



## VETT 140 Veterinary Office Procedures

CRN: 81153

COURSE SYLLABUS: FALL 2024

### INSTRUCTOR INFORMATION

Instructor: Mrs. Catrina Soto, MS., BAS., LVTg  
Office Location: VBMT 100A  
Office Hours: by appointment  
Office Phone: 903-886-5203  
University Email Address: [catrina.soto@tamuc.edu](mailto:catrina.soto@tamuc.edu)  
Preferred Form of Communication: email  
Communication Response Time: 48 hours

### COURSE INFORMATION

Materials – Textbooks, Readings, Supplementary Readings

#### Textbook(s) Required

- Front Office Management for the Veterinary Team
  - By Heather Prendergast BS AS RVT CVPM (Author)
  - ISBN-13: 978-0323570404
  
- Job Readiness for Health Professionals Soft Skills Strategies for Success
  - Author: Elsevier Inc.
  - Paperback ISBN: 9780323635998

**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 professional client communications that may be encountered in a veterinary practice. This course will include, but not be limited to, the following: basic communications skills the psychology of client relations client communication, leadership, social media, receptionist duties and dealing with difficult clients, malpractice, human-animal bond, euthanasia, death and dying.

## **Student Learning Outcomes**

1. Students will be able to understand the basics of communication and recognize nonverbal communication identifying body language, gesture, facial expression, and posture.
2. Students will be able to understand how to deal with conflict situations and how to manage conflict in a productive manner.
3. Students will be able to understand the importance of client communications, client education, and ethical client relations as it relates to medical treatment, and interacting with a grieving client.
4. Students will be able to understand the importance of the VCPR and other legal aspects of veterinary medicine.
5. Students will understand the career planning process that includes self-assessment, personal development, and a career portfolio as a way to gain initial entry into the workplace.
6. Contribute to a welcoming office environment that promotes accurate interactions with patients and clients.
7. 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.
8. Perform introductory office administrative duties to insure up-to-date filing and retrieval of documents, data entry, billing and receipts, and inventory.
9. Demonstrate knowledge of an industry-standard veterinary software program.
10. Demonstrate introductory skills for a word processing and spreadsheet program.

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# **COURSE REQUIREMENTS**

## **Minimal Technical Skills Needed**

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 9 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 The syllabus/schedule are subject to change. It is the students 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

## **GRADING**

1. Attendance & Participation
  - a. You are expected to "come to class".
  - b. With a web based only class, that's means you need to be logging in and participating weekly.
  - c. It is highly recommend that you log in daily to ensure you do not miss any due dates, quizzes or assignments.
  - d. Logging in is monitored daily
2. Assignments/ Worksheets
  - a. There will be weekly assignments/homework from the textbook.
  - b. Absolutely no late work will be accepted.
    - i. If you need an extension on a due date, you must ask for it in advance.
    - ii. Extensions will not be granted if the due date has passed.

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- c. LATE WORK = ZERO
3. Animal Care Technology (ACT) Videos:
    - a. You will be required to view ACT videos and courses as assigned. You will be emailed login instructions from ACT to activate your account. Please adhere to instructions in the lecture/class for these assignments.
    - b. After completing the assigned videos for each week you will upload a screenshot to D2L for completion grading. Further instructions will be found on D2L.
  4. Journal Club and Rounds (JC & R) aka Discussion Post:
    - a. As is a common practice in veterinary medicine we will have discussions aka "Rounds".
    - b. 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. (The syllabus/schedule is subject to change.)
    - c. 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, use proper grammar, and cite any resources used
      - i. 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.
  5. Client Education Project/Presentation:
    - a. Client Education Project/Presentation: A description of project topics can be found on D2L.
    - b. Students will choose one of the project topics. There will be an online sign-up sheet for topics. Students may design and propose their own projects if approved by the instructor.
    - c. You will create a 1-page handout/ brochure for clients.
    - d. You will then present your topic to another and record it.
    - e. You will post the recording to the group discussion so that everyone can complete peer evaluations and their feedback will be the basis of your self-evaluation.
    - f. All students must present using visual aids (power points, models etc).
    - g. Correct APA citation must be given for all sources.
  6. Job Readiness:
    - a. You will create a resume, write a cover letter and participate in a Mock interview then follow up with a final thank you note.
    - b. This is meant to get you ready for your future job hunting and will hopefully help you find gainful employment someday.
    - c. Your grade will be based heavily on your self-evaluation of your interview.

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7. Professionalism Students will be evaluated in two categories for professionalism:  
Punctuality and Attendance:

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

8. Final Exam:

- a. The final exam will be comprehensive/cumulative and will open from ONLINE Mon- Fri of finals weeks. The syllabus/schedule are subject to change.
- b. No smart phones/cell phones/tablets can be used on the exam.
- c. Your final Exam will consist of 1-2 questions from each module.
- d. These will be short answer / essay questions.
- e. The week before will be a review week and you will work in groups to create mock exam questions.
- f. These will be short answer/ essay questions.
- g. I will pick these questions from the bank of questions that you all create and that I then turn into the OFFICIAL study guide.
- h. Only questions listed on the OFFICIAL study guide will appear on the final, there will be no surprises. The final grade in the course will be based on your accumulated total points during the semester according to the following distribution

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

Professionalism	50
ACT Videos	200
Assignments	160
Client Education Project	100
Triage Project	50
JC and Rounds	140

A= 90%-100%
B= 80%-89%
C= 70%- 79%
D= 60%-69%
F= 59% OR Below

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Job Readiness	70
Final Exam	200
Total	970

## TECHNOLOGY REQUIREMENTS

### LMS

All course sections offered by Texas A&M University-Commerce have a corresponding course shell in the myLeo Online Learning Management System (LMS). Below are technical requirements

LMS Requirements:

<https://community.brightspace.com/s/article/Brightspace-Platform-Requirements>

LMS Browser Support:

[https://documentation.brightspace.com/EN/brightspace/requirements/all/browser\\_support.htm](https://documentation.brightspace.com/EN/brightspace/requirements/all/browser_support.htm)

Zoom Video Conferencing Tool

[https://inside.tamuc.edu/campuslife/CampusServices/CITESupportCenter/Zoom\\_Account.aspx?source=universalmenu](https://inside.tamuc.edu/campuslife/CampusServices/CITESupportCenter/Zoom_Account.aspx?source=universalmenu)

## 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](mailto: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

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

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## **Technical Support**

If you are having technical difficulty with any part of Brightspace, please contact Brightspace Technical Support at 1-877-325-7778. Other support options can be found here:

<https://community.brightspace.com/support/s/contactsupport>

## **Interaction with Instructor Statement**

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

## **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).  
<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:

<https://www.britannica.com/topic/netiquette>

### **TAMUC Attendance**

For more information about the attendance policy please visit the [Attendance](#) webpage and [Procedures 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>

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## **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 Undergraduate Student Academic Dishonesty Form](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/documents/13.99.99.R0.03UndergraduateStudentAcademicDishonestyForm.pdf>

[Graduate Student Academic Dishonesty Form](#)

<http://www.tamuc.edu/academics/graduateschool/faculty/GraduateStudentAcademicDishonestyFormold.pdf>

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

## **Students with Disabilities-- ADA Statement**

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

Velma K. Waters Library Rm 162

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

Fax (903) 468-8148

Email: [studentdisabilityservices@tamuc.edu](mailto: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.

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## **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.

### **A&M-Commerce Supports Students' Mental Health**

The Counseling Center at A&M-Commerce, located in the Halladay Building, Room 203, offers counseling services, educational programming, and connection to community resources for students. Students have 24/7 access to the Counseling Center's crisis assessment services by calling 903-886-5145. For more information regarding Counseling Center events and confidential services, please visit [www.tamuc.edu/counsel](http://www.tamuc.edu/counsel)

### **AI use policy [Draft 2, May 25, 2023]**

**Texas A&M University-Commerce acknowledges that there are legitimate uses of Artificial Intelligence, ChatBots, or other software that has the capacity to generate text, or suggest replacements for text beyond individual words, as determined by the instructor of the course.**

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**Any use of such software must be documented. Any undocumented use of such software constitutes an instance of academic dishonesty (plagiarism).**

**Individual instructors may disallow entirely the use of such software for individual assignments or for the entire course. Students should be aware of such requirements and follow their instructors' guidelines. If no instructions are provided the student should assume that the use of such software is disallowed.**

**In any case, students are fully responsible for the content of any assignment they submit, regardless of whether they used an AI, in any way. This specifically includes cases in which the AI plagiarized another text or misrepresented sources.**

**13.99.99.R0.03 Undergraduate Academic Dishonesty**

**13.99.99.R0.10 Graduate Student Academic Dishonesty**