



ANSC 191, Veterinary and Computer Skills

[3 Credits (CRN: 61089)]

Day: Tuesdays and Time: 1:00pm-2:15pm

INSTRUCTOR: Stacie Kissel CVT RVT
OFFICE: Hale Imiloa 116
OFFICE HOURS: 2:30pm-3:30pm or by appointment
VIRTUAL OFFICE: Zoom meetings by appointment
TELEPHONE: [(808 236-9165)] **EMAIL:** kupahu@hawaii.edu
EFFECTIVE DATE: Spring, 2022

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 Lulima/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 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 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

Student Learning Outcomes

Upon successful completion of ANSC 191, the student should 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/In-Person format. We will meet weekly to discuss the topics listed in the course schedule near the end of this syllabus.

Assessment Tasks and Grading

Attendance:

ATTENDANCE: (25 points):

Attendance is **mandatory** and defined as being present in class (In-Person/Zoom meeting) or lab for the entire class period. Each student is allowed one absence without penalty. Each unexcused absence beyond the one allowed, will result in a deduction of 10 points from the student’s attendance score. If a student has an excused absence, a doctor’s note or documentation must be given to the instructor within 48 hours of returning to school.

Additionally, attendance for class guest lectures is imperative. Missing a guest lecture will result in an automatic deduction of 25 points.

~~COVID-19~~ If you are feeling sick..... Make an appointment to see a physician14-day quarantine

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

Grading:

Act Videos: (85 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: (100 points)

Students will 10 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:

Grading	Occurrences	Total Points
Attendance	1 x 25 points	25
Chapter Review Questions	14 x 10-25 points	165
ACT Videos	17 x 5 points	85
Campuswire Assignments	7 x 10 points	70
AVImark Project	1 x 100 points	100
Quizzes	10 x 10 points	100
Exam Review	1 x 20 points	20
Final Exam	1 x 50 points	50
Total		590

Grading Scale

Total Points and Grade Equivalent

531 - 590 = 90-100 A

472 - 530 = 80-89 B

413 - 471 = 70-79 C

<412 = D or F

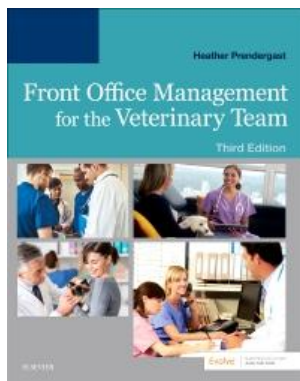
Grades may be curved at the instructor's discretion; however, the student should use the above grading scale to evaluate their performance throughout the class.

Please note that "N" grades are not given for this course

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. 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 take a make-up exam. The instructor will request that the student present evidence of the illness or emergency that caused the student to miss the exam. While make-up exams will cover the same content area as a missed exam, the exam format and specific questions may be different. **No retests will be given for any reason.**

Learning Resources

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> 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.

Additional Information

Synchronous Zoom/In-Person 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 Campuswire or Zoom.

Synchronous/In-Person Classroom Etiquette:

This is an virtual/in-person 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
- 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. During the weekly online Zoom meeting, there will be 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: jennyrk@hawaii.edu

Sam Geiling: scraddoc@hawaii.edu

Kacie Yamamoto: kaciesy@hawaii.edu

Athena Bayudan: akdb@hawaii.edu

Sydney Dickerson: ssfd@hawaii.edu

Proctored Exams

Exams will be proctored by instructor or by appointment with the WCC Testing Center

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:

Jojo Miller, Confidential Advocate
 Phone: (808) 348-0663
 Email: advocate@hawaii.edu
 Office: Hale Kāko'o 110

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

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

Academic Integrity

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 2021-2022 course catalog for a description of the University's policies concerning academic dishonesty.

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: Alaka'i 121
- Phone: (808) 235-7422

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 Spring 2022 Section (61089).

ANSC 191 Schedule: Subject to Change Spring 2022

Week 1: January 11

Topics: Introduction and Veterinary Health Care Team Members

Assignments:

Chapter 1 Review Questions (due January 18)

Chapter 1 Quiz #1 (due January 18)

Week 2: January 18

Topics: Veterinary Ethics and Legal Issue

Assignments:

Chapter 6 Review Questions (due January 25)

Chapter 6 Quiz #2 (due January 25)

Week 3: January 25

Topics: Professionalism and Introduction to AVImark

Assignments:

Professionalism: Campuswire Assignment (due February 1 at 10pm)

ACT (AVImark) (due May 3)

Week 4: February 1

Topics: The Receptionist Team

Assignments:

ACT (Foundations for Front Desk Personnel) (due February 8)

ACT (Building Telephone Skills) (due February 8)

ACT (Sharpening Your Telephone Skills) (due February 8)

Chapter 3 Review Questions (due February 8)

Chapter 3 Quiz #3 (due February 8)**Week 5: February 8****Topics: Client Communication****Assignments:**

Client Communication: Campuswire Assignment (due February 15 at 10pm)

ACT (Communication Techniques) (due February 15)

ACT (Increasing Client Compliance and Retention) (due February 15)

ACT (Increasing Customer Satisfaction) (due February 15)

ACT (Perfecting Communication Skills) (due February 15)

ACT (Procedure for Productive Check-Ins and Outs) (due February 15)

Chapter 12 Review Questions #1-10 and #21-25 (due February 15)

Week 6: February 15**Topics: Triage****Assignments:**

Triage Group Assignment: Campuswire Assignment (due March 1 at 10pm)

ACT (Emergency Conditions) (due February 22)

Week 7: February 22**Topics: Medical Records Management****Assignments:**

Chapter 14 Review Questions (due March 1)

Chapter 14 Quiz #4 (due March 1)

Week 8: March 1**Topics: Human Animal Bond and Disaster Preparedness****Assignments:**

Disaster Preparedness: Campuswire Assignment (due March 8 at 10pm)

Disaster Preparedness Plan (due March 8)

Disaster Preparedness Kit (EXTRA CREDIT) (due March 8)

Week 9: March 8**Topics:** Finance Management**Assignments:**

ACT (Enhancing Hospital Performance with Pet Health Insurance) (due March 22)

ACT (Profit and Loss Statements) (due March 22)

Finances – Webinar (due March 22)

Chapter 11 Review Questions (due March 22)

Chapter 11 Quiz #5 (due March 22)

Week 10: SPRING BREAK**Week 11: March 22****Topics:** Controlled Substances**Assignments:**

Controlled Substances: Campuswire Assignment (due March 29 at 10pm)

ACT (Controlled Substances) (due March 29)

Chapter 16 Review Questions (due March 29)

Chapter 15 Quiz #6 (due March 29)

Week 12: March 29**Topics:** Human Animal Bond and Euthanasia**Assignments:**

Human Animal Bond – Euthanasia: Campuswire Assignment (due April 5 at 10pm)

Chapter 12 Review Questions (#11-20) (due April 5)

Chapter 12 Quiz #7 (due April 5)

Week 13: April 5**Topics:** Inventory Management**Assignments:**

ACT (Navigating Covid-19) (due April 12)

Inventory Excel Assignment (due April 12)

Chapter 15 Review Questions (due April 12)

Chapter 15 Quiz #8 (due April 12)

Week 14: April 12**Topics:** Human Animal Bond and Animal Abuse**Assignments:****Human Animal Bond – Animal Abuse: Campuswire Assignment (due April 19 at 10pm)****Week 15: April 19****Topics:** Compassion Fatigue, Burnout, and Suicide Awareness**Assignments:****Self-Care Plan (due April 26)****Compassion Fatigue Webinar (EXTRA CREDIT) (due April 26)****Chapter 7 Review Questions (due April 26)****Chapter 7 Quiz #9 (due April 26)****Week 16: April 26****Topics:** Professional Development**Assignments:****ACT (7 Strategies for Successful Staff Members) (due May 3)****ACT (Practice Tips from Veterinary Professionals) (due May 3)****Chapter 8 Review Questions (due May 3)****Chapter 8 Quiz #10 (due May 3)****Final Exam Review Questions (due April 29)****Week 17: May 3****Topics:** Final Exam Review**Course Evaluation (EXTRA CREDIT) (due May 7)****Week 18: May 10****Topics:** Final Exam

Important Dates: [Academic Calendar](#)

January 18th - Last day to drop for 100% refund

February 2nd - Last day for 50% refund & Last Day to Withdraw without a "W" Grade

March 28th - Last day to withdraw with a "W" grade

May 4th – Last day of instruction

May 13th – 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

Student Handbook

Refer to student handbook for more information on Demerit System.

Institutional Information**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. 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).