ANSC (BUSN) 191: Veterinary Office and Computer Skills
CRN 62231 & 62448

Instructor: Kathleen Baxter, RVT
Office: Hale Nauauao 141
Office Hours: Tuesday 1:00-2:00pm & Thursday 4:00-5:00pm or by appointment
Office phone number: 236-9241
Email: kabaxter@hawaii.edu
Effective Date: Fall 2014

Catalog Description

Veterinary Office and Computer Skills covers the support skills needed in a veterinary office. Because veterinary office skills are critical in the success or failure of a practice, this course will emphasize the following: client communication, public relations, ethical and legal procedures, bookkeeping functions, scheduling, records management, and telephone skills. Students will be introduced to one or more industry-standard veterinary software programs as well as word processing and spreadsheet software. (3 hour lecture)

Pre-Requisite(s): Admission into the Veterinary Technology program.

Activities Required at Scheduled Times Other than Class Times: This is a hybrid course, so there will be required participation on Laulima. You are required to read assigned articles that are available on veterinary websites listed under ‘Learning Resources’. You will be required to make at least one relevant comment on the Laulima discussion board for each article. Other assignments, particularly related to assessing computer skills will be part of the online portion of the class.

Student Learning Outcomes

Upon completion of the course, the student will be able to:

- Contribute to a welcoming office environment that promotes accurate interactions with patients and clients.
- Work as a team member to deliver service in an ethical, compassionate manner, following the Veterinary Technician’s Code of Ethics developed by the National Association of Veterinary Technicians Association Ethics Committee.
- Perform introductory office administrative duties to insure up-to-date filing and retrieval of documents, data entry, billing and receipts, and inventory.
- Demonstrate knowledge of an industry-standard veterinary software program.
- Demonstrate introductory skills for a word processing and spreadsheet program.
Course Content

- Front desk skills - scheduling, admitting/discharging, handling financial transactions, demonstrating professional communication.
- Computer skills - utilizing practice management software and on-line services
- Interactions with co-workers and clients - understanding interpersonal skills, ethics, legal issues, public relations, and crisis management
- Client education - developing and articulating information for clients.
- Medical records - maintaining appropriate legal records.
- Inventory - managing inventory including protocols for controlled drugs.

Course Tasks

- Attend lecture weekly and keep current with all course material
- Complete assigned readings and participate in discussions in class and online
- Complete quizzes as given
- Take final exam
- Complete one classroom presentation

Assessment Tasks and Grading

METHOD OF GRADING
In order to receive a passing grade (“D” or above) for ANSC 191, the student must do the following, no exceptions:
- Complete all required assignments and receive at least 70% of the available points
- Obtain an average score of at least 70% on all quizzes and the final exam

POINT VALUES
- Employability Skills and Attitude (see “Student Responsibilities”) – 100 points
- Class Presentation - 100 points
- Final Exam – 100 points
- Reading/Discussion Assignments– 25 points each - 100 total

Exams: The student will take a final exam to demonstrate knowledge and understanding of information presented in the lectures, text readings, and assignments. The final exam will be cumulative multiple choice, and the focus will be on knowledge needed for the Veterinary Technician National Examination.

Class Project: A description of presentation topics can be found on Laulima. Details will also be discussed in class. Students may choose which of these projects to do. Some may be done more than once, but there will be a sign-up sheet to make sure all topics are covered. Students may design and propose their own projects, but they must be approved by the instructor. There will only be time for a limited number of in-classroom presentations, so all students must develop a printable version or PowerPoint which can be posted on Laulima. Correct MLS citation must be give for all sources. Extra credit will be given for those that sign-up and present their topic. If not enough students sign-up for presentations, those slots will be assigned by the instructor.
Assignments and Quizzes: Unannounced quizzes may be given during lecture. No make-ups will be offered. Any required assignments (articles and discussion board participation) will be clearly designated as such on an updated syllabus and in class. Required assignments must be completed by the deadline to pass the course.

GRADING SCALE
Total Points and Grade Equivalent

<table>
<thead>
<tr>
<th>Total Points</th>
<th>Grade Equivalent</th>
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<tbody>
<tr>
<td>&gt;= 360</td>
<td>A</td>
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<tr>
<td>320-359</td>
<td>B</td>
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<tr>
<td>280-319</td>
<td>C</td>
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<tr>
<td>240-279</td>
<td>D</td>
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<tr>
<td>&lt;240</td>
<td>F</td>
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Policy on Make-Up Assignments:
If you miss a deadline because of an illness or legitimate emergency, you must contact the instructor within 48 hours to arrange a time to make up the missed assignments. The instructor may request that the student present evidence of the illness or emergency that caused the student to miss the deadline. If the student misses a deadline for any other reason, the student may be prohibited from taking a make-up. Make-up assignments may differ from the original with regards to content.

ACADEMIC DISHONESTY
Students involved in academic dishonesty will receive an "F" grade for the course.
Academic dishonesty includes cheating on exams and plagiarism. See the 2012-2013 course catalog for a description of the University’s policies concerning academic dishonesty.

Student Responsibilities

- Attendance at lecture is not mandatory. However, the student will be held responsible for being familiar with the material presented in lecture. Make-ups will not be offered for any quizzes or other assessments given during class; students who are absent will receive ZERO points for these exercises. Please note that part of the course grade is based on work ethic and employability skills as judged by the instructor. Habitually missing or arriving late for lecture will affect this score. To minimize disruptions, the door will be closed ten minutes after class is scheduled to begin; students arriving after this time will need to wait for a break to be admitted to the classroom. Do not knock on the door for admission to lecture.

- The student is expected to participate in all course activities and complete all examinations and course assignments on time.

- Please be considerate of other students by turning off cell phones during class. Laptops and tablets are permitted for the purpose of taking notes. Students who refuse to turn off laptops, phones or other electronic devices when requested will be dismissed from class and lose 20 points.

- Any changes in the course schedule, such as examination dates, deadlines, etc., will be announced ahead of time in class or on the Laulima website. It is the student’s responsibility to be informed of these changes. Students can sign up for text reminders and last minute/emergency messages by going to this link: http://www.remind.com/join/ansc19

- It is the student’s responsibility to be informed about deadlines concerning registration (e.g., last day for withdrawal).

- Communication: The instructor will communicate with students through email, the Laulima website and
announcements in class. It is the student’s responsibility to be informed of any classroom announcements made when the student is absent.

- It is the student’s responsibility to obtain copies of any assignments handed out during class when the student is absent.

**Employability Skills and Work Ethic**

Points will be awarded based on subjective assessment of the student’s ability to work well with others, maintain a respectful demeanor toward peers and instructors, and fulfill responsibilities.

Behaviors evaluated for this assessment include but are not limited to:

- Takes initiative for own learning
- Helps out other team members
- Treats all members of the team with respect and courtesy
- Arrives for class promptly and ready to learn
- Responds cheerfully when asked to do a task
- Acts professionally and does not complain, gossip or talk about others in the profession (in or outside the program) during class or laboratory
- Accepts constructive criticism
- Follows instructions
- Seeks help or asks for clarification when needed

The final score is completely at the discretion of the instructor; however, students will receive written feedback at the end of the course to provide an opportunity for self-improvement.

Students are expected to be familiar with and follow the Standard Operating Procedures outlined in the WCC Veterinary Technology Program Student Handbook. Violations of the SOP will result in a point deduction from the student’s overall grade for the course. The instructor may also give demerits for such violations as provided for in the Student Handbook.

- Minor violation – 10 point deduction
- Major violation – 50 point deduction
- Second major violation or more than 3 minor violations – “F” grade for course

The student and the Program Director will be notified in writing of any violation resulting in a point deduction.

**Instructor’s Pledge to Students**
The instructor promises to make every effort to:

- Listen to concerns and constructive criticism with an open mind
- Be clear and transparent with grading policies and expectations
- Communicate critical information such as schedule changes and exam details in a timely fashion
- Be available to offer extra help and clarification whenever possible
- Make good and efficient use of class time to maximize learning

**Learning Resources**

**Clinical Textbook for Veterinary Technicians:** Bassert J.M. and Thomas J.A. 8th Edition, Elsevier Saunders, St. Louis MO

The Myers Briggs Foundation [www.myersbriggs.org](http://www.myersbriggs.org) MBTI results

American Animal Hospital Association (AAHA) [www.aaha.org](http://www.aaha.org) Various articles

North American Veterinary Community (NAVC) [www.veterinaryteambrief.com](http://www.veterinaryteambrief.com) Various articles

National Association of Veterinary Technician in America (NAVTA) [www.navta.net](http://www.navta.net) Various articles

Veterinary Support Personnel Network [www.vspn.org](http://www.vspn.org) Resources, online CE courses, and bulletin boards for veterinary technicians and other support staff. Must sign up for a free account to access.

Vetlearn: [www.vetlearn.com](http://www.vetlearn.com) Continuing education and articles for veterinary technicians on a wide range of topics. Must sign up for a free account to access.

**Additional Information**

**Laulima:** Your instructor has created a Laulima website to accompany this course. This website contains lecture outlines, copies of course forms and syllabi, links to on-line learning resources, and a discussion board for required input. To access, go to [https://laulima.hawaii.edu/portal](https://laulima.hawaii.edu/portal). Login using your UH username and password and click on ANSC 191.

**DISABILITIES ACCOMMODATION STATEMENT**

*If you have a physical, sensory, health, cognitive, or mental health disability that could limit your ability to fully participate in this class, you are encouraged to contact the Disability Specialist Counselor to discuss reasonable accommodations that will help you succeed in this class. Ann Lemke can be reached at 235-7448, lemke@hawaii.edu, or you may stop by Hale ʻAkoakoa 213 for more information.*
**Schedule: Subject to Change**

August 29th  Last day to drop for **100% refund**
September 15th  Last day for **50% refund**
October 30th  Last day to withdraw with a “W” grade

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<thead>
<tr>
<th>Date</th>
<th>Topic</th>
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<tbody>
<tr>
<td>August 26 &amp; 28</td>
<td>Course Introduction, Syllabus Use of discussion boards, online resources Questionnaire</td>
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<td>Assign first reading:</td>
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<td>September 2 &amp; 4</td>
<td>Front Desk Tasks &amp; Responsibilities 1st Assigned article &amp; Discussion due by midnight 9/1</td>
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<td>September 9 &amp; 11</td>
<td>Triage, Computer Skills &amp; Online Resources Guest Speaker: Dr. Carolyn Naun Assign second</td>
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<td>reading:</td>
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<tr>
<td>September 16 &amp; 18</td>
<td>True Colors Guest Speaker: Ryan Perreira, Career Counselor</td>
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<td>September 23 &amp; 25</td>
<td>Client Interaction &amp; Legal Issues 2nd Assigned article &amp; Discussion due by midnight 9/22</td>
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<tr>
<td>September 30 &amp; October 2</td>
<td>Client Interaction &amp; Legal Issues, con’t Assign third reading:</td>
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<tr>
<td>October 7 &amp; 9</td>
<td>Client Education Presentation topic selection due 3rd Assigned article &amp; Discussion due by midnight 10/6</td>
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<tr>
<td>October 14 &amp; 16</td>
<td>Coworker Interaction &amp; Workplace Ethics Assign fourth reading:</td>
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<tr>
<td>October 21 &amp; 23</td>
<td>Coworker Interaction &amp; Workplace Ethics 4th Assigned article &amp; Discussion due by midnight 10/20</td>
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<tr>
<td>October 28 &amp; 30</td>
<td>AVIMARK Data entry of actual WCC</td>
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<td>November 4</td>
<td>ELECTION DAY - NO CLASS</td>
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<td>November 6</td>
<td>AVIMARK</td>
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<td>November 11</td>
<td>VETERANS DAY – NO CLASS</td>
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<tr>
<td>November 13</td>
<td>AVIMARK</td>
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<tr>
<td>Date</td>
<td>Activity</td>
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<td>November 18</td>
<td>AVIMARK</td>
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<td>November 20</td>
<td>NO Lecture for Thursday students</td>
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<td>November 25</td>
<td>AVIMARK</td>
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<td>November 27</td>
<td>THANKSGIVING DAY - NO CLASS</td>
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<tr>
<td>December 2 &amp; 4</td>
<td>Classroom Presentations</td>
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<tr>
<td>December 9 &amp; 11</td>
<td>Classroom Presentations &amp; Review</td>
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<tr>
<td>December 16 &amp; 18</td>
<td>FINAL EXAM</td>
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Rev. 8/24/14