinary practice and make a comparison	Budget Assign	70% will achieve a grade of 75	26	86.67%	Met
	to actual spending	62-65	70% will answer 3 out of 4 correctly	27	90.00%	Met
VSAD 402	8 Reconcile bank statements for a veterinary practice in Quickbooks	Bank Rec. Assign	70% will achieve a grade of 75	29	93.55%	Met
		Quest. 52-59	70% will answer 3 out of 4 correctly	22	73.33%	Met
VSAD 402	9 Create and evaluate a balance sheet for a veterinary practice	Quest. 76-78	70% will answer 2 out of 3 correctly	20	66.67%	Not Met



SLO 9 – Manage Veterinary Service Provision in a Wide Variety of Settings - Assessment Data

Program SLO 9 - Manage veterinary service provision in a wide variety of settings					#		
Course	Course SLO		Final Exam	Target	Met	% Met	Met/Not
VSAD 302	6	Determine factors involved in managing a mobile veterinary clinic	68-76	70% will answer 5 out of 7 correctly	49	98.00%	Met
	7	Compare the principles of management of a large animal veterinary hospital to those of a small animal facility	77-90	70% will answer 5 out of 7 correctly	49	98.00%	Met
	8	List facility, equipment, and supply needs for feline-only clinics and describe information resources available for feline practitioners	102-111	70% will answer 5 out of 7 correctly	Unable to Determine*		
	9	Explain the differences in supplies, equipment, facilities, and practitioners needed for housing & care of exotic animal species	112-127	70% will answer 5 out of 7 correctly	Unable to Determine*		
	10	Refer patients to emergency or specialty clinics and facilitate transfer of care to these facilities and back to primary care doctors	91-101	70% will answer 5 out of 7 correctly	47	94.00%	Met
	11	Explain the basic principles of mgt. of an animal research facility	128-188	70% will answer 11 out of 15 correctly	38	76.00%	Met
	12	Formulate a management system for an animal shelter	189-243	70% will answer 10 out of 14 correctly	43	86.00%	Met
	13	Explain the roles of USDA, AZA, and DEC in zoo and wildlife management, accreditation, and licensure/permitting	244-266	70% will answer 5 out of 7 correctly	38	76.00%	Met
14	List the services provided by diagnostic laboratories. List board certifications for veterinary specialists in diagnostic laboratories.	267-282	70% will answer 5 out of 7 correctly	47	94.00%	Met	

* The material intended to fulfill SLOs 8 and 9 was presented in the same unit, and there was one segment of the Final Exam dedicated to both topics. There were a total of 7 questions pertaining to both topics, rather than 7 questions for each, and the questions were randomly selected from a pool so the exam did not present a specific number of questions pertaining to each SLO to each student. Thus, some students received more questions pertaining to SLO 8 while others received more questions pertaining to SLO 9. As a result, the same targets for these SLOs could not be applied to all students.



Assessment results:

What have the data told us?

- SLOs 1 & 2 and VSAD 302 SLOs 8 & 9:
 - Not enough data was available due to randomization of the relevant questions. In the future, will need to present a specific number of these questions to each student so that the data can be obtained from each of them.
- SLO 4 – Record-Keeping Procedures
 - Students struggled the most on:
 - Balance sheet exam questions (VSAD 402)



Assessment results:

What have the data told us? cont.

- SLO 7 – Manage Financial Records, Develop Financial Reports and Budgets
 - Students struggled the most on:
 - Making payroll tax deductions from paychecks (VSAD 402)
 - Making retirement contributions (VSAD 402)
 - Balance sheet exam questions (VSAD 402)



Data-driven decisions: How the department has or plans to “close the loop” based on these results.

- To resolve the problem of the lack of pertinent data gathered on certain portions of the assessments, their delivery will be modified such that a certain number of questions pertaining to the sought-after data will be sure to be delivered to each student.
- Resolution of the failings in VSAD 402 will be multi-faceted:
 - The software utilized in the course was housed on a server that students had to log onto. Depending upon the computer they were using, the operating system it held, their level of computer literacy, and their ability to follow directions, many of them ran into major problems logging on, downloading the file they needed, and saving the work they had done, among other things. These problems put a major hold on progress in the course early in the semester for many students, and was a major drain on the time and energy of the faculty, students, and IT staff. In the future, students will be required to purchase a lower cost version of the software that is designed for the educational environment.



Data-driven decisions: How the department has or plans to “close the loop” based on these results.

- Resolution of the failings in VSAD 402 cont:
 - The payroll deduction assignment was one of the areas where students did not meet the target. Given that the college does not have Quickbooks Payroll, students were unable to use Quickbooks to complete the assignment, nor could I use it to prepare notes for them. So instead we used Excel, making it difficult for them to learn how it would actually be done utilizing the software of choice.
 - Students also did not meet the target on the retirement contributions assignment, but this was another assignment associated with payroll that had to be done in Excel instead of Quickbooks. In the future, every effort will be made to obtain Quickbooks Payroll at a reasonable price for student use. Another problem noted with this assignment was that many students did not think critically while completing it. Many of them did it exactly the way it had been done in their notes, although the numbers they had been given to start with were different. In the future, I will give them more examples using different scenarios so that they can see the possibilities and how they need to view these problems.



Data-driven decisions: How the department has or plans to “close the loop” based on these results.

- To improve student performance on the balance sheet exam questions, I think the best thing I can do is to do a more thorough job of explaining what a balance sheet is and what it is for. Balance sheets are difficult for many people to understand, and many can't understand why they are even completed. Answering this question would give a better overall understanding of this topic.



What resources were used or have been requested to close the loop?

- I will need a copy of Quickbooks Payroll for my own use
- I will be asking IT to research the pricing of Quickbooks and Quickbooks Payroll for student use

