ANSC 191: Veterinary Office and Computer Skills
CRN  60411 & 60412

Instructor:  Kathleen Baxter, RVT  
Office:  Hale Nauauao 121  
Office Hours:  Monday/Tuesday 1 - 2:00pm, Wednesday/Thursday 4 - 5:00pm, or by appointment  
Office phone number:  236-9241, Cell 404-276-6640  
Email:  kabaxter@hawaii.edu  
Effective Date:  Fall 2015

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)

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 most of which 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. There will also be a brief quiz related to the article or lecture topic.

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
- Participate in in-class and online assignments
- Complete assigned readings and participate in discussions in class and online
- Complete quizzes
- Take final exam
- Complete one classroom project / 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”) – 20 points
- Quizzes – 20 points each – 100 total
- Reading/Discussion Assignments – 20 points each - 100 total
- In-class Assignments – 20 points each – 80 total
- Class Projects/Presentation - 100 points
- Final Exam – 100 points

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 and will include knowledge needed for the Veterinary Technician National Examination.

Class Project/Presentation: 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 if approved by the instructor. All students must sign-up to present their projects to the class. Also, a printable version (outline and handout/brochure) must be posted on Laulima. Correct MLA or APA citation must be given for all sources.

Assignments and Quizzes: Any required assignments (articles, discussion board participation, quizzes, and required class participation) will be clearly designated as such on an updated syllabus and in class. Required assignments must be completed by the deadline to receive credit.

GRADING SCALE
Total Points and Grade Equivalent
>/>= 460  A
420-459  B
380-419  C
340-379  D
<340     F

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. Make-up assignments may differ from the original with regards to content. 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.
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 2014-2015 course catalog for a description of the University’s policies concerning academic dishonesty.

Student Responsibilities
● Attendance at every lecture is not mandatory. However, some classes will be required to pass the course, because you will not be able to makeup the material. In addition, the student will be held responsible for being familiar with all 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. Being late to class causes considerable disruption to our limited class time, so make every effort to be on time.
● 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.
● 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. 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.
**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**


National Association of Veterinary Technician in America (NAVTA): [www.navta.net](http://www.navta.net). Various articles Must sign up for a free account to access.

Veterinary Support Personnel Network (VSPN): [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.

Vetfolio: [www.vetfolio.com](http://www.vetfolio.com)  The North American Veterinary Community (NAVC) and the American Animal Hospital Association (AAHA), two leading associations in the veterinary field have formed a joint partnership providing Web based continuing education and articles for veterinary professionals 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. 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 ‘Akoakoa 213 for more information.
## Schedule: Subject to Change

**Last day to drop for 100% refund:** Aug. 28th  
**Last day for 50% refund:** Sep. 14th  
**Last day to withdraw with a “W” grade:** Oct. 30th

<table>
<thead>
<tr>
<th>Date</th>
<th>Subject</th>
</tr>
</thead>
</table>
| **August 26 & 27**       | Course Introduction  
                           | ‘Virtual Name Tags’, Use of discussion boards (Forums)  
                           | Skills Questionnaire, Type Indicators, Presentation Topics  
                           | Lecture: (PowerPoint) Professionalism and Ethics  
                           | First Reading choices: *(Veterinary Professionalism)*  
                           | 1st Assigned articles Discussion, due by Quiz 1 online |
| **September 2 & 3**      | Front Desk Tasks & Responsibilities, Appointments  
                           | Lecture: (PowerPoint) Team Roles, Receptionist  
                           | Second Reading choices *(Case Workflow through the office)*  
                           | 2nd Assigned articles Discussion, due by Quiz 2 online |
| **September 9 & 10**     | Leveraging Strengths *(Required attendance)*  
                           | Lecture: (PowerPoint) Interactive Personality Typing, Leadership, Hiring  
                           | Third Reading choices *(MBTI, Leadership, Co-worker Interaction)*  
                           | 3rd Assigned articles Discussion, due by Quiz 3 online |
| **September 16 & 17**    | Triage with Guest Speaker: Dr. Carolyn Naun *(Required attendance)*  
                           | Interactive role-play  
                           | In-class Assignments to be turned in |
| **September 23 & 24**    | Client Interaction, Client Education, Legal Issues  
                           | Lecture: (PowerPoint) Compliance, Resources for Education  
                           | Forth Reading choices *(Client Communication)*  
                           | 4th Assigned articles Discussion, due by Quiz 4 online |
| **September 30 & October 1** | Excel Spreadsheets, Document Creation  
                           | Review of Office Software and Examples  
                           | Assignments to be turned in after inventory/presentations classes |
| **October 7 & 8**        | Practice Management Software: AVLmark, Vetter  
                           | Discussion and Demonstration  
                           | In-class Assignments to be turned in |
| **October 14 & 15**      | Safety with Guest Speaker: Kevin, Lead Tech Haiku *(Required attendance)*  
                           | Lecture: Biohazard, OSHA  
<pre><code>                       | Presentation topic selection due on Sign-up Wizard |
</code></pre>
<table>
<thead>
<tr>
<th>Date Range</th>
<th>Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 21 &amp; 22</td>
<td>Inventory, Controlled Drug Logs</td>
</tr>
<tr>
<td></td>
<td>Lecture: (PowerPoint)</td>
</tr>
<tr>
<td></td>
<td><strong>In-class Assignments to be turned in</strong></td>
</tr>
<tr>
<td>October 28 &amp; 29</td>
<td>Human Animal Bond</td>
</tr>
<tr>
<td></td>
<td>Lecture: (PowerPoint)</td>
</tr>
<tr>
<td></td>
<td><strong>Fifth Reading choices (Euthanasia, Compassion Fatigue)</strong></td>
</tr>
<tr>
<td></td>
<td>5th Assigned articles Discussion due by Quiz 5 online</td>
</tr>
<tr>
<td>November 4 &amp; 5</td>
<td>Class Presentations <em>(Required attendance)</em></td>
</tr>
<tr>
<td>November 11 &amp; 12</td>
<td>Class Presentations <em>(Required attendance)</em></td>
</tr>
<tr>
<td></td>
<td><strong>NO Wednesday Class (Election Day)</strong></td>
</tr>
<tr>
<td>November 18 &amp; 19</td>
<td>Class Presentations <em>(Required attendance)</em></td>
</tr>
<tr>
<td>November 25 &amp; 26</td>
<td>Class Presentations <em>(Required attendance)</em></td>
</tr>
<tr>
<td></td>
<td><strong>NO Thursday Class (Thanksgiving)</strong></td>
</tr>
<tr>
<td>December 2 &amp; 3</td>
<td>Class Presentations <em>(Required attendance)</em></td>
</tr>
<tr>
<td>December 9 &amp; 10</td>
<td>Review / Study Guide Handout</td>
</tr>
<tr>
<td>December 16 &amp; 17</td>
<td><strong>FINAL EXAM</strong></td>
</tr>
</tbody>
</table>

Rev. 7/6/2015