ANSC 191: Veterinary Office and Computer Skills
CRN 61424

Instructor: Kathleen Baxter, RVT
Office: Hale Na’auao 121
Office Hours: Monday/Tuesday 8:30-9:30am and Wednesday/Thursday 4 - 5:00pm, or by appointment
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Effective Date: Spring 2016

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: This is a hybrid course, so there will be required participation on Laulima and Blackboard. There will be one in-person class (consisting of two lectures) conducted on a Saturday at Maui College (times and location will be announced)

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

- Complete lecture modules on Laulima and keep current with all course material
- Attend one in-person session consisting of two lectures
- Complete assignments by the due date
- Complete assigned readings and participate in discussions online by the due date
- Complete quizzes by the due date
- Take final exam on Laulima in the assigned testing center
- Complete one classroom project, which will be presented online through the Blackboard resource

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
- Other 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.

Readings
You are required to read assigned articles most of which are available on veterinary websites listed under ‘Learning Resources’. You will then need 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.

Class Project/Presentation: A description of presentation topics can be found on Laulima. Details will also be discussed in the class introduction. Students will choose one of the projects topics. Some may be done more than once, but there will be an online 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 through Blackboard. Also, a printable version (PowerPoint or 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 through email communication from the instructor. Required assignments must be completed by the deadline to receive credit. The cut-off time is by midnight of the due date.

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 deadline extension. 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 will not receive credit.

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 2015-2016 course catalog for a description of the University’s policies concerning academic dishonesty.

Student Responsibilities

- The student will be held responsible for being familiar with all material presented in lectures, readings, and classmates’ presentations. Please note that part of the course grade is based on work ethic and employability skills as judged by the instructor.
- The student is expected to participate in all course activities and complete all examinations and course assignments on time.
- The face-to-face session (1/23) and real-time Blackboard sessions (4) are required for this course. If you are unable to attend it is recommended that you withdraw from the course.
- Any changes in the course schedule, such as examination dates, deadlines, etc., will be announced ahead of time via email and on the Laulima website. 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 and the Laulima website.

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


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.

DVM360: [www.dvm360.com](http://www.dvm360.com) A consortium of veterinary business journals including Veterinary Economics, Veterinary Medicine, and Firstline.

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**: 1/16/2016  
Last day for **50% refund**: 2/2/2016  
Last day to withdraw with a “W” grade: 3/31/16

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<tr>
<th>Date</th>
<th>Module 1</th>
<th>Module 2</th>
<th>Module 3 &amp; 4</th>
<th>Module 5</th>
<th>Module 6</th>
<th>Module 7</th>
<th>Module 8</th>
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<td>Week of 1/11 – 1/15</td>
<td>Week of 1/18 – 1/22</td>
<td>In the classroom</td>
<td>1/25 – 1/29</td>
<td>2/1 – 2/5</td>
<td>2/8 – 2/12</td>
<td>2/15 – 2/19</td>
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<td>Course Introduction (Video)</td>
<td>Front Desk Tasks &amp; Responsibilities, Appointments</td>
<td>Team Building (Required attendance)</td>
<td>Client Interaction, Client Education, Legal Issues</td>
<td>Excel Spreadsheets, Document Creation</td>
<td>Practice Management Software: AVImark, Vetter</td>
<td>Safety and Sanitation in the Veterinary Clinic</td>
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<td>Video Lecture: (PowerPoint) Professionalism and Ethics</td>
<td>Video Lecture: (PowerPoint) Team Roles, Receptionist</td>
<td>Lecture: (Leveraging Strengths PowerPoint)</td>
<td>Reading: (PowerPoint) Compliance, Resources for Education</td>
<td>Assigned PowerPoint Presentation Example(s)</td>
<td>On-line Discussion and Demonstration</td>
<td>Reading Safety Issues for Veterinary Hospital Staff, 5th edition</td>
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<td>Readings in <em>Veterinary Professionalism</em> and <em>Case Workflow through the Office</em></td>
<td><em>Readings in MBTI, Leadership, Co-worker Interaction</em></td>
<td>Interactive Personality Typing, Leadership, Hiring</td>
<td><em>Readings in Client Communication</em></td>
<td>Assigned Videos for Office Software</td>
<td>Assignment in dropbox by 2/7</td>
<td>Lecture: Biohazard, OSHA, Sanitizing</td>
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<td>(2) Assigned article Discussions, due by 1/22</td>
<td>Assigned articles Discussion, due by 1/22</td>
<td>Triage (Required attendance)</td>
<td>Assigned articles Discussion, due by 1/29</td>
<td>Examples of Spreadsheets posted on Laulima</td>
<td>Assignment in dropbox by 2/14</td>
<td><em>Presentation topic selection due on Sign-up Wizard</em></td>
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<td>Quiz 1 and Quiz 2 online due by 1/24</td>
<td>Quiz 3 online due by 1/24</td>
<td>Interactive role-play</td>
<td>Quiz 4 online due by 1/31</td>
<td>Assignments in dropbox by 2/7</td>
<td>Assignment in dropbox by 2/14</td>
<td>Quiz 5 online due by 2/21</td>
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<td>Module 9</td>
<td>2/22 – 2/26</td>
<td>Inventory, Controlled Drug Logs</td>
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<td>Assignments in dropbox by 2/28</td>
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<td>Module 10</td>
<td>2/29 – 3/4</td>
<td>Human Animal Bond / Shelter Medicine</td>
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<td>Assigned articles Discussion due by 3/4</td>
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<td>Quiz 5 online 3/6</td>
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<td>Presentation</td>
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<td>Preparation</td>
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<td>Project outline in dropbox by 3/18</td>
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<td>3/7 – 3/18</td>
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<td>Spring Break</td>
<td>3/21 – 3/25</td>
<td>No online requirements</td>
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<td>Instructor available for assistance with Projects</td>
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<td>Class Presentations begin</td>
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<td>Saturday 4/9</td>
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<td>Completed Projects in dropbox by 4/8</td>
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<td>Review</td>
<td>5/2 – 5/6</td>
<td>Study guide online</td>
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<td>5/9 – 5/13</td>
<td>FINAL EXAM in Testing Center</td>
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Rev. 1/8/2016