UNIVERSITY of HAWAIʻI
WINDWARD COMMUNITY COLLEGE
Ke Kulanui Kaiāulu o ke Koʻolau

ANSC 191, Veterinary Office and Computer Skills

Fall 2025

3 Credits | CRN 62063

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 Lamaku class announcement and/or during a Zoom class meeting.

Windward Community College Mission Statement

'O keia ka wā kūpono e ho'onui ai ka 'ike me ka ho'omaopopo i kō Hawai'i mau ho'oilina waiwai. Aia nō ho'i ma ke Kulanui Kaiāulu o ke Ko'olau nā papahana hou o nā 'ike 'ake akamai a me nā hana no'eau. Me ke kuleana ko'iko'i e ho'ohiki ke Kulanui e kāko'o a e ho'okumu i ala e hiki kē kōkua i ka ho'onui 'ike a nā kānaka maoli. Na mākou nō e ho'olako, kāko'o a paipai i nā Ko'olau a kō O'ahu a'e me nā hana no'eau ākea, ka ho'ona'auao 'oihana a me ka ho'onui 'ike ma ke kaiāulu— hō'a'ano a e ho'oulu i nā haumāna i ka po'okela.

Windward Community College offers innovative programs in the arts and sciences and opportunities to gain knowledge and understanding of Hawaiʻi and its unique heritage. With a special commitment to support the access and educational needs of Native Hawaiians, we provide the Koʻolau region of Oʻahu and beyond with liberal arts, career and lifelong learning in a supportive and challenging environment — inspiring students to excellence.

Instructor Information

How to Contact Your Instructor

Stacie Kissel RVT FVTE

Office:Hale Manaʻopono 101 & Phone 808-236-9165

Office Hours: Fridays 9:30am-10:30am students may drop in for help

Email: kupahu@hawaii.edu

ZOOM: via appointment only

About

Timeline: whether over Lamaku 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

Contacting the Instructor

If it is anything course/content related, please post to Lamaku, 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

Alternative Contact

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

Dr. Kelly: jennyrk@hawaii.edu

Dr. Krause: jkrause7@hawaii.edu

Matt Tsuda: mttsuda@hawaii.edu

Athena Bayudan: akdb@hawaii.edu

Kacie Tom-Dela Cruz: kaciesy@hawaii.edu

Mindi Peralta: mindi808@hawaii.edu

Sydney Dickerson: ssfd@hawaii.edu

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: Alakaʻi 121
- Phone: (808) 235-7422

Course Information

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

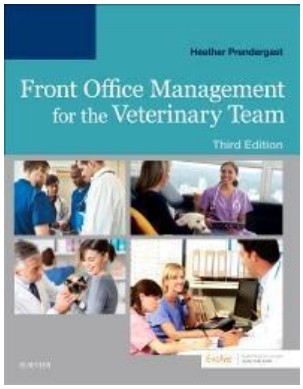
Upon successful completion of ANSC 191, the student should be able to:

- 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 ensure 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.

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

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, Lamaku to support your participation in the class. Here are the links to several commonly used sites or applications' accessibility information:

Course Format

This course will be conducted in a Synchronous format. We will meet once a week in person to discuss the topics listed in the course schedule near the end of this syllabus.

This course is offered in a 16-week time frame. Please note that this is not a self-paced course, the class schedule is strictly followed.

Course Technology

Lamakū Learning Management System (https://lamaku.hawaii.edu/d2l/home)

- Keeping Accessibility and UDL in Mind - Google Docs
- Lamakū automatically logs you out *if it does not detect activity for three hours*. A warning message will appear, notifying you of the lack of activity. Activity is defined as clicking a button in Lamakū, such as "Save Draft" or "Next" (in a test), clicking on a course tab, or taking an action that sends information to the server.

Regular Substantive Interaction

Online courses at Windward Community College follow these guidelines for ensuring quality instruction: RSI Definition-WCC.

Other Technology

Review the privacy/security policies before using the technologies we will be using in this class. Contact me if you would like to discuss the use of alternate options or technologies.

- Google Sheets is used to create assignment and reference worksheets (accessibility statement, privacy policy)
- Google Docs is used to create the Course Design Document and rubrics (accessibility statement, privacy policy)
- H5P is used for creating review activities (accessibility, privacy policy)
- Kahoot! is used for review activities (accessibility statement, privacy policy)
- Loom is used for screen recording (accessibility statement not provided, privacy policy)
- Nearpod is used for interactive presentations (accessibility statement, privacy policy)
- Padlet is used for some of the discussion activities (Padlet Accessibility Statement, Padlet privacy policy)
- PearDeck is used for interactive presentations (accessibility statement not provided, privacy policy)
- Quizlet is used for interaction (accessibility statement not provided, privacy policy)
- YouTube is used for delivering some of the course content (accessibility statement, privacy policy)
- Zoom is used for the Synchronous Sessions and virtual office (accessibility statement, privacy policy)

Participation Verification

Campuses are required by federal regulations to verify the participation of students in their classes. In accordance with Executive Policy 7.209, all students in the University of Hawai'i system are required to establish "participation" to ensure that they are not dropped from their class(es). Effective fall 2021, students who fail to participate by the late registration period for a class will be administratively dropped from that class. Students may also be dropped from dependent prerequisite and/or corequisite classes if both courses do not establish participation.

Grading Policy

Attendance:

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Attendance is **mandatory** and defined as being present in class for the entire class period. Each student is allowed **ONE** excused absence. Any additional absences will result in a deduction of 10 points per absence and a lowered grade. If a student has an excused absence, a doctor's note or documentation must be provided 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.

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

Grading:

Quizzes/Exams: (100 points)

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

Please note that **ANSC** and **Support** courses require a "C" or better to continue in the program. You must **receive a 70% or higher on the final exam** in all ANSC courses in order to pass the course. If you receive less than 70% on the final exam, your course grade will default to your final exam grade.

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.

Lap of Love (Veterinary Hospice) Project: (50 points)

This is a lengthy project in Lap of Love (Veterinary Hospice). You will have from Week 8 to Week 16 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).

Assessment Tasks and Grading

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
Lamaku Assignments	7 x 10 points	70
Lap of Love (Veterinary Hospice) Project	1 x 50 points	50
Inventory Excel Assignment	1 x 50 points	50
Triage Group Assignment	1 x 25 points	25
Quizzes	10 x 10 points	100
Exam Review	1 x 20 points	20
Final Exam	1 x 50 points	50
Total		555
Grading	Occurrences	Total Points

Grading Scale:

Total Points and Grade Equivalent

500-555	90-100 A
444-499	80-89 B
389-443	70-79 C
333-388	60-69 D
<332	0-59 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.

Weekly Assignments

Week	Date	Topic
1	8/25-8/29	Introduction Veterinary Health Care Team Members Assignments: Chapter 1 Review Questions Chapter 1 Quiz #1
2	9/1-9/5	Veterinary Ethics and Legal Issues Assignments: Chapter 6 Review Questions Chapter 6 Quiz #2
3	9/8-9/12	Professionalism Assignments: Professionalism: Lamaku Assignment
4	9/15-9/19	The Receptionist Team Assignments: Chapter 3 Review Questions Chapter 3 Quiz #3
5	9/22-9/26	Client Communication Assignments: Chapter 12 Review Questions #1-10 and #21-25 Client Communication: Lamaku Assignment
6	9/29- 10/3	Triage Assignments: Triage Group Assignment: Lamaku Assignment
7	10/6-10/10	Medical Records Management Assignments: Chapter 14 Review Questions Chapter 14 Quiz #4
8	10/13-10/17	Human Animal Bond and Disaster Preparedness Assignments: Disaster Preparedness: Lamaku Assignment Disaster Preparedness Plan Disaster Preparedness Kit (EXTRA CREDIT)
9	10/20-10/24	Finance Management Assignments: Chapter 11 Review Questions Chapter 11 Quiz #5 Finances - Webinar
10	10/27-10/31	Controlled Substance Assignments: Chapter 16 Review Questions Chapter 16 Quiz #6 Controlled Substances: Lamaku Assignment
11	11/3-11/7	Human Animal Bond and Euthanasia Assignments: Chapter 12 Review Questions #11-20 Chapter 12 Quiz #7 Human Animal Bond - Euthanasia: Lamaku Assignment

Week	Date	Topic
12	11/10-11/14	Inventory Management Assignments: Chapter 15 Review Questions Chapter 15 Quiz #8 Inventory Excel Assignment
13	11/17-11/21	Human Animal Bond and Animal Abuse Compassion Fatigue, Burnout, and Suicide Awareness Assignments: Human Animal Bond - Animal Abuse: Lamaku Assignment Chapter 7 Review Questions Chapter 7 Quiz #9 Self-Care Plan Final Exam Questions
14	11/24-11/28	**NO SCHOOL - Non-Instructional Day**
15	12/1-12/5	Professional Development Assignments: Chapter 8 Review Questions Chapter 8 Quiz #10 Final Exam Review
16	12/8-12/11	Last Day of the Semester (December 11) Thursday **NO SCHOOL Friday December 12**
Finals	12/15-12/19	Finals Exam Week

*Bold text denotes a Holiday

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 the 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.

Windward CC Student Conduct Information

UH System Student Conduct Policy EO 7.208

Include an AI Statement (is it ok in your class? if so, when/how?) Here are some UH AI Recommendations and AI Icons & Sample Statements. Instructors should refrain from sharing or inputting student work into online AI tools, including AI detection tools, without obtaining student consent. Uploading student work has potential FERPA implications as well as potential copyright

concerns. Additionally, the uploaded content could be used as data for AI training without the student's consent.

Student Responsibilities

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.

Violations of SOPs and Policies – Demerit System:

Violations of animal care SOPs and VETA/VETT policies will be classified as minor or major. Minor violations are those that do not impact the well-being of the animals and do not jeopardize USDA licensure, IACUC approval status, or CVTEA accreditation. Major violations are those that have a direct impact on the well-being of the animals, USDA licensure, IACUC approval status, and/or CVTEA accreditation.

Minor violations will result in a conference with the Program Director, written notification of the violation, and accumulation of one demerit. Accumulation of four (4) demerits will constitute a major violation. In addition, some major violations listed below carry a higher demerit value than others. As such, those violations will automatically progress to the appropriate level listed below.

Major Violations progressive discipline is as follows:

- First Major Violation (4 total demerits) – Conference with the Program Director and appropriate faculty; an extra cleaning duty; and written notification of the violation and resultant actions.

- Second Major Violation (8 total demerits) – Conference with the Program Director and appropriate faculty; extra cleaning duties; written notification of the violation and resultant actions; and referral to the Dean of Division II.

- Third Major Violation (12 total demerits) – Conference with the Program Director and appropriate faculty; written notification of the violation and resultant actions; referral to the Vice Chancellor of Academic Affairs (accompanied by the Program Director) for further disciplinary action. The disciplinary action recommended by the VETA/VETT program at this point will be suspension or expulsion.

Demerits accrued will not be carried from VETA to VETT. In other words, when you advance from VETA to VETT, any accrued demerits at that point will be voided and you will start with a clean slate.

Minor Violation Examples (1 demerit each) include but are not limited to:

- Failing to be in proper dress code
- Inappropriate use of personal electronics during class or lab
- Leaving blanks in a log book (you made an entry but did not fill in all sections of the page)
- Arriving up to 15 minutes late to perform kennel or cleaning duties
- Failing to turn the water off to a hose, sink, tub, etc.
- Leaving cleaning supplies out
- Not cleaning lab station after labs
- Failing to sweep and/or mop as directed by the SOP
- Failing to clean the lint trap in the dryer
- Failing to restock supplies for the next day
- Other violations determined by the Veterinary Technology Faculty and Staff

Proctored Exams

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

Responses to Instructors and/or staff/faculty from WCC

Checking, reading & responding to emails & **replying** to everyone copied in the email

Students may check the Student Notifications page on the website for canceled classes

How to Seek Academic or Technical Support

Academic Support

- Windward Community College Library
- Library eResources
- Ka Piko Writing Lab
- Ka Piko Speech Lab
- Ka Piko Math Lab
- Evening and Online Learning at Windward Community College
- STAR Balance

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

VETA/VETT Tutors:

Nora: http://vettechtutornora.youcanbook.me

Mele: http://vettechtutormele.youcanbook.me

Mindi: https://vettechtutormindi.youcanbook.me

Technical Support

- UH ITS Help Desk – email help@hawaii.edu or call 956-8883 (or 1-800-558-2669) for Lamakū and most technology support. Available 24 hours a day, 7 days a week, including holidays.
- Student Tech Support - email winhelp@hawaii.edu, call 808-235-7437, or stop by in person at Hale Laʻakea 228. Available Monday–Friday from 8:00 am–4:00 pm.
- Lamakū – Click on the Lamakū Help link in the menu bar at the top of the Lamakū homepage to fill out and submit a question and get your answer via email.
- Information Security for Students

College Policies & Support Services

Disabilities Accommodations Statement

The Windward Community College's Disability Student Services Office (WCC-DSSO) is committed to providing equal access to qualified students with disabilities.

If you have a physical, sensory, health, cognitive, or mental health disability that could limit your ability to participate fully in this class, you are encouraged to contact the Disability Specialist Counselor, Roy Inouye, to discuss reasonable accommodations that will help you succeed in this

class. The Disabilities Counselor can be reached at 808-235-7448, wccdsso@hawaii.edu, or stop by the office (Hale Kakoʻo 106) for more information.

TRIO PROGRAM

The Federal TRiO Programs are educational opportunity outreach programs designed to motivate and support students from disadvantaged backgrounds. TRiO includes six outreach and support programs targeted to serve and assist low-income, first-generation college students and students with disabilities in progressing through the academic pipeline from middle school to post-baccalaureate programs. Here is their contact info:https://windward.hawaii.edu/trio/

Basic Needs

Basic needs include food and housing, childcare, mental health, financial resources, and transportation. Student basic needs security is critical for ensuring strong academic performance, persistence and graduation, and overall student well-being. If you or someone you know is experiencing basic needs insecurity, please see the UH System Basic Needs website.

Mental Health Counseling

Mental Health and Wellness at Windward Community College counseling services and activities on campus to support students' life goals as well as their academic goals. Information about services can be found at the WCC Mental Health & Wellness website.

LGBTQ+

The University of Hawai'i system and Windward Community College are committed to building an inclusive community that supports and advocates for all Students, Staff, and Faculty. We welcome all members of our campus community to our campuses: transgender, māhū, and people of all gender identities. All members of our campus community deserve a work and educational environment free from harassment or bullying based on their sexual orientation, gender identity, or expression. University of Hawai`i Commission on LGBTQ+ Equality at their website: http://www.hawaii.edu/offices/president/lgbtq/ Windward Community College Commissioner: Scott Sutherland, scottjks@hawaii.edu

UH Alerts

The UH Alert emergency notification system alerts the university community in the event of a natural, health or civil emergency. The information you provide will only be used in the event of an emergency that impacts the health and safety of the UH community or the closure of whole campuses. It will not be shared with others or used for routine UH communications or announcements. To sign up, visit UH Alerts website for more information.

Financial Aid

If you are receiving financial aid and are contemplating not completing the course, BEFORE you withdraw, it is highly recommended that you contact the Financial Aid Office at 808-934-2712 or email them at wccfao@hawaii.edu to discuss the impact this decision may have on your financial aid eligibility.

Student Conduct Code

Windward Community College follows the University of Hawai'i Code of Student Conduct which defines expected conduct for students and specifies those acts subject to University sanctions. Students should familiarize themselves with the Code of Student Conduct since, upon enrollment at Windward Community College, the student has placed herself/himself under the policies and regulations of the University and its duly constituted bodies. The disciplinary authority is exercised through the Office of the Vice Chancellor for Student Affairs. Copies of the Student Conduct Code are available at the Office of the Vice Chancellor for Student Affairs or online.

Title IX - Sex Discrimination And Gender-Based Violence Resources

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:

Leslie Cabingabang, UH System Confidential Advocate
Phone/Text: (808) 348-0432 or (808) 341-4952
Email: advocate@hawaii.edu
Office: Hale Kākoʻo 107 (Wednesdays)

Mykie E. Menor Ozoa-Aglugub, J.D., Title IX Coordinator
Phone: (808) 235-7468
Email: mozoa@hawaii.edu
Office: Hale Kākoʻo 109

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

Karen Cho, Deputy Title IX Coordinator
Phone: (808) 235-7404
Email: kcho@hawaii.edu
Office: Hale ʻAlakaʻi 120

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/