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https://new.tamuc.edu/coronavirus/

VETT 140 Veterinary Office Skills
CRN 85779
COURSE SYLLABUS: Fall 2022
Web based

INSTRUCTOR INFORMATION

Instructor:	Angela Vong, MA, BS, LVT
Office:	Virtual
Office hours:	By appointment via email
E mail:	**Angela.Vong@tamuc.edu**

COURSE INFORMATION

Materials – Textbooks, Readings, Supplementary Readings

Textbook(s)
- **Required:**
  - **Front Office Management for the Veterinary Team 3rd Edition**
    - by Heather Prendergast BS AS RVT CVPM
    - ISBN-13: 978-0323570404

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.

The syllabus/schedule are subject to change.

COURSE DESCRIPTION

This course is designed to cover 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 include, but not be limited to, the following: administration, professional etiquette, client relations, ethical and legal procedures, bookkeeping functions, scheduling, records management, inventory and telephone skills. Students will be introduced to one or more industry-standard veterinary software programs as well as word processing and spreadsheet software.

Student Learning Outcomes

1. Contribute to a welcoming office environment that promotes accurate interactions with patients and clients.
2. Work as a team member to deliver service in an ethical, compassionate manner, following the Veterinary Technician in accordance with the Code of Ethics developed by the National Association of Veterinary Technicians Association Ethics Committee.
3. Perform introductory office administrative duties to insure up-to-date filing and retrieval of documents, data entry, billing and receipts, and inventory.
4. Demonstrate knowledge of an industry-standard veterinary software program.
5. Demonstrate introductory skills for a word processing and spreadsheet program.

COURSE REQUIREMENTS

Minimal Technical Skills Needed

Examples include: Using the learning management system, using Microsoft Word and PowerPoint, using presentation and graphics programs, etc.

Instructional Methods

This course will be using the d2L learning platform. D2L is how lectures content, assignments, discussions and quizzes/tests will be delivered. This course is completely web based.

Student Responsibilities or Tips for Success in the Course

Regularly logging into the course website and approximately 3 hours of weekly study and participation time are expected. Study and participation time is an estimation and may require more or less.

- The student is responsible for being familiar with all material presented in lectures, readings, learning activities, and quizzes.
- The student is expected to participate in all course activities and complete all examinations and course assignments on time.
- Any changes in the course schedule, such as examination dates, deadlines, etc., will be announced ahead of time via email and on the *d2L 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).
- Communication: The instructor will communicate with students through email and D2L

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GRADING

- **Attendance**
  - You are expected to "come to class".
  - With a web based only class, that's means you need to be logging in and participating weekly.
  - It is highly recommend that you log in *daily* to ensure you do not miss any due dates, quizzes or assignments.

- **Assignments/ Worksheets**
  - There will be weekly assignments/homework from the textbook.
  - **Absolutely no late work will be accepted.**
    - If you need an extension on a due date, you must ask for it in advance.
  - **Extensions will not be granted if the due date has passed.**
  - **LATE WORK = ZERO**

- **Animal Care Technology (ACT) Videos:**
  - You will be required to view ACT videos and courses as assigned. You will be emailed log in instructions from ACT to activate your account. Please adhere to instructions in lecture/class for these assignments.
  - After completed assigned videos for each week you will upload a screen shot to D2L for completion grading. Further instructions will be found on D2L.

- **Journal Club and Rounds:**
  - As is a common practice in veterinary medicine we will have discussions aka "Rounds".
  - You will be expected to comment on at LEAST 2 other classmates. A good back and forth with comments, thoughts and additional questions are what makes "Rounds" a useful tool for learning even more from each other.
  - These posts need to be well thought out and exhibit critical thinking and meet all points listed within the initial discussion prompt to receive full credit. All posts and replies to posts need to be professional.
  - This is often done in an online format on the Veterinary Support Personnel Network (VSPN) and Veterinary Information Network (VIN) and in a face to face format in vet tech school, vet school, internships and residency programs. It is a crucial learning tool in veterinary medicine.

- **AVImark & Cornerstone Training Program**
  - You will complete an online training course for AVImark practice software via ACT online academy.
  - You will be receiving an email invitation from ACT. Follow the links and set up your account.
  - ***This may take you up to 20 hours to complete so begin early and plan accordingly!!***

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- **Professionalism**

  Students will be evaluated in two categories for professionalism:
    - o Punctuality and Attendance:
        - If you are logging into class and you are turning in your work, you will receive full marks for this section as this is a straightforward class with minimal interaction between students.
    - o Attitude and Ethics:
        - If you are caught cheating on anything, this will automatically cut this category in half
    - o You will receive a zero for that assignment/quiz/exam and there may be additional consequences, to be determined by the instructor.
        - Attitude is evaluated **each time** you communicate with course instructors.
    - o Are you sending professional emails?
    - o Are you disagreeing in a respectful way?
        - it is ok to say disagree with something, but it must be done appropriately.
    - o Are you looking for resources or answers first before asking for help?

- **Final Exam:**
    - The final exam will be comprehensive/cumulative and will open from **ONLINE** Mon- Fri of finals weeks.
    - The final exam format may include T/F, matching, multiple choice, and short answer/essay.
    - No smart phones/cell phones/tablets can be used on the exam.

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

Professionalism	50
JC & Rounds (15pts x 9)	135
ACT Videos	200
Assignments (20pts x 4)	80
Triage Project	80
Student Created Review	25
AVImark & Cornerstone Training	160
Final	160
Total	830

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

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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
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

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Device	Operating System	Browser	Supported Browser Version(s)
			previous major version of iOS (the latest minor or **point** release of that major version). For example, as of June 7, 2017, D2Lsupports 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.

- 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

- 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/
    - Adobe Flash Player *(version 17 or later)* https://get.adobe.com/flashplayer/
    - Adobe Shockwave Player https://get.adobe.com/shockwave/
    - Apple Quick Time http://www.apple.com/quicktime/download/

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- 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.

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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.
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

TAMUC Attendance

For more information about the attendance policy please visit the Attendance webpage and Procedure 13.99.99.R0.01.
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

Graduate Student Academic Dishonesty 13.99.99.R0.10

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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/34SafetyOfEmploy
eesAndStudents/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.

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