

BUSN191 – Veterinary Office and Computer Skills

3 Credits

Monday 2:30 PM to 3:45 PM

CRN: 60434

INSTRUCTOR: Yuki Horikiri
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EFFECTIVE DATE: Spring 2014

Windward Community College Mission Statement

Windward Community College offers innovative programs in the arts and sciences and opportunities to gain knowledge and understanding of Hawai‘i and its unique heritage. With a special commitment to support the access and educational needs of Native Hawaiians, we provide O‘ahu’s Ko‘olau region and beyond with liberal arts, career and lifelong learning in a supportive and challenging environment — inspiring students to excellence.

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.

Student Learning Outcomes

1. Contribute to a welcoming office environment that promotes accurate interactions with patients and clients.
2. 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.
3. Perform introductory office administrative duties to insure up-to-date filing and retrieval of documents, data entry, billing and receipts, and inventory.

4. Demonstrate knowledge of an industry-standard veterinary software program.
5. Demonstrate introductory skills for a word processing and spreadsheet program.

Assessment Tasks and Grading

Students will be assessed on demonstrated comprehension and personal skills in each of the five (5) Student Learning Outcomes listed above. Grades will be computed based on the percentage of the items below.

	Percentage	Points
TB (Tidbits)	22%	585
GP (Group Presentations)	15%	250
HMK (Homework)	2%	TBA
ICA(In-class assignments)	22%	TBA
QZ (Quizzes)	20%	214
FTB (Final Tidbit)	4%	105
PFM (Professionalism)	8%	20
ATN (Attendance)	7%	28

TB (Tidbits)

Ten (10) assignments that are called *tidbits* will be assigned during the course.

Policy on late tidbits (TB). A late tidbit will receive **a 20% reduction of the total possible points of the tidbit.** All the tidbits in this category are due 11:00 AM, Monday.

A late tidbit must be submitted by the following Wednesday, or it will NOT be accepted.

If a student misses three (3) or more tidbits, the student will receive an F for the final course grade.

GPS (Group Presentations)

Each student is required to work on two Group Presentations, Group Presentation A and Group Presentation B, in the course. The grading for this assignment consists of an individual portion and a group portion. Each team member will receive individual points for the individual portion, whereas all the team members each receive the same team points. The number of group presentations assigned to each group will be announced.

Group Presentation A:

Students will form groups, and each group will present the contents of the assigned chapter or topic in class.

Group Presentation B:

Students will form groups, and each group will organize and deliver a workshop for clients. The team members when delivering a workshop take the role as veterinary technicians, and other students in the class will take the role as clients.

HMK (Homework)

Homework assignments will be assigned several times during the course. Those assignments could be a step or a building block to help accumulate work or material toward completion of a tidbit or a posting regarding a specific question on the course Laulima site.

A late submission for assignments in this category will NOT be accepted.

ICA (In-class assignments)

A number of in-class assignments will be assigned during the course. Students need to work on specific in-class assignments for a day during the class session, and the **in-class assignments need to be completed during the class sessions. If a student misses a class, the in-class assignment that is assigned for that particular class session cannot be made up.** **Assignments other than in-class assignments are available well before the listed deadlines; therefore, there will be NO makeup offered for assignments other than in-class assignments regardless of the reason or excuse.**

Listening to others' presentations during class sessions will be a type of in-class assignment, and students will receive credit for that.

QZ (Quizzes)

Eighteen (18) quizzes using the course Laulima site will be given during the course, based on assigned readings from the textbook, *McCurnin's Clinical Textbook for Veterinary Technicians*, and assigned files, such as a PowerPoint file, and a pdf file that are downloadable from the course Laulima site.

The quizzes must be completed during the assigned period. No makeup quizzes will be provided. There are **two types of quizzes.** One type is a multiple choice quiz and the other type is a short answer quiz. Regarding the multiple choice quiz, students can make **two attempts** for each quiz, and the course Laulima site will record the highest score among the two attempts for grading. With respect to the short answer quiz, students can make **only one attempt.**

If a student misses four (4) or more quizzes, the student will receive an F for the final

course grade.

FTB (Final Tidbit)

The final tidbit will involve work in a facility outside of WCC. Details will be announced. The final tidbit is distinct and is a different tidbit from the tidbits in the category of “ Tidbits (TB).”

Policy on late final project (FPJ). A late project will receive **a 20% reduction of the total possible points of the project.** The final project is due **11:00 AM, May 6th.**

A late project must be submitted by the following Wednesday, May 7th, or it will not be accepted.

ATN(Attendance)

- Two (2) points will be given to a student for full attendance at each class session. **Upon accumulating six (6) points in reduction that is equivalent to missing three (3) class sessions, the student’s final grade will be reduced one letter grade.** Being late for class and leaving class in the middle of the session will also count towards reduction of points as well. There will be fourteen (14) sessions. If the student is late for a class session or leaves early, points will be reduced from the two (2) points. A student who has full attendance at all the class sessions throughout the semester should have twenty-eight (28) points for the total attendance points.
- **Students are responsible to make themselves available for the class sessions.** “ ATN (Attendance) ” accounts for 7% of the final course grade and “ ICA (In-class assignments) account for 22% of the final course grade. Teambuilding skills, punctuality, and clear perceptions about responsibility are essential for future veterinary technicians. Therefore, students need to demonstrate those skills while earning a good grade.
- In the event that a student needs to miss a class due to sickness, the attendance points for the particular class he/she missed can be made up by submitting a document to the instructor. This needs to be either a doctor’s note for a doctor’s appointment. This makeup for the attendance points is allowed for **only one class session, one time** throughout the semester for a student.
 - Disclaimer: A doctor’s note needs to be for the particular student’s appointment. An appointment for other than the student, such as his/her family member will not be applied. A document which proves attendance at Jury Duty needs to be for the particular student.
 - If another reason that could be considered as a legitimate reason for missing class arises, the student needs to discuss that with the instructor. However, the instructor reserves the right to make a decision if the student can make up the class he/she missed or not.

- Jury Selection for Jury Duty is a long process. Being selected to be on the Jury for Jury Duty is a rare case. If that happens, the student needs to submit a document generated from the court that proves attendance at Jury Duty or attendance at the interview for Jury Selection, to the instructor.

PFM (Professionalism)

The total possible points for PFM (Professionalism) is **20 points**, and that will be assessed by the instructor at the end of the semester.

PFM (Professionalism) will be assessed based on punctuality, active participation in class, cooperation in teamwork and creating positive classroom environment, such as NO bullying, NOT saying mean things to others, and having a positive attitude in class.

It is essential for veterinary technicians to have good interpersonal skills. Students need to demonstrate good interpersonal skills to communicate with peers and the instructor in the course. Intimidating peers and the instructor either directly or indirectly is not allowed in the course. **If the instructor recognizes that behavior, a student can receive 0 points for this category or can receive an F for the course grade.**

Professionalism also includes taking responsibility for one's work, grades as well as interactions with others. Therefore, students who patronize the instructor with statements, such as "I need to maintain a certain GPA," or "I need to have a certain grade for my financial aid," are considered acting unprofessional and irresponsible for their own academic situations.

Grades for the course will be as follows:

- | | |
|---|----------------------------|
| A | 90-100% of possible points |
| B | 80-89% of possible points |
| C | 70-79% of possible points |
| D | 60-69% of possible points |
| F | 0-59% of possible points |

Course Tasks and Student Learning Outcomes Alignment

	Student Learning Outcomes	Items geared toward the SLOs
1.	Contribute to a welcoming office environment that promotes accurate interactions with patients and clients.	<ul style="list-style-type: none"> • In-class assignments • Group Presentation B • Quizzes
2.	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.	<ul style="list-style-type: none"> • Group Presentation A • Group Presentation B • In-class assignments • ATN (Attendance) • PMF (Professionalism) • Quizzes
3.	Perform introductory office administrative duties to insure up-to-date filing and retrieval of documents, data entry, billing and receipts, and inventory.	<ul style="list-style-type: none"> • In-class assignments • Quizzes
4.	Demonstrate knowledge of an industry-standard veterinary software program.	<ul style="list-style-type: none"> • Tidbits • In-class assignments
5.	Demonstrate introductory skills for a word processing and spreadsheet program.	<ul style="list-style-type: none"> • Tidbits • In-class assignments • HMK assignments

Learning Resources

- The required textbook, *McCurnin's Clinical Textbook for Veterinary Technicians, 8th Edition*, ISBN: 9781455728244.
- A USB flash drive.
- The BUSN 191 course Laulima site.
- A high-speed Internet connection (not dial-up) to work on online materials.
- A Windows personal computer with Microsoft Office 2010 and Windows 7. If a student does not have the same operation system and software, the student may encounter a problem with completing a few "tidbit" assignments correctly. **The student needs to plan his or her time for using a computer at school for those particular assignments if his or her personal computer does not have the available functions.**
- Any application that will read a PFD file.
- 8.5" x 11" paper for printing and 4 1/8" x 9 1/2" envelopes to complete assignments given.
- WCC account. To create a WCC account, go to <http://accounts.windward.hawaii.edu>

- Please make sure you have a Windward Community College account, and deposit \$3 for printing at the Windward Community College Library in your account soon to avoid the stress of running to the Library during a timed exam.
- Earphones or headset which are/is compatible with 3.5 mm jack.

Course Policies

- Students are expected to check the Lualima site for the course and UH e-mail to keep up with all coursework. **The instructor sends messages to students using the “ Message ” tool on the Lualima course site.** In addition to using UH e-mail for official communication, please also use the Lualima “ Message ” to communicate with the instructor or peers during the course.
- Punctuality is essential to complete the course study.
 - Attendance for all classes is essential to complete the course study.
 - Students are expected to arrive in the classroom on time and submit assignments on time.
 - Students are expected to submit each assignment to the designated location. Failure to do so will result in not receiving credit for the submission.
- If a student misses a class, it will be his or her responsibility to find out the information he or she missed.
- The use of cell phone, handheld gaming devices, or texting is NOT allowed in the classroom. Students are expected to turn off and put away those devices before they come into the computer lab.
- Students who practice academic dishonesty, such as cheating, plagiarism, or infringement of copyright laws, will receive a grade, F.
- Only enrolled students are permitted in the classroom; no guests, audits, children or pets of any size/kind.
- Students should be prepared to meet the demands of the course in order to comply with all course policies, as well as fulfill assignments or project requirements. Students should also have access to a computer or be able to use one at school, and become familiar with all equipment needed to complete projects and/or assignments. Failure to do any of the above will likely result in a lower grade because the student will not be able to effectively meet the demands of the course.
- The instructor is not responsible for accommodating situations in student’s life, such as time management, and finance over the coursework.
- **The instructor reserves the right to make the final decision regarding the student’s grade for an assignment as well as the grade for the course.**
- Students are expected to ask questions to the instructor in a professional manner. If a student does not contact the instructor in an appropriate manner, the instructor may not respond to the student’s inquiry.
- If the instructor recognizes a student's misconduct, such as bullying a classmate or the instructor, the student is likely to receive a grade, F.
- All Windward Community College Policies and UH system policies apply. Those policies are available online.
 - *University of Hawai‘i Systemwide Student Conduct Code Policies*

http://studentaffairs.manoa.hawaii.edu/policies/conduct_code/

- *Policy on Sexual Harassment and Related Conduct*
<http://www.hawaii.edu/svpa/ep/e1/e1203.pdf>
- *WORKPLACE NON-VIOLENCE*
<http://www.hawaii.edu/svpa/ep/e9/e9210.pdf>

Emailing your instructor

Students need to consider an email to an instructor as a business email rather than a casual text to your friends.

1. Include the course number and class time in your subject line. Example: “ Question about BUSN 191 Wed 1:00 PM Project 3. ”
2. Use your college or university account so your email does not get caught in a university’s spam filter.
3. Use an appropriate greeting, such as Hello XX, etc.
4. Be clear about your question, and be concise.
5. Proofread your email. Use the “ Check Spelling ” function.
6. Sign your full name, class, and time it meets.

Withdrawal

- Last day to withdraw without a W grade ... February 3
- Last day to withdraw with a W grade ... March 20

*Check the important days on the academic calendar at
<http://windward.hawaii.edu/Academics/Calendar/>

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 ‘Akoakoa 213 for more information.