



VETT 1111 Veterinary Clinical Externship

CRN: 41768

COURSE SYLLABUS: Summer I
Web Based

INSTRUCTOR INFORMATION

Instructor: Dr. Amy DeLisle MEd, DVM
Internship Supervisor: Catrina Soto, LVT
Office: AGIT 233A
Office number: 903-886-5203
Office fax: 903-886-5990
Office hours: By appointment via email
E mail: Amanda.Delisle@tamuc.edu
Catrina.Soto@tamuc.edu

COURSE INFORMATION

Software Required: Any Internet vehicle including Google Chrome, Firefox, etc that follows that below supported browsers. Also, lecture materials, supplemental worksheets, videos, and slides will be available on D2L which will need to be opened using Adobe PDF, Microsoft Word, and Microsoft Power Point.

Optional Texts and/or Materials: There will be links to images, videos, and other supplemental materials.

COURSE DESCRIPTION

This course consists of a supervised clinical experience in a work place. The primary objective is to reinforce and expand upon concepts learned by participating in actual cases and familiarization with and appreciation for the role of the Veterinary Technician in a practical, applied atmosphere. The student is to achieve competency in skills and decision-making abilities commensurate with the Committee on Veterinary Technician Education and Activities

The syllabus/schedule are subject to change.

(CVTEA) requirements. 160 clinical hours (~ 4 weeks) during the summer will be completed over the duration of this course.

Prerequisites: ANS 319, ANS 320, VETN 321, VETN 140, VETN 220, VETN 326, VETN 250, PSY 2301, MGT 1301.

NOTE: The clinical site is selected by the student, however, they must be under the direct supervision of either a licensed veterinarian or a licensed veterinary technician. The externship site must be pre-approved by the course coordinator prior to the end of the semester preceding the externship.

NOTE: Transportation and locating an appropriate externship site are the sole responsibility of the student.

NOTE: Students participating in VETN 11111 are required to show proof of current health insurance to their internship supervisor.

Student Learning Outcomes

1. Students will adopt the appearance, attitudes, and conduct that represent the professionalism needed for success in the field of veterinary technology.
2. Students will begin to understand the workflow of the clinical veterinary environment and begin to gain a familiarity with a hospital setting and how each role relies on the other.
3. Students will gain an in-depth understanding of the client services role of a working veterinary clinical environment and schedule appointments, admit, discharge as is needed through phone and in-person contact.
4. Students will gain an understanding to handle financial transactions within the veterinary hospital.
5. Students will communicate in a professional manner in all formats - written, oral, non-verbal, and electronic while respecting and protecting the confidentiality of client and patient information.
6. Students will participate in facility management utilizing traditional and electronic media and appropriate veterinary medical terminology and abbreviations.
7. Students will demonstrate telephone etiquette, create and maintain individual client records, and other appropriate forms working with the veterinary electronic medical records software utilized by their chosen veterinary practice.
8. Students will effectively contribute to the professional and efficient operation of the facility in order to provide maximum benefits to clients, patients, and the facility.
9. Students will maintain appropriate sanitation and infection control protocols as set by their chosen veterinary practice.
10. Students will apply their knowledge of legal limitations and applicable ethical standards, to carry out their duties within appropriate legal boundaries and maintain high ethical standards to provide high quality service to clients, patients, and other members of the veterinary team.

The syllabus/schedule are subject to change.

COURSE REQUIREMENTS

Minimal Technical Skills Needed

- Microsoft Word for assignments
- Navigation and use of the Desire2Learn (D2L) platform

Instructional Methods

This course will be delivered via the D2L platform and you will complete assignments at the hours of 40, 80, 120, and 160 mark of your externship. All assignments will be detailed via D2L with appropriate submission folders.

You will turn in your time sheets and evaluation documents (scans or images) via this methods as well.

Exception: your final evaluation from your clinic. If the clinic is able to scan and email that to Catrina.Soto@tamuc.edu that would be ideal and assist in getting your grades in faster. However, if they are unable you MUST return their evaluation of your to the Externship Coordinator's office before the final day of the summer semester. If you fail to do so you will receive zero points for this section of your grade and this will impact your ability to pass this course.

All documents with signatures from your clinic MUST be physically returned to the externship coordinator prior to the beginning of the next semester of courses. These will be kept on private file.

You will be in regular contact with the Externship Coordinator via email. If I do not hear from you I WILL CALL YOUR CLINIC LOOKING FOR YOU.

Student Responsibilities or Tips for Success in the Course

1. Punctuality.
2. Communication. If you are going to be late or are ill, communicate with your externship site first and your Externship Coordinator second. Arrange to make up the shift as soon as possible.
3. If you are unsure of a task, ask the staff for help.
4. Ask questions. If there is any doubt, it is better to ask than to make a mistake that could affect a patient or client.
5. If you are uncomfortable performing a duty or task, discuss this with your supervisor and devise an action plan of overcoming that problem. You are here to gain experience and to learn. You cannot learn simply by watching, you must also do.
6. Stay busy. Do not ask to leave early unless there is a true necessity for this (ie: doctor's appointment). Treat these shifts like a class. You would not leave a lab early, so you

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should not leave your externship shifts early. There is always something that needs done. Cleaning, stocking, walking a patient. This is part of the job!

7. Cooperate and stay out of any hospital drama. You are there to learn, not gossip.
8. Address your veterinarians as Dr. Last-name, and technicians a Mr./Ms. unless requested otherwise

GRADING

1. Attendance

A no-call-no-show to an externship shift is an automatic critical fail for this course and you will be required to repeat the course and ALL externship hours. You must attend and complete all 160 hours in order to pass the course.

2. Assignments/ Worksheets

There are weekly assignments and requirements to be met prior to starting your externship hours and after completing them. Please see your Externship Handbook packet for details.

3. Final Exam:

Your final evaluation from your externship site will act as your final exam.

The final grade in the course will be based on your accumulated total points during the semester according to the following distribution:

Weekly Assignments	100
Externship Journal	100
Performance Review	100
Site Evaluation	50
Professionalism Score	100
Time Sheet	50
Total	500

Final grades in this course will be based on the following scale:

A = 90%-100%

B = 80%-89%

C = 70%-79%

D = 60%-69%

F = 59% or Below

AVMA Essential Skills

Video Submission Requirements

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1. All videos should be recoded in Standard Definition (SD) or reduced resolution for uploading to D2L. Files over 1GB will not upload.
2. The video must show the student's face to prove they are the one performing the task.
3. Student must vocalize steps being taken during the task performed.
4. Please name videos with first and last name, and task performed (ex: Laure Newton, Canine SQ Injection)
5. Videos will be submitted to the appropriate week's Video Task folder in the Externship Course shell (VETT 1111) accompanied by the task completed and the date completed in the notes when submitted.
6. If you have difficulty submitting videos via D2L you may create a YouTube account and submit a link to the video instead.
7. Videos should be submitted by Sunday at midnight the week the task was performed. The earlier the better, but this is the final deadline for credit for the tasks.

Skill Check-off Requirements

AVMA Essential Skills may only be checked off via video submission or by an observing **credentialed** veterinary technician or licensed veterinarian. No other employee may check off any tasks/skills.

Essential Skill Focus – VETT 1111 Externship

Copied from: AVMA.org (<https://www.avma.org/education/accreditation/programs/cvtea-accreditation-policies-and-procedures-appendix-i>)

Skill: Participate in facility management utilizing traditional and electronic media and appropriate veterinary medical terminology and abbreviations.

Tasks:

- Schedule appointments, admit, discharge and triage according to client, patient and facility needs through phone and in-person contact*
 - Recognize and respond to veterinary medical emergencies*
- Create and maintain individual client records, vaccination certificates, and other appropriate forms*:
 - develop computer skills*
 - be able to utilize veterinary practice management software*
 - be familiar with veterinary on-line services* (e.g. laboratory submissions, client financing plans, continuing education, discussion groups)
- Perform basic filing of medical records, radiographs, lab reports, etc.*

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- Create and maintain all appropriate facility records and logs in compliance with regulatory guidelines (e.g., radiography, surgery, anesthesia, laboratory, controlled substance)*
- Manage inventory control*
- Recognize roles of appropriate regulatory agencies*
- Maintain appropriate disposal protocols for hazardous materials*
- Establish and maintain appropriate sanitation and infection control protocols for a veterinary facility, including patient and laboratory area*
- Handle daily client-based financial transactions*

Decision-making abilities: Taking into account the characteristics of the facility, patients and clients, the veterinary technician will effectively contribute to the professional and efficient operation of the facility in order to provide maximum benefits to clients, patients, and the facility.

Communication

Skill: Communicate in a professional manner in all formats - written, oral, non-verbal, and electronic.

Tasks:

- Demonstrate an understanding of interpersonal skills and team dynamics*
- Utilize appropriate interpersonal and public relations skills*
- Demonstrate telephone etiquette* (e.g. through role playing, educational resources, etc.)
- Recognize the legality of the veterinary-client-patient relationship*
- Develop and provide client education in a clear and accurate manner at a level the client understands (i.e., oral and written form, including educational handouts)*
- Apply crisis intervention/grief management skills with clients*

Decision-making abilities: Taking into account the patient, client, staff and circumstances, the veterinary technician will effectively and accurately acquire and convey information utilizing an appropriate communication mode.

Laws and Ethics

Skill: Follow and uphold applicable laws and the veterinary technology profession's ethical codes to provide high quality care to patients.

Tasks:

- Understand and observe legal boundaries of veterinary health care team members*
- Interact professionally with clients and fellow staff members*

- Demonstrate a commitment to high quality patient care*
- Respect and protect the confidentiality of client and patient information*

Decision-making abilities: Given knowledge of legal limitations and applicable ethical standards, the veterinary technician will carry out her/his duties within appropriate legal boundaries and maintain high ethical standards to provide high quality service to clients, patients, employers and the veterinary profession.

TECHNOLOGY REQUIREMENTS

Browser support

D2L is committed to performing key application testing when new browser versions are released. New and updated functionality is also tested against the latest version of supported browsers. However, due to the frequency of some browser releases, D2L cannot guarantee that each browser version will perform as expected. If you encounter any issues with any of the browser versions listed in the tables below, contact D2L Support, who will determine the best course of action for resolution. Reported issues are prioritized by supported browsers and then maintenance browsers.

Supported browsers are the latest or most recent browser versions that are tested against new versions of D2L products. Customers can report problems and receive support for issues. For an optimal experience, D2L recommends using supported browsers with D2L products.

Maintenance browsers are older browser versions that are not tested extensively against new versions of D2L products. Customers can still report problems and receive support for critical issues; however, D2L does not guarantee all issues will be addressed. A maintenance browser becomes officially unsupported after one year.

Note the following:

- Ensure that your browser has JavaScript and Cookies enabled.
- For desktop systems, you must have Adobe Flash Player 10.1 or greater.
- The Brightspace Support features are now optimized for production environments when using the Google Chrome browser, Apple Safari browser, Microsoft Edge browser, Microsoft Internet Explorer browser, and Mozilla Firefox browsers.

Desktop Support

Browser	Supported Browser Version(s)	Maintenance Browser Version(s)
Microsoft® Edge	Latest	N/A
Microsoft® Internet Explorer®	N/A	11

Browser	Supported Browser Version(s)	Maintenance Browser Version(s)
Mozilla® Firefox®	Latest, ESR	N/A
Google® Chrome™	Latest	N/A
Apple® Safari®	Latest	N/A

Tablet and Mobile Support

Device	Operating System	Browser	Supported Browser Version(s)
Android™	Android 4.4+	Chrome	Latest
Apple	iOS®	Safari, Chrome	The current major version of iOS (the latest minor or point release of that major version) and the previous major version of iOS (the latest minor or point release of that major version). For example, as of June 7, 2017, D2L supports iOS 10.3.2 and iOS 9.3.5, but not iOS 10.2.1, 9.0.2, or any other version. Chrome: Latest version for the iOS browser.
Windows	Windows 10	Edge, Chrome, Firefox	Latest of all browsers, and Firefox ESR.

- You will need regular access to a computer with a broadband Internet connection. The minimum computer requirements are:
 - 512 MB of RAM, 1 GB or more preferred
 - Broadband connection required courses are heavily video intensive
 - Video display capable of high-color 16-bit display 1024 x 768 or higher resolution
- You must have a:
 - Sound card, which is usually integrated into your desktop or laptop computer
 - Speakers or headphones.
 - *For courses utilizing video-conferencing tools and/or an online proctoring solution, a webcam and microphone are required.

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- Both versions of Java (32 bit and 64 bit) must be installed and up to date on your machine. At a minimum Java 7, update 51, is required to support the learning management system. The most current version of Java can be downloaded at: [JAVA web site](http://www.java.com/en/download/manual.jsp)
<http://www.java.com/en/download/manual.jsp>
- Current anti-virus software must be installed and kept up to date.

Running the browser check will ensure your internet browser is supported.

Pop-ups are allowed.

JavaScript is enabled.

Cookies are enabled.

- You will need some additional free software (plug-ins) for enhanced web browsing. Ensure that you download the free versions of the following software:
 - [Adobe Reader](https://get.adobe.com/reader/) <https://get.adobe.com/reader/>
 - [Adobe Flash Player](https://get.adobe.com/flashplayer/) (version 17 or later) <https://get.adobe.com/flashplayer/>
 - [Adobe Shockwave Player](https://get.adobe.com/shockwave/) <https://get.adobe.com/shockwave/>
 - [Apple Quick Time](http://www.apple.com/quicktime/download/) <http://www.apple.com/quicktime/download/>
- At a minimum, you must have Microsoft Office 2013, 2010, 2007 or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. Microsoft Word is the standard word processing software, Microsoft Excel is the standard spreadsheet software, and Microsoft PowerPoint is the standard presentation software. Copying and pasting, along with attaching/uploading documents for assignment submission, will also be required. If you do not have Microsoft Office, you can check with the bookstore to see if they have any student copies.

Interaction with Instructor Statement

The instructor's communication response time and feedback on assessments will be as quickly as possible.

ACCESS AND NAVIGATION

You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or helpdesk@tamuc.edu.

Note: Personal computer and internet connection problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's

home, the local library, office service companies, Starbucks, a TAMUC campus open computer lab, etc.

COMMUNICATION AND SUPPORT

Brightspace Support

Need Help?

Student Support

If you have any questions or are having difficulties with the course material, please contact your Instructor.

Technical Support

If you are having technical difficulty with any part of Brightspace, please contact Brightspace Technical Support at 1-877-325-7778 or click on the **Live Chat** or click on the words “[click here](#)” to submit an issue via email.



System Maintenance

Please note that on the 4th Sunday of each month there will be System Maintenance which means the system will not be available 12 pm-6 am CST.

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures/Policies

Late work will not be accepted.

Syllabus Change Policy

The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance.

University Specific Procedures

Student Conduct

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. The Code of Student Conduct is described in detail in the [Student Guidebook](#).

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<http://www.tamuc.edu/Admissions/oneStopShop/undergraduateAdmissions/studentGuidebook.aspx>

Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum: [Netiquette](http://www.albion.com/netiquette/corerules.html)

<http://www.albion.com/netiquette/corerules.html>

TAMUC Attendance

For more information about the attendance policy please visit the [Attendance](http://www.tamuc.edu/admissions/registrar/generalInformation/attendance.aspx) webpage and [Procedure 13.99.99.R0.01](http://www.tamuc.edu/admissions/registrar/generalInformation/attendance.aspx).

<http://www.tamuc.edu/admissions/registrar/generalInformation/attendance.aspx>

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/academic/13.99.99.R0.01.pdf>

Academic Integrity

Students at Texas A&M University-Commerce are expected to maintain high standards of integrity and honesty in all of their scholastic work. For more details and the definition of academic dishonesty see the following procedures:

[Undergraduate Academic Dishonesty 13.99.99.R0.03](http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/undergraduates/13.99.99.R0.03UndergraduateAcademicDishonesty.pdf)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/undergraduates/13.99.99.R0.03UndergraduateAcademicDishonesty.pdf>

[Graduate Student Academic Dishonesty 13.99.99.R0.10](http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10GraduateStudentAcademicDishonesty.pdf)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10GraduateStudentAcademicDishonesty.pdf>

ADA Statement

Students with Disabilities

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

Office of Student Disability Resources and Services

Texas A&M University-Commerce

Gee Library- Room 162

Phone (903) 886-5150 or (903) 886-5835

Fax (903) 468-8148

Email: studentdisabilityservices@tamuc.edu

Website: [Office of Student Disability Resources and Services](#)

<http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/>

Nondiscrimination Notice

Texas A&M University-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

Campus Concealed Carry Statement

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in Texas A&M University-Commerce buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M-Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations.

For a list of locations, please refer to the [Carrying Concealed Handguns On Campus](#) document and/or consult your event organizer.

Web url:

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf>

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all A&M-Commerce campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.