ANSC 191: Veterinary Office and Computer Skills CRN 63370

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Office Hours: Monday 3 - 5:00pm, Tuesday & Wednesday 4 - 5:00pm, or by appointment
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Effective Date: Spring 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. In addition, each student is required to take an online Myers Briggs Type Indicator instrument in preparation for the course emphasis on communication skills.

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 MBTI
- 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 – 80 total
- 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 and will include 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. There will be a sign-up sheet for topics and presentation times. Each student must choose a different topic. Students may design and propose their own projects, but must this must be approved by the instructor. All students must their projects. Also, printable version (outline and handout) or a PowerPoint must be posted on Laulima. Correct MLA 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 pass the course.

GRADING SCALE
Total Points and Grade Equivalent

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\begin{align*}
\geq 360 & \quad A \\
320-359 & \quad B \\
280-319 & \quad C \\
240-279 & \quad D \\
<240 & \quad F
\end{align*}
\]

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 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
The Myers Briggs Foundation [www.myersbriggs.org MBTI results
North American Veterinary Community (NAVC): [www.veterinaryteambrief.com Various articles
National Association of Veterinary Technician in America (NAVTA): [www.navta.net Various articles
Veterinary Support Personnel Network: [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 Continuing education and articles for veterinary technicians on a wide range of topics. Must sign up for a free account to access. (This website may change as it is being merged with some other veterinary CE websites.)

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**: 1/16; for **50% refund**: 2/2; to withdraw with a “W” **grade**: 3/31

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| January 13 | Course Introduction  
Use of discussion boards (Forums)  
Skills Questionnaire, MBTI, Presentation Topics  
**Assign first reading:** *(Work flow through the office articles)* |
| January 20 | Front Desk Tasks & Responsibilities, AVIMARK Appointments  
**1st Assigned articles Discussion, due by midnight 1/19** |
| January 27 | Triage with Guest Speaker: Dr. Carolyn Naun *(Required attendance)*  
**Quiz 1 online this week** |
| February 3 | AVIMARK Overview (Webinar?)  
Excel Spreadsheets |
| February 10 | AVIMARK Worksheet  
**Assign second reading:** *(MBTI articles and take MBTI online)* |
| February 17 (Instructor at WVC) | True Colors with Guest Speaker: Ryan Perreira, Career Counselor *(Required attendance)*  
**2nd Assigned articles Discussion due by midnight 2/16** |
| February 24 | Client Interaction, Client Education, Legal Issues  
**Quiz 2 online this week**  
**Assign third reading:** *(Bullying, Leadership articles)* |
| March 3 | Co-worker interaction, Team Building  
**3rd Assigned articles Discussion due by midnight 3/2**  
Presentation topic selection due on Sign-up Wizzard |
| March 10 | Inventory lecture  
**Quiz 3 online this week**  
**Assign fourth reading:** *(Euthanasia, Quality of Life articles)* |
| March 17 | Human Animal Bond  
**4th Assigned articles Discussion due by midnight 3/16** |
| March 24 | SPRING BREAK |
| March 31 | Class Presentations *(Required attendance)*  
**Quiz 4 online this week** |
| April 7 | Class Presentations *(Required attendance)* |
| April 14 | Class Presentations *(Required attendance)* |
| April 21 | Class Presentations *(Required attendance)* |
| April 28 | Review / Study Guide Handout |
| May 5 | **FINAL EXAM** |