ANSC 191: Veterinary Office and Computer Skills  
CRN 60122  
ONLINE ONLY

INSTRUCTOR: Dr. Amy DeLisle RVT, MEd, DVM  
OFFICE: Virtual  
OFFICE HOURS: By Appointment  
EMAIL: adelisle@hawaii.edu  
EFFECTIVE DATE: Spring 2019

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 the Ko‘olau region of O‘ahu 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 an industry-standard veterinary software programs as well as resume writing, interview skills, research and client education.

Activities Required at Scheduled Times Other Than Class Times

This is an online course. Instruction will be through Canvas. There will be a mock interview done in person at a time of the student’s choosing from February 18th- March 31st.

STUDENT LEARNING OUTCOMES

As a result of taking this course, students can expect to attain the following 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.
COURSE TASKS

- Review each module and all of its contents, PowerPoint lectures, reading, videos, handouts etc.
- Complete assigned readings by the due date
- Participate in discussions online
- Create a resume, references and cover letter for future job hunting
- Participate in a mock interview, self-elevation and thank you note.
- Complete online AVImark training course
- Complete research to create a client education handout
- Presentation of your client education project to another for recording and evaluation.
- Take final exam on Canvas.

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 assignments and the final exam
  - You must take the final exam, failure to do so will be an automatic failure of the class

Point Values
- Reading Assignments– 10-20 points each – 135 total
- Journal Club and Rounds – 10-20 points each – 70 total
- Resume and Mock Interview- 55 points
- AVImark online training- 80 points
- Client Education Handout/ Video/ evaluations - 55 points
- Study guide for Final 15 points
- Final Exam – 70 points
- Total points for class: 480 points

Readings and Assignments: You are required to read assigned chapters from the Textbook Front Office Management for the Veterinary Team 2nd Edition or other posted sources. You will need to use the chapter or provided resource to complete the assignment questions.

Journal Club and Rounds: As is a common practice in veterinary medicine we will have discussions aka “Rounds”. You will be expected to comment on at LEAST 2 other classmates. A good back and forth with comments, thoughts and additional questions are what makes “Rounds” a useful tool for learning even more from each other. This is often done in an online format on VSPN.

Job Readiness: You will create a resume, write a cover letter and participate in a Mock interview then follow up with a final thank you note. This is meant to get you ready for your future job hunting and will hopefully help you find gainful employment. Your grade will be based heavily on your self-evaluation of your interview.

Client Education Project/Presentation: A description of project topics can be found on Canvas. Details will also be discussed in the class introduction. Students will choose one of the projects topics. There will be an online sign-up sheet for topics. Students may design and propose their own projects if approved by

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the instructor. You will create a 1-2-page handout/brochure for clients. You will then present your topic to another and record it. You will post the recording to the group so that everyone can complete peer evaluations and a self-evaluation. All students must present using visual aids (power points, models etc.). Correct MLA citation must be given for all sources. Finally, you will create and then post a short client education video.

Exam: 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.

**GRADING SCALE  Total Points and Grade Equivalent**

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<tr>
<th>Points</th>
<th>Grade</th>
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<tr>
<td>&gt;= 432</td>
<td>A</td>
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<tr>
<td>431-384</td>
<td>B</td>
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<tr>
<td>383-336</td>
<td>C</td>
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<tr>
<td>335-288</td>
<td>D</td>
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<tr>
<td>&lt;287</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 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.

**LEARNING RESOURCES**

American Animal Hospital Association (AAHA): [https://www.aaha.org/professional/resources/default.aspx](https://www.aaha.org/professional/resources/default.aspx) multiple educational resources, position statements, guidelines and protocols. Their online CE is provided through Vetfolio.

American Veterinary Medical Association (AVMA): [https://www.avma.org/KB/Pages/default.aspx](https://www.avma.org/KB/Pages/default.aspx) this is the governing body of veterinary medicine in the United States. They set policies and work to ensure legislation is appropriate for us. They have many recourse, position statements and guidelines.

American Veterinarian: [http://www.americanveterinarian.com/](http://www.americanveterinarian.com/) “American Veterinarian® provides veterinarians, veterinary technicians, and veterinary assistants with the news and expert commentary on the latest research in veterinary medicine, including: diagnosis; treatment and prevention of species-specific diseases; product and recall information; case studies; client education; and legal and regulatory updates” It is free to subscribe and this publication has many current articles about all aspects of veterinary medicine.


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

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Vetfolio: 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 A consortium of veterinary business journals including Veterinary Economics, Veterinary Medicine, and Firstline.

*Additional resources will be announced, and syllabus updated if needed*

**ADDITIONAL INFORMATION**

- **Instructor**
  - Dr. Amy DeLisle RVT, MEd, DVM
  - I live in Germany with my husband who is stationed at Ramstein Air Force Base.
  - More info in Into PowerPoint and Video.

- **Canvas:** Your instructor has created a Canvas 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. You will receive an email invitation to Canvas and you will need to follow the instructions to register and sign on.

- **MySuccess:** Students may be referred for extra help or advising through MySuccess. Students can also explore resources at MySuccess.Hawaii.edu and windward.hawaii.edu/MySuccess.

**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.
- Any changes in the course schedule, such as examination dates, deadlines, etc., will be announced ahead of time via email and on the Canvas 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 and the Canvas 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

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- 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
- Support in all things, positivity and respect for all students

**DISABILITIES ACCOMMODATIONS**

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 ‘Ākoakoa 213 for more information.

**TITLE IX**

Title IX prohibits discrimination on the basis of sex in education programs and activities that receive federal financial assistance. Specifically, Title IX prohibits sex discrimination; sexual harassment and gender-based harassment, including harassment based on actual or perceived sex, gender, sexual orientation, gender identity, or gender expression; sexual assault; sexual exploitation; domestic violence; dating violence; and stalking. For more information regarding your rights under Title IX, please visit: https://windward.hawaii.edu/Title_IX/.

Windward Community College is committed to the pursuit of equal education. If you or someone you know has experienced sex discrimination or gender-based violence, Windward CC has resources to support you. To speak with someone confidentially, contact Karla Silva-Park, Mental Health Counselor, at 808-235-7468 or karlas@hawaii.edu or Kaahu Alo, Designated Confidential Advocate for Students, at 808-235-7354 or kaahualo@hawaii.edu. To make a formal report, contact the Title IX Coordinator at 808-235-7393 or wcctix@hawaii.edu.

**ACADEMIC INTEGRITY**

Work submitted by a student must be the student’s own work. The work of others should be explicitly marked, such as through use of quotes or summarizing with reference to the original author.

Students can upload papers to http://www.TurnItIn.com to have papers checked for authenticity, highlighting where the paper potentially fails to appropriately reference sources.
In this class, students who commit academic dishonesty, cheating or plagiarism will have the following consequence(s):

**Students will receive a failing grade for plagiarized assignments.**

All cases of academic dishonesty are referred to the Vice Chancellor for Student Affairs.

**ALTERNATE CONTACT INFORMATION**
If you are unable to contact the instructor, have questions that your instructor cannot answer, or for any other issues, please contact the Academic Affairs Office:

Location: Alakai 121  
Phone: 808-235-7422  
Email: wccaa@hawaii.edu

**Schedule: Subject to Change**

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<thead>
<tr>
<th>Week</th>
<th>Module 1: Professionalism</th>
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<tr>
<td></td>
<td>Class Introduction</td>
</tr>
<tr>
<td></td>
<td>● Journal Club due by midnight Friday</td>
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<tr>
<td></td>
<td>● Rounds completed by midnight Sunday</td>
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<td>● ACT Assignment due by midnight Sunday</td>
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<thead>
<tr>
<th>Week</th>
<th>Module 2: Ethics and Laws</th>
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<tr>
<td></td>
<td>● Assignment due by midnight Sunday</td>
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<td></td>
<td>● Self Intro Video Uploaded</td>
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<tr>
<th>Week</th>
<th>Module 3: Front Desk</th>
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<td>● Assignment due by midnight Sunday</td>
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<tr>
<th>Week</th>
<th>Module 4: Client Communication</th>
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<tbody>
<tr>
<td></td>
<td>● Assignment due by midnight Sunday</td>
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<td></td>
<td>● Rounds completed by midnight Sunday</td>
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<tr>
<th>Week</th>
<th>Module 5: Leadership</th>
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<tr>
<td></td>
<td>Guest Lecturer</td>
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<td>● Assignment due by midnight Sunday</td>
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<tr>
<th>Week</th>
<th>Module 6: Triage</th>
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<tr>
<td></td>
<td>● Individual Assignment by midnight Sunday</td>
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<tr>
<td></td>
<td>● CLIENT EDUCATION TOPIC AND SOURCES DUE by midnight Sunday</td>
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<tr>
<th>Week</th>
<th>Module 7: Disaster Preparedness</th>
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<tbody>
<tr>
<td></td>
<td>● Triage Entire Class Rounds by midnight Sunday</td>
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<td></td>
<td>● Assignment due by midnight Sunday</td>
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<tr>
<th>Week</th>
<th>Module</th>
<th>Details</th>
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<tbody>
<tr>
<td>8</td>
<td>8</td>
<td><strong>Job Readiness</strong>&lt;br&gt;Resume, references and Cover Letter completed by midnight Sunday</td>
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<td>9</td>
<td>9</td>
<td><strong>Human Animal Bond &amp; Grief</strong>&lt;br&gt;INTERVIEWS BEGIN&lt;br&gt;• Journal Club due by midnight Friday&lt;br&gt;• Rounds completed by midnight Sunday</td>
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<tr>
<td>10</td>
<td>10</td>
<td><strong>Stress, Burnout and Compassion Fatigue</strong>&lt;br&gt;Guest Lecturer&lt;br&gt;• Assignment (Self Care Assessment and Plan) due by midnight Sunday&lt;br&gt;• Webinar Certificate due by midnight Sunday</td>
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<td>11</td>
<td>11</td>
<td>SPRING BREAK</td>
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<td>12</td>
<td>11</td>
<td><strong>Inventory</strong>&lt;br&gt;• ACT Assignment due by midnight Sunday&lt;br&gt;• Excel Assignment due by midnight Sunday&lt;br&gt;• Mock Interview Completed by interviewer by midnight Sunday&lt;br&gt;• Thank You Note sent to interviewer by midnight Sunday</td>
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<td>13</td>
<td>12</td>
<td><strong>Controlled Drugs</strong>&lt;br&gt;• Journal Club completed by midnight Friday&lt;br&gt;• Rounds completed by midnight Sunday&lt;br&gt;• Mock Interview Self Evaluation</td>
</tr>
<tr>
<td>14</td>
<td>13</td>
<td><strong>Practice Management Software</strong>&lt;br&gt;• Excel Assignment due by midnight</td>
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<td>15</td>
<td>14</td>
<td><strong>Client Education Brochure</strong>&lt;br&gt;• Client Ed Brochure turned in as assignment&lt;br&gt;• Client Ed Brochure uploaded with video&lt;br&gt;• Client Ed Presentation Video Uploaded to group discussion</td>
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<tr>
<td>16</td>
<td>15</td>
<td><strong>Client Education Presentation/ Peer Evaluations</strong>&lt;br&gt;• Client Ed Peer Eval on Canvas due by midnight Sunday&lt;br&gt;• Client Ed Peer Eval on google docs due by midnight Sunday</td>
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<td>17</td>
<td>16</td>
<td><strong>Self-Evaluations &amp; Study Guide</strong>&lt;br&gt;• Student Created Questions posted in Group Discussion due by midnight Sunday&lt;br&gt;• Self-Evaluation due by midnight Thursday (last day of instruction)</td>
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<tr>
<td>18</td>
<td>17</td>
<td><strong>Final Exam Open from 12/8- 12/14</strong></td>
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<tr>
<td>19</td>
<td>18</td>
<td><strong>AVImark</strong> due by Monday by midnight</td>
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*SUBJECT TO CHANGE*