



UNIVERSITY of HAWAII®
WINDWARD
COMMUNITY COLLEGE

ANSC 191, Veterinary Office and Computer Skills

Credits: 3 (CRN 64066)

Mondays: 11:30am-12:45pm

INSTRUCTOR: Stacie Kissel
OFFICE: Hale Imiloa 116
OFFICE HOURS: Mondays 1:00pm-2:00pm
VIRTUAL OFFICE: Zoom meetings by appointment
TELEPHONE: 808-236-9165 **EMAIL:** kupahu@hawaii.edu
EFFECTIVE DATE: Spring 2023

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

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 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 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 physician10-day quarantine

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

Grading:

Hill's Videos on Demand Modules: (40 points)

Each student will complete 8 modules in Hill's Video on Demand worth 5 points each.

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 be 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)

This is a lengthy project in Covetrus (AVImark Demo). You will have from Week 2 to Week 9 to complete it. 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
Hill's Video on Demand Modules	8 x 5 points	40
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		615

Grading Scale:

Total Points and Grade Equivalent

554 - 615 = 90-100 A

492 - 553 = 80-89 B

431 - 491 = 70-79 C

<430 = 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.

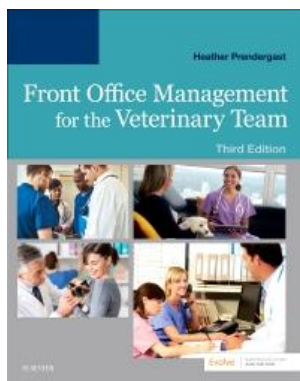
In this class, students who commit academic dishonesty, cheating or plagiarism will have the following consequence(s):

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 2022-2023 course catalog for a description of the University's policies concerning academic dishonesty.

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](#)

Videos on Demand Modules

All students are required to complete the Hill's Videos on Demand Modules. The modules are available via <https://na.hillsvna.com> you will need to register with Hill's Pet Nutrition. In order to complete the course skills checklist, students will need to watch the following video modules:

- Pet Insurance – Why you should care!
- Work-Life Balance and the 7 Traits for Emotional Fitness
- Whole Person Well-Being: Self-Care is not Selfish
- Embracing A Culture of Learning in the Veterinary Hospital
- What you need to know about Veterinary Client Caregiver Burden
- Anger and Grief: Helping Clients through Difficult Situations
- Dealing with Death: How not to Lose Yourself When You Lose a Patient
- Animals in Domestic Violence: How Veterinary Professionals can be Champions for Pets and People

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, Lualima 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.

ADDITIONAL INFORMATION

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

Ka Piko is WCC's academic support hub. Please visit: <https://windward.hawaii.edu/kapiko/>

TRiO student support services:

https://windward.hawaii.edu/TRiO/Student_Support_Services.php

Tutors:

Sarah: <http://vettechtutorsarah.youcanbook.me>

Nora: <http://vettechtutornora.youcanbook.me>

Mele: <http://vettechtutormelee.youcanbook.me>

Mindy: <https://vettechtutormindi.youcanbook.me>

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

Matt Tsuda: mttsuda@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. Jodi A.-K. Asato can be reached at (808) 235-7472, wccdsso@hawaii.edu, or you may stop by Hale Kāko'o 105 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

Karen Cho, Deputy Title IX Coordinator
Phone: (808) 235-7474
Email: kcho@hawaii.edu
Office: Hale Alaka'i 120B

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

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.

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: 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 2023 Section (64066).

ANSC 191 Schedule: Subject to Change Spring 2023

Week 1: January 9

Topics: Introduction and Veterinary Health Care Team Members

Assignments:

Chapter 1 Review Questions

Chapter 1 Quiz #1

Week 2: January 16 (Martin Luther King)

Week 3: January 23

Topics: Veterinary Ethics and Legal Issue

Assignments:

Chapter 6 Review Questions

Chapter 6 Quiz #2

Week 4: January 30**Topics:** Professionalism and Introduction to AVImark**Assignments:**

Professionalism: Campuswire Assignment

AVImark

Week 5: February 6**Topics:** The Receptionist Team**Assignments:**

Chapter 3 Review Questions

Chapter 3 Quiz #3

Week 6: February 13**Topics:** Client Communication**Assignments:**

Client Communication: Campuswire Assignment

Chapter 12 Review Questions #1-10 and #21-25

Week 7: February 20 (President's Day)**Week 8: February 27****Topics:** Triage**Assignments:**

Triage Group Assignment: Campuswire Assignment

Week 9: March 6**Topics:** Medical Records Management**Assignments:**

Chapter 14 Review Questions

Chapter 14 Quiz #4

Week 10: March 13 (Spring Break)

Week 11: March 20**Topics: Human Animal Bond and Disaster Preparedness****Assignments:****Disaster Preparedness: Campuswire Assignment****Disaster Preparedness Plan****Disaster Preparedness Kit (EXTRA CREDIT)****Week 12: March 27****Topics: Finance Management****Assignments:****Finances – Webinar****Chapter 11 Review Questions****Chapter 11 Quiz #5****Hill's VOD (Pet Insurance – Why you should care!)****Week 13: April 3****Topics: Controlled Substances****Assignments:****Controlled Substances: Campuswire Assignment****Chapter 16 Review Questions****Chapter 16 Quiz #6****Week 14: April 10****Topics: Human Animal Bond and Euthanasia****Assignments:****Human Animal Bond – Euthanasia: Campuswire Assignment****Chapter 12 Review Questions (#11-20)****Chapter 12 Quiz #7****Hill's VOD (Anger and Grief: Helping Clients through Difficult Situations)****Hill's VOD (Dealing with Death: How not to Lose Yourself When You Lose a Patient)**

Week 15: April 17**Topics:** Inventory Management**Assignments:**

Inventory Excel Assignment

Chapter 15 Review Questions

Chapter 15 Quiz #8

Week 16: April 24**Topics:** Human Animal Bond and Animal Abuse**Assignments:**

Human Animal Bond – Animal Abuse: Campuswire Assignment

Hill's VOD (Animals in Domestic Violence: How Veterinary Professionals can be Champions for Pets and People)

Topics: Compassion Fatigue, Burnout, and Suicide Awareness**Assignments:**

Self-Care Plan

Compassion Fatigue Webinar (EXTRA CREDIT)

Chapter 7 Review Questions

Chapter 7 Quiz #9

Hill's VOD (Work-Life Balance and the 7 Traits for Emotional Fitness)

Hill's VOD (Whole Person Well-Being: Self-Care is not Selfish)

Hill's VOD (What you need to know about Veterinary Client Caregiver Burden)

Week 17: May 1**Topics:** Professional Development**Assignments:**

Chapter 8 Review Questions

Chapter 8 Quiz #10

Final Exam Review Questions

Hill's VOD (Embracing A Culture of Learning in the Veterinary Hospital)

Topics: Final Exam Review

Course Evaluation (EXTRA CREDIT)

Week 18: May 8

Topics: Final Exam