

[START OF TRANSCRIPT]

Amy Snyder: **[Background Music].** The information in this podcast is provided for general, informational and educational purposes only and is not a substitute for professional advice. Accordingly, before taking any action based upon such information, you should consult with an appropriate financial, medical, legal, or other professional.

Hello and welcome to the podcast navigating the veterinary profession. Hello and welcome to the inaugural edition of the podcast, a show dedicated to helping veterinarians navigate life, bringing you advice on career development, personal finance, and the business of veterinary medicine. We're your host Amy Snyder.

Amanda Bates: I am Amanda Bates.

Andrew Rotz: And I am Andrew Rots.

Amy Snyder: Together our goal is to bring you timely advice and tips on everything from finding the perfect job to paying off those pesky student loans to buying a veterinary practice. On today's episode, we'll be introducing our individual roles here at NC state and what we can do to assist both you both now and in the future. So Amanda, let's start with you. Amanda Bates is our director of career services and professional development. So can you tell our listeners more about your position and your role here at the college?

Amanda Bates: Sure. So, as, Amy mentioned, I oversee career services here at the vet school. Um, for those who I haven't had a chance to meet, I've, I've been in the role since August, but this is a role that we've been very fortunate to have over the last three and a half years. And so really I'm tasked with working with our DVM students and our recent alumni. So those who are students who have graduated within the last year and preparing them for professional development. So what that really means is the nuts and bolts of looking for employment, finding professional opportunities both while they're in school as well... for students while they're in school, as well as when they leave and graduate. But in addition to that, um, it's not just the nuts and bolts, I always tell folks because they, they tend to think about resumes and cover letters and, and that kind of stuff. But it's also really about what it means to be a DVM professional. And so that's where the professional development of my, my title comes into that. But also part of my role is engaging with employers. And I know we'll talk a little bit about that later, but I spend a lot of time being kind of that gatekeeper to connect employers to our students.

Amy Snyder: Awesome. So our officers of career services, are they common within veterinary schools?

Amanda Bates: No, not at all. Um, I always tell folks we're kind of in that 1% it's here of vet schools nationwide. Um, there are roughly what? It's about, 30 vet schools in, in the United States, North America. Um, and we are really roughly around five, one of five that have that. And so, uh, it's always fun, especially when I talk to, to folks who aren't really as familiar with our vet, you know our vet school in our vet community, I go, you know, we've, we offer services here that you're not gonna see anywhere else. So I'm really fortunate to actually be able to do career counseling in this context.

Amy Snyder: So what kind of services do you offer? If I was a student wanted to reach out to career services, what kind of services could I anticipate receiving?

Amanda Bates: Sure. So I, you know, I, I think I interface with students in three different ways. Uh, the first way is individually so students can make an appointment, they come to my office. Um, it doesn't matter whether they're a fourth year getting ready to graduate or they're a first year who's just trying to figure out this vet school life and, and being a DVM and they will come and students can come in for all kinds of things. So we're talking about looking for opportunities, we're talking about what their CV and resume looks like. We're talking about practicing for interviewing, we're talking about how to use social media to navigate for employment. We talk about how to speak to employers because that's really terrifying no matter whether you're just starting out, or you're about to graduate. Um, but then I also, you know, connect with students to group counseling. And so in Group, uh, and when I say group counseling group workshops, so that's really in a more group setting where we have presentations that we offer when we partner with other folks, both you know in and out of the college to, to get them information. So a good example is that my office is partnering with the Wellness Office to do sort of a professional development and wellness piece on, on what it means to have grit and resilience. So that's another way that I could work with students, I think in a, in a group way. And then of course, um, there are other events that come up throughout the college that we happen to partner with in a more presentation fashion.

Amy Snyder: So you mentioned that students can access your service during school first year, all the way through fourth year. What about post-graduation? I know we have a lot of fourth years who are getting ready to head out the door soon.

Amanda Bates: Mm-hmm. Well, we model what happens on the main campus at NC State and what that is, is we continue to offer career services for full year after graduation. Um, you know, a lot of times where the challenges is, is that first year when you launch in into your career, you know, you get all these resources, you're overwhelmed by school, you're focused on school, and then you finally get that opportunity and sometimes you still need someone to kind of

encourage and support you through that. And so we will work with students, uh, up until the following year. So, if they're in the class of 2019, May of 2019, we will work with those students up until May, 2020 and then beyond that point, if they still need support, then we're going to refer them to the main NC State alumni association, which also offers career coaching and counseling.

Amy Snyder: All right. Awesome. So, earlier you mentioned a little bit about the employer relations part of your job, but can you tell us a little bit more about what that, what that means?

Amanda Bates: Sure. So, traditionally in a career center you have a staff that deals the career counseling, which is more that student hands on, um, services that most people know. But you also have a team that does employee relations. And the other half of career services is obviously, um, what we call industry and, and, and the employment side. And so for me, part of my role is helping employers understand how to recruit our students. Um, contrary to popular belief, no matter what an academic program is, you kind of have to train employers on how they can connect with your students on that campus. And so I spent a lot of time telling them about kind of our academic cycles, our culture, all of those factors so that they kind of know what they're getting if they're getting an NC state student.

Uh, I also spend assuming, a significant amount of time visiting practices because it's really important for me on the career side to really know what's happening in industry so that when the students come to me and say, I'm looking at A, B or C, I can actually give them information that I'm hearing from the professionals who are doing it. And at the same time I can also bring that information back to the college and say, um, this is what's happening out in the working world. So our academics kind of have to align with what the market is demanding. And so that's an interesting rule, um, because it's, it's, it's a second role in addition to what people think I, I do and, but I enjoy it because quite frankly, I've met some very cool practice owners and I've seen some really great locations and I'm really excited that our students might be working there.

Amy Snyder: Awesome. So, if you were to define what success looks like in your role, what would that be?

Amanda Bates: I think for me it would be students in particular walking away, knowing that they have the ability and the skills to manage their career. That it isn't just while they're here or even while they're out for a year, but that down the road ten, 15 years down the road, that the things that they've learned working with me and working with career services will help them manage their professional identity. I, I think that that's a big thing. I think from looking at the employer relations side, it would be, you know, continuing to raise the bar as NC state as a

premiere place to recruit for DVMs. And that, that every employer that interfaces with us gets a great clear picture of who we are, what we do, what we're about, and that this is the place that you want to start when you're finding your future talent.

Amy Snyder: Awesome. So, tell us the best way for students to get in touch with you and where your office [00:08:54 crosstalk].

Amanda Bates: [Laughs]. Yay. So, I got, I finally have my new office, I think, I think everyone's been hearing about that, but I am located in the student services suite, so I am at A252, um, if you are familiar with that area and if not, if you ask the folks at the front desk, they will definitely guide you to where I'm at. Um, you can also email me at cvmcareer.serv... no, and there is no hyphen. Oh my gosh, wrong, scratch. Forget that y'all. It's cvmcareerservices@ncsu.edu. Um, and if you send me an email, I am really good about responding within 24 hours.

Amy Snyder: Awesome. Thank you so much. So that's Amanda. So, now we are going to turn our attention to Andrew, Andrew Rots is our director of personal finance and financial literacy. I got it out correctly this time Andrew? I...

Andrew Rotz: You did. You did.

Amy Snyder: I always mess up that title. So it's a mouthful. Can you tell us a little bit more about your position and your role here at the college?

Andrew Rots: Yeah, so I, I appreciate the time. Um, and you're probably one of a handful of people over the past eight or nine months that have gotten the title right. So congratulations. You go on my, my wall of fame. Uh, [chuckles] so my role is, is really to, uh, as the director of personal finance and financial literacy. Uh, once you able to say that, um, you come see me and we can talk, um, a broad spectrum of personal finance topics, whether that be a hey, how do I build a budget? Um, what does retirement preparation look like? What do I need...? What needs to be on my radar? Um, student loan conversations are pretty popular, uh, with, with our population. Um, it's pretty broad. Pretty much everything in your life has to do to some extent with money. And, and my role is to help you, uh, at least get a couple of steps further along your journey, uh, towards the knowledge that you need to make good decisions. Um, I do that in, in a couple different ways, whether that be, um, sitting in on classes, clinical conferences. Um, I've spoken at a couple different clubs, events. Uh, I'm actually a club sponsor. Uh, I've worked with the pre vet students over on main campus, um, and I'll be working with the, uh, the main campus career center as well, uh, this semester. So, uh, really just trying to get out there, get in front of our student body and, and make sure that they're getting the correct information to make good decisions.

Amy Snyder: So I understand that you're a certified financial planner or a CFP. Can you tell our listeners what that means?

Andrew Rotz: Yeah, absolutely. So, so this is a designation that, um, financial planners in the industry can earn. Um, it does require a certain amount of time in the industry working directly with clients, um, eh, regarding certain topics, right. But also it's a very rigorous, um, course load. Um, took about a years' worth of classes. Um, and so you and you have to pass, I think, I believe it's like a seven... I blacked out for a while. So I think it's like a seven hour class or um, test rather. Um, so, and, and they don't tell you what, what score you need to pass. They don't even tell you what your score was. When you do pass, they just say, hey, you passed or you failed. Um, and for- fortunately **[chuckles]** I passed. Um, so, so that's kind of the requirements to become a CFP and what it means and, and why it's so important for, um, advisors in the industry as well as clients that are seeking advice. Um, it really, it is the only standard, uh, by which only designation by which the fiduciary standard is the regular, is the regular, um, is the normal. Um, so when you go to see a certified financial planner, you are, um, aware from the very beginning that when you work with them, they are doing what's in your best interests, right? Their recommendations are not, uh, based on what commission they might get or their fee structure. It is quite clearly upfront.

They are doing what's in your best interest no matter what. And, and that's the standard that we're held to. Um, and similar to a lawyer doing something shady in, in the, the legal field. Uh, we can, you know, "get disbarred", uh, if, if it's found that we haven't done what's in, in the best interest, so it's a good standard to live by. Um, and, and to be quite frank, not many institutions, financial institutions in the industry, um, hold their advisers to that standard without the CFP.

Andrew Rotz: So it is a differentiator. Um, and that's one that I'm, I'm very proud to have and also very happy that NC state saw one specifically for this role for that reason.

Amy Snyder: So that's a great segue into the next question, which is our role such as yours? Common Primary Schools?

Andrew Rotz: No, no. So I'm in academia at in general. Um, my role is not very common. Um, specifically with a CFP. There are a couple of vet schools that have a role that's quasi related to mine. Um, it might be somebody who works more with the scholarships, but also can dabble in, in, you know, student loan conversations. Um, there are no other CFPs that work for a vet school. There is one other CFP that works for a, a human medical school. Um, but he and I are the only ones that I know of that are, that are doing this.

Amy Snyder: Wow!

Andrew Rotz: Um, so it's, it's quite unique and NC State is absolutely at the forefront.

Amy Snyder: Awesome. So what kinds of services, if I'm a student coming to your office, what can you offer me and helping me manage my budget, money, loans, all the things.

Andrew Rotz: Yeah. So all the things, um, oftentimes I find that students need more than one appointment to get through all of their questions. Um, because our students are incredibly intelligent and very inquisitive. So, um, I like to make sure that they have all the information to get through, you know, what, what they're actually asking. Um, so when you come to me, right, it's very easy to set up an appointment, um, whether it be, um, you know, my calendars on the CVM website. I have a, um, a Moodle toolkit that every single student is enrolled in automatically. Um, and uh, anytime you email me or I send out a broadcast email, there's a link to my calendar.

You just scheduled some time that works for you. There's some before work, after work, middle of the day, what have you, um, come in and see me. And, and it's really, it's your meeting, it's your meeting to discuss what you want. Um, there's certain information that I'm going to need. Um, if you want to have a student loan conversation then let's make sure we have all the information possible about what your current student loan balances and uh, what scholarships you have available and things like that. So, um, if it's just having conversations, hey, I've got some extra cash, what should I do with it? You know what I'm still going to ask about what your student loans situation is, right? I want to look at the holistic picture instead of just kind of narrowing it down, looking through one, one small portion of your financial life.

Um, I tried to focus on, on the concept of financial wellness in general and that really is pretty all inclusive. That's everything from your home life to your school life, making sure we're balancing fun with, you know, work and, and school. Um, to make sure that you, you are a happy, healthy person and finances is a huge component to that. So whatever I can do to make that happen, this is what I'm going to do.

Amy Snyder: Awesome. So going back to our students who are going to be graduating soon, um, and knowing that that's really a time where the budget starts to look a little different. Um, can students access you had post-graduation?

Andrew Rotz: Yeah, absolutely. So, so at the moment, um, I am working with, uh, even some undergrads, um, some DVMs, uh, residents, interns, house officers across the board, some of the of PhD graduate students. Um, as well as, you know, post one year post Grad, they're absolutely able to, to hit me up. Um, I encourage uh, students that have come to see me to bring spouses. Um, I've had children

in my office. If you want to bring your parents, that's fine too. Um, again, whoever the stakeholders are in your financial life, I want them on board with whatever we ended up deciding going forward. And the best way to do that is for everybody to hear it straight from the horse's mouth.

Amy Snyder: Awesome. So what does success look like for you and your role?

Andrew Rotz: So, that's a challenging question. Um, or at least a question that it's challenging to answer. Um, success to me is, is hard to quantify. Um, because personal finance and financial wellness is ha-habitual. Um, it's developing good habits. It's not necessarily, oh, I've got this awesome budget or I'm saving all the money for retirement. And it's like, cool, but you know, are you happy? Are you able to go out with friends? Uh, so it's, it's very hard to quantify success, but, um, what, what I'm focusing on is um, how confident are students feel a post-graduation in their ability to tackle some of these major topics. Um, and if they don't know how to do it themselves, they at least know what questions to ask to find somebody that can help them, right? Very seldom do what I run across a, out in the industry, a 70 year old that had all the answers and they've been in the industry, you know, they've been working for 50, you know, 60 years depending on, you know, if they went to college or not. So, um, no one has all the answers. It's a matter of feeling confident in yourself and your own situation to be able to ask the right questions to get the answers that you need. So those are the two of the things, right? To, to Amanda's point, some of the stuff that I'm, that I'm hoping to get through, we're not going to see for 10, 15, 20 years. Um, but, but what I like to say is I, I don't want to work with rich people. I want to help vets become rich sooner and the best way to do that as through sound financial practices and habits.

Amy Snyder: Awesome. So you mentioned a little bit earlier about how to get in touch with you. Can you remind us again the best way to get in touch with you and where your office is located?

Andrew Rotz: Yeah, so I am caddy corner to Amanda. Um, so in the student services office, A2608, uh, which if you're in the, uh, A building by the elevator in the library, just go straight up that elevator and I'm right inside that door. I'm on the other side of the elevator, uh, fixing the cows. Um, the best way to get in touch with me, you can always email me. Um, if it's something urgent, right? I've had students asking me, um, you know, questions like a mortgage went, didn't go through correctly and they need an answer by the next day to find a new lender, just type "urgent" in the, in the title and I'll, I'll probably get back to you even if it's 9:00 PM. Um, I'm up. Right. I got to, I got an eight month old at home, so he's up at all times of the day. Um, it's just a matter of uh, if it's not urgent, I'll address it, you know, first thing, seven, eight o'clock the next morning.

Amy Snyder: Awesome. Well thank you so much.

Andrew Rotz: Yeah, absolutely appreciate it. But let me turn the tables on you now. Dr. Amy Snyder.

Amy Snyder: [Laughs]

Andrew Rotz: Um, you, you've been so gracious and kind of taking the lead on the podcast, but I'd love to learn. All right. I'd love for you to be able to have the chance to, to talk more about your role and your position here at the college and how you can help the students.

Amy Snyder: Okay. So yeah, I'm a clinical assistant professor in a clinician in general practice. So my role is sort of three parts. Um, first part is I'm a general practitioner. I work in our health and wellness center as one of the now five clinicians in GP. So, I serve as a veterinarian for all of our listeners who are here at the college, um, as well as an instructor for our fourth year students when they're on clinics with us. My other role, which is a smaller role is to conduct research and my area of interest, which is mostly around teaching and best practices for developing students. And then my final piece is I oversee, um, the three courses uh, in our curriculum that are dedicated to professional development and business. So those are the careers in veterinary medicine, success in veterinary practice, part one, success in veterinary practice, part two. So, my role is to ensure that professional development, personal finance business are all a part of every student's experience here at NC state.

Andrew Rotz: Very cool. So over their time here, as students are probably very familiar with you and your clinical role and your, your teaching role, but what services can you offer beyond the classroom?

Amy Snyder: Yeah, so beyond the classroom, I'm here to answer any of your questions regarding business. Um, most specifically, what I tend to do most frequently right now for our fourth year students is helping fourth year students look at and evaluate their offers of employment. So one of the things that I will do as soon as I sit down with our contract and really go through it and say, given the norms for our industry, given the norms for what part of veterinary medicine you are going into or that small animal and large animal, et cetera, does this offer a meet with the norms of that industry? And if yes, wonderful if no, how might we negotiate more effectively on your behalf? So I do a lot of that this time of year. Outside of that, I also just answer a lot of basic day to day questions. So, students can feel free to email me any question that they have regarding, uh, business, where to go in business if they're interested in owning a practice, uh, any resources they might need or want. And I'm happy to make those connections.

Andrew Rotz: That sounds great. I mean it really does sound like our roles are such that NC state is bringing kind of the outside beyond the clinical and academic aspects of their industry, trying to bring that to the forefront. And so I think each of our roles kind of adds a, a critical piece to that, which is awesome. Um, so how do you define success in your role?

Amy Snyder: Wow! So my definition of success would be that our students graduate not only as experts in medicine and surgical skills, but they also understand how to navigate their career successfully, how to navigate their personal finances successfully and how they can work for an employer or own a business that is successful. And I'm really intentional about thinking about that as for business success. That, I am well aware that most of us don't have any interest in owning a business. And that is fine, but there are things that all of us can do as roles, as employees within an organization to make that organization more profitable and more successful. And so what I want as far as students to graduate with that holistic well rounded approach to life in general, not just one part.

Andrew Rotz: Sure. Absolutely, and, and our DVM grads play a huge part in some of these practices right from the very beginning. So the June... sooner they can jump in the better.

Amy Snyder: Exactly.

Andrew Rotz: So what is, you know, continuing along our or trend of, of Converse-- of conversation here, what is the best way for students to reach you and where are you looking?

Amy Snyder: [Laughs] So I'm not in student services.

Andrew Rotz: [Laughs]

Amy Snyder: Um, so my office is actually located right over top of the cafeteria, so it's D249A. You're welcome to drop by at any time. Other than that, it's best to reach me um, via email. So it's amsnyde, S-N-Y-D-E, and the number two, or you can just put in my name and it'll come up in our emails, uh, our @ncsu.edu. If you can't find me in my office, then probably check out general practice. I definitely have been floating around. They're happy to meet with students at any time to discuss any variety of topics. Um, just reach out.

Andrew Rotz: That's wonderful. I appreciate you sharing and like I said, I think we're all very excited to be on board here and, and uh, bringing these services to our student buddy.

Amy Snyder: Yeah. And I think it's really important that we offer such a wide variety of resources for our students and support for our students. So we appreciate you

guys joining in for our very first edition today. Thank you for bearing with us as you may have noticed, all of us are a little under the weather today, so we apologize for any scratchy voices or runny noses, but we appreciate your time. Um, thank you guys for tuning. Our next episode we plan on taking a little deeper dive with Amanda and discussing interviewing strategy. So until then, have a wonderful day. **[Background Music]**

[END OF TRANSCRIPT]