Veterinary Office and Computer Skills

ANSC 191 CRN: 60143
Fall 2021

CLASS INFORMATION
Day: Tuesdays
Time: 10:00am-11:15am
Zoom:
Meeting ID: 910 7049 6780
Passcode: 544576

INSTRUCTOR INFORMATION
Instructor: Stacie Kissel CVT RVT
Office: Hale Imiloa 116
Office Hours: Zoom meetings by appointment
Virtual Office: Zoom meetings by appointment
E-mail: kupahu@hawaii.edu
Phone: (808) 236-9165

SYLLABUS CHANGE POLICY:
Information contained in the course syllabus may be subject to change with reasonable advance notice, as deemed appropriate by the instructor. Updates to the syllabus will be communicated via a Laulima/Canvas class announcement and/or during a Zoom class meeting.

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.

About This Course
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 hours lecture).

**Pre-Requisites:** Registration in or a grade “C” or better in ANSC 142 and ANSC 142L. Credit for or placement in ENG 100 and MATH 101.

**Co-Requisite(s):** None

**Activities Required at Scheduled Times Other than Class Times:** None

**Course Learning Outcomes**

After successfully completing this course, you 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 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 Format**

This course will be conducted in an Online Synchronous/Asynchronous format. We will meet weekly to discuss the topics listed in the course schedule near the end of this syllabus.
Required Materials

Required Textbook (either hard copy or digital version):

Textbook: *Front Office Management for the Veterinary Team*, Heather Prendergast BS AS RVT CVPM 3rd Edition

Learning Resources:

Quizlet
Kahoot

ACT Online Videos

All Students are required to complete the ACT online training videos. The videos are available via [http://learn.4act.com](http://learn.4act.com) you will need to register with ACT online training. In order to complete the course skills checklist, students will need to watch the following videos:

- AVImark
- Foundations for Front Desk Personnel
- Building Telephone Skills
- Sharpening Your Telephone Skills
- Perfecting Communication Skills
- Communication Techniques
- Increasing Customer Service Satisfaction
- Increasing Client Compliance and Retention
- Procedure for Productive Check-Ins and Outs
- Emergency Conditions
- Controlled Substances
- Enhancing Hospital Performance with Pet Health Insurance
- Navigating Covid-19
• Profit and Loss Statement
• Compassion Fatigue
• 7 Strategies for Successful Staff Members
• Practice Tips from Veterinary Professionals
• Improving Staff Interactions

Other resources:

Due to the online nature of this course, it is necessary to have access to high-speed internet and computer software e.g. microsoft, adobe, Laulima/Canvas to support your participation in the class. Here are the links to several commonly used sites or applications’ accessibility information:

Microsoft, Adobe

Laulima: Your instructor has created a Laulima website to accompany this course. This website contains lecture outlines, copies of course forms and syllabi, and links to on-line learning resources. Students enrolled in ANSC 191 are automatically enrolled in the ANSC 191 Laulima website. To access, go to https://laulima.hawaii.edu/portal. Login using your UH username and password and click on ANSC 191.

Canvas: Your instructor has created a Canvas website to accompany this course. This website contains lecture outlines, copies of course forms and syllabi, and links to on-line learning resources. Students enrolled in ANSC 191 are enrolled in the ANSC 191 Canvas website per the instructor. To access, go to https://windwardcc.instructure.com. You will need to create an account using your UH email address and password. Once the account is created, you will be able to login and click on ANSC 191.

Course Policies and Class Communication

Synchronous/Asynchronous Zoom Classes:

What to expect:

Students are expected to complete all tasks, assignment, and quizzes weekly:

• Review answers from the previous quiz/quizzes
• Discuss topics from the chapter or video via discussion board or online support system
• Facilitate student questions pertaining to the weekly topic
• Guide students as they learn about all the different aspects of the veterinary team
Contact your instructor with any specific questions or if you need extra support, using Slack, Campuswire, or Zoom.

**Zoom Classroom Etiquette:**

This is a virtual classroom, so appropriate classroom behavior is expected

- Take care of your personal needs (basic hygiene, eating, talking to others in your home, etc.) prior to entering the classroom
- Ensure your workspace is quiet, clean and has an appropriate background
- Keep your audio on mute until you want to speak
  - If you want to speak, use the ‘raise hand’ feature, then unmute yourself when called on
- Keep your camera on to maintain focus
- Never take a screenshot of the Zoom call unless you have permission. All resources used in the Zoom meeting will be provided in Canvas.
- Maintain respectful, appropriate language
- Be professional:
  - Be on time
  - Dress appropriately
  - Sit tall and face the camera

**Participating in our Learning Community: Class Communication**

A discussions forum will be established for this course in Campuswire. This is where general questions regarding the weekly topic or the course will be asked and answered. All class discussions and questions on the subject matter will be answered during this time.

**Class Feed:**

- General feed is where announcements, reminders, surveys will be posted by the instructor.
- FAQ feed will be used by all students in the course if they are stuck, unsure, or need some guidance. Students are able to answer other student questions, and the instructor will chime in as needed. You are able to ask and answer questions anonymously.
- funny_memes_random is a place where students and the instructor can share humor or clever tips along the way. This is a place of fun, but please keep it clean (no cursing, no nudity...basically, if you wouldn’t show it to MY mom, don’t post it here.)
Chatrooms will be used for very specific topics related to the course and will be worth points. The instructor will post guiding questions for students to answer. Do not use the anonymous feature if you want the points.

Netiquette: (Network etiquette - appropriate behavior online) - UH Netiquette and Safety

- Do not use CAPS lock - it indicates anger, yelling, or an aggressive tone
- Use correct spelling, capitalization, and punctuation in all correspondence
- Use standard English, not “texting” language
- Be respectful to each other, choose your words wisely, and do not reply while upset or angry. When communicating online, it is difficult to convey tone and words can be misunderstood. Take time to be calm, proofread, and consider how someone else might interpret what you are typing.
- Express differences in opinion in a polite and rational manner.
- Maintain an environment of constructive criticism when commenting on the work of other students.
- Avoid bringing up irrelevant topics when involved in group discussions or other collaborative activities.
- If you ever receive an email or a response in discussions that is not appropriate, please contact the instructor privately and immediately. The vet tech program has no tolerance for anything that appears to be harassing, impolite or insulting. Situations like this may be referred to the program director, Dean, or Vice Chancellor of Student Affairs and corrective action will be taken.

Contacting the Instructor

If it is anything course/content related, please post to Campuswire, so all of your classmates can benefit. If it is grade related, private, or very specific to your situation, please email me at: kupahu@hawaii.edu

Timeline: whether over Campuswire or email - I will answer within 24 hrs Mon-Fri. If you contact me over the weekend, you can expect a response sometime on Monday. If it is extremely urgent, my cell number is (808) 783-0607

Alternative Contact

If you are unable to reach me, you can contact:

Dr. Kelly: jenyrk@hawaii.edu
Sam Geiling: scraddoc@hawaii.edu
Kacie Yamamoto: kaciesy@hawaii.edu
Sydney Dickerson: ssfd@hawaii.edu
Attendance:

Class discussion and assigned readings: (25 points)

Students will be given an opportunity to answer questions via class discussion boards or another online support system. Base-line participation is expected (5 correct answers) and bonus points will be awarded to students based on their level of interaction. Material covered will include previously covered topics as well as topics scheduled for that day. Questions will be asked of the assigned readings via class discussion boards or another online support system.

~~COVID-19~~ If you are feeling sick….. Make an appointment to see a physician ….14-day quarantine

For more information on the Veterinary Technology Program attendance policy, please refer to the Student Handbook

Grading:

Act Videos: (75 points)

The program has paid for access to quality veterinary training videos, and you will use this program in nearly all of your courses in the program. Here is the link: ACT online academy Here’s a guide on how to use ACT online academy AND how to upload your assignment: How to use ACT Online Training for ANSC 191.pdf

Quizzes/Exams: (150 points)

Students will 15 complete 10-point quizzes. The format for each of these will be explained in class.

Chapter Review Questions: (165 points)

Each week there will some type of assignment, webinar, or some other task worth varying numbers of points. Each will be explained in the Assignment tab and in the Weekly Module.

AVImark Project: (100 points)

Students will complete 18 modules from ACT on the AVImark veterinary software. The format for this will be explained in class.
**Final Exam Review**: (20 points)

Students are expected to complete reviews prior to each exam. Each student will write **20 questions** with the **CORRECT answers** from the chapters for the **Final Exam**.

**Exams**: (50 points):

The student will take a final exam worth 50 points (cumulative) to demonstrate knowledge and understanding of information presented in the lectures, text readings, and assignments.

**Extra credit**:

Extra credit opportunity involves participation in the Course Evaluation (5 points).

**Method of Grading**

Grade breakdown will be as follows:

<table>
<thead>
<tr>
<th>Grading</th>
<th>Occurrences</th>
<th>Total Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter Review Questions</td>
<td>14 x 10-25 points</td>
<td>165</td>
</tr>
<tr>
<td>ACT Videos</td>
<td>21 x 5 points</td>
<td>105</td>
</tr>
<tr>
<td>Campuswire Assignments</td>
<td>7 x 10 points</td>
<td>70</td>
</tr>
<tr>
<td>AVImark Project</td>
<td>1 x 100 points</td>
<td>100</td>
</tr>
<tr>
<td>Quizzes</td>
<td>10 x 10 points</td>
<td>100</td>
</tr>
<tr>
<td>Exam Review</td>
<td>1 x 20 points</td>
<td>20</td>
</tr>
<tr>
<td>Final Exam</td>
<td>1 x 100 points</td>
<td>100</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>585</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Grading Scale**

**Total Points and Grade Equivalent**

- 527 - 580 = 90-100 A
- 468 - 526 = 80-89 B
- 410 - 469 = 70-79 C
- <409 = D or F

Grades may be curved at the instructor’s discretion; however, the student should use the above grading scale to evaluate their performance throughout the class.
Policy on Late Assignments:

Late submissions are not accepted. If an assignment was missed due to an unforeseen emergency, communication must be established with your instructor within 48 hours and documentation must be provided. Unless previously consulted with by your instructor, uploaded files with edits made after the due date will not be accepted.

Wrong file submission policy: It is the student’s responsibility to ensure that the correct file was uploaded. Submissions of wrong files will be categorized as a late assignment.

Corrupted file submission policy: It is the student’s responsibility to ensure that a working file was uploaded. Submissions of corrupted files will be categorized as a late assignment.

Policy on Make-Up Exams:

If you miss an examination because of an illness or legitimate emergency, you must contact the instructor within 48 hours to arrange a time to make-up the missed test. The student must present evidence of the illness or emergency that caused the student to miss the test. If the student misses an exam for any other reason, the student may be prohibited from taking a make-up. Make-up exams may differ from the original test with regards to questions but content will remain the same.

No retests will be given for any reason.

Academic Dishonesty

Students involved in academic dishonesty will receive an "F" grade for the course.

Academic dishonesty includes cheating on exams and plagiarism.

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.

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 and for cheating on an exam.
All cases of academic dishonesty are referred to the Vice Chancellor for Student Affairs. See the 2019-2020 course catalog for a description of the University’s policies concerning academic dishonesty.

**Student Responsibilities**

The student is expected to attend class meetings, participate in all course activities, and complete all examinations and course assignments on time. Please be considerate of the instructor and other students by turning off cell phones during Zoom class and by engaging professionally. Any changes in the course schedule, such as examination dates, deadlines, etc., will be announced ahead of time in class or on the Laulima/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).

**How to Succeed in this Class**

Although you can download all lectures and course materials, you will not succeed in this class without attending lecture and taking notes on the corresponding material in the textbook. Merely reading the chapter will not suffice. Science courses at WCC generally require a minimum of two to three hours of independent study time for each hour in class. It is your responsibility to allocate the appropriate amount of time needed for study and be realistic about all personal and professional commitments that may cut into your study time.

Form study groups. Research has proven that students who form small study groups (2-5 people) and meet regularly are far more successful in school. I highly encourage each of you to find people in the class who live nearby, have similar schedules, and are eager about learning to study with. It is amazing what you can learn from each other.

**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 Accessibility Counselor to discuss reasonable accommodations that will help you succeed in this class. Roy Inouye can be reached at (808) 235-7448, royinouy@hawaii.edu, or you may stop by Hale Kāko‘o 106 for more information.

**Sex Discrimination and Gender-Based Violence Resources (Title IX)**

Windward Community College is committed to providing a learning, working, and living environment that promotes personal integrity, civility, and mutual respect and is free of all forms of sex discrimination and gender-based violence, including sexual assault, sexual harassment, gender-based harassment, domestic violence, dating violence, and stalking.
If you or someone you know is experiencing any of these, WCC has staff and resources to support and assist you. To report an incident of sex discrimination or gender-based violence, as well as receive information and support, please contact one of the following:

Kaahu Alo, Student Life Counselor & Designated Confidential* Advocate for Students
Phone: (808) 235-7354
Email: kaahualo@hawaii.edu
Office: Hale ʻĀkoakoa 232
*confidentiality is limited

Desrae Kahale, Mental Health Counselor & Confidential Resource
Phone: (808) 235-7393
Email: dkahale3@hawaii.edu
Office: Hale Kakoʻo 101

Karla K. Silva-Park, Title IX Coordinator
Phone: (808) 235-7468
Email: karlas@hawaii.edu
Office: Hale ʻĀkoakoa 220

As a member of the University faculty, I am required to immediately report any incident of sex discrimination or gender-based violence to the campus Title IX Coordinator. Although the Title IX Coordinator and I cannot guarantee confidentiality, you will still have options about how your case will be handled. My goal is to make sure you are aware of the range of options available to you and have access to the resources and support you need.

For more information regarding sex discrimination and gender-based violence, the University’s Title IX resources and the University’s Policy, Interim EP 1.204, go to manoa.hawaii.edu/titleix/
Course Schedule

Note: The schedule is subject to change.

Besides the readings in textbooks, other resources may be added for additional information, they will be uploaded to the Canvas site under ANSC 191 Fall 2021 Section (60143).

**ANSC 191 Schedule: Subject to Change Fall 2021**

**Week 1: August 24**
Topics: Course Introduction; Veterinary Health Care Team Members  
Reading: Chapter 1  
Assignments: Chapter 1 Review Questions; Quiz #1

**Week 2: August 31**
Topics: Veterinary Ethics and Legal Issues  
Reading: Chapter 6  
Assignments: Chapter 6 Review Questions; Quiz #2

**Week 3: September 7**
Topics: Professionalism; Introduction to AVImark  
Reading:  
Assignments: ACT Assignments; Campuswire Assignment

**Week 4: September 14**
Topics: The Receptionist Team  
Reading: Chapter 3  
Assignments: ACT Assignments; Campuswire Assignment; Chapter 3 Review Questions; Quiz #3

**Week 5: September 21**
Topics: Client Communication  
Reading: Chapter 12  
Assignments: ACT Assignments; Campuswire Assignment; Chapter 12 Review Questions #1-10 and #21-25

**Week 6: September 28**
Topics: Triage  
Reading:  
Assignments: ACT Assignments; Campuswire Group Assignment
Week 7: October 5
Topics: Medical Records Management
Reading: Chapter 14
Assignments: Chapter 14 Review Questions; Quiz #4

Week 8: October 12
Topics: Human Animal Bond and Disaster
Reading: Chapter 28
Assignments: Family Emergency Plan; Extra Credit: Emergency Kit; Campuswire Assignment

Week 9: October 19
Topics: Finance Management
Reading: Chapter 11
Assignments: ACT Assignments; Finance Webinar Assignment; Chapter 11 Review Questions; Quiz #5

Week 10: October 26
Topics: Controlled Substances
Reading: Chapter 16
Assignments: ACT Assignments; Campuswire Assignment; Chapter 16 Review Questions; Quiz #6

Week 11: November 2
Topics: Human Animal Bond and Euthanasia
Reading: Chapter 12
Assignments: Campuswire Assignment; Chapter 12 Review Questions #11-20; Quiz #7

Week 12: November 9
Topics: Inventory Management
Reading: Chapter 9
Assignments: ACT Assignments; Excel Assignment; Chapter 15 Review Questions; Quiz #8

Week 13: November 16
Topics: Human Animal Bond and Animal Abuse
Reading: Campuswire Assignment
Week 14: November 23  
Topics: Compassion Fatigue, Burnout, and Suicide Awareness  
Reading: Chapter 7  
Assignments: Self-care Assessment and Plan; Extra credit: Webinar; Chapter 7 Review Questions; Quiz #9

Week 15: November 30  
Topics: Professional Development  
Reading: Chapter 8  
Assignments: ACT Assignments; Chapter 8 Review Questions; Quiz #10

Week 16: December 7  
Topics: Final Exam Review  
Reading:  
Assignments: AVImark Project; Extra Credit: Course Evaluation; Final Exam Review Questions

Week 17: December 14  
Topics: Final Exam

Important Dates: Academic Calendar

Refer to “Class Availability”- Last day to drop for 100% refund

Refer to “Class Availability”- Last day for 50% refund & Last Day to Withdraw without a "W" Grade

Refer to “Class Availability”- Last day to withdraw with a “W” grade

Refer to “Class Availability”– Last day of instruction

Refer to “Class Availability”– Last day of Fall Semester
Program Information

Program Learning Outcomes
After completing the Veterinary Technology program, students will be able to:

- Effectively communicate with clients and veterinary staff
- Perform routine business transactions and maintain patient and facility records
- Ensure the safety of patients, clients, and staff and maintain compliance with regulatory agencies
- Identify common breeds of companion animals, list their nutritional requirements and husbandry needs, and describe the anatomy and functions of major body systems
- Assist with physical exams and obtain patient histories
- Perform routine nursing procedures including first-aid, wound-management, and administration of medications and vaccines
- Develop a working knowledge of common companion animal diseases and their medical treatments
- Collect biological samples and perform diagnostic laboratory tests
- Assist with surgical procedures and dental cleaning