VETT 1111 Veterinary Clinical Externship
CRN: 40533
COURSE SYLLABUS: Summer I
Web Based

INSTRUCTOR INFORMATION

Instructor:	**Mrs. Catrina Soto, M.S., B.S., LVTg**
Office:	VBMT Facility
Office number:	**903-886-5203**
Office fax:	903-886-5990
Office hours:	By appointment via email
E-mail:	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

The syllabus/schedule are subject to change.

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

Prerequisites: AG 1131, ANS 1119, ANS 1319, VETT 100, VETT 101, ENG 1301 or1302, Math 1314, BSC 1406, CHEM 1305 or 13111

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 VETT 1111 are required to show proof of current health insurance to their internship supervisor.

Student Learning Outcomes

1. Students will gain an in-depth understanding of the client services role of a working veterinary clinical environment.
2. Students will "participate in facility management utilizing traditional and electronic media and appropriate veterinary medical terminology and abbreviations."
3. Students will learn to "Communicate in a professional manner in all formats - written, oral, non-verbal, and electronic."
4. Students will learn telephone etiquette and basic computer skills working with the veterinary electronic medical records software utilized by their chosen veterinary practice.
5. Students will gain an understanding and familiarity with financial transaction within the veterinary hospital.
6. 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.
7. 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"
8. Students will " effectively and accurately acquire and convey information utilizing an appropriate communication mode"
9. Students will "Follow and uphold applicable laws and the veterinary technology profession's ethical codes to provide high quality care to patients"

COURSE REQUIREMENTS

Minimal Technical Skills Needed

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

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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 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.

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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 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:

Site Paperwork	30
Intro, 1st shift, 40 hours	20
CVTEA Skills Videos x 5	150
CVTEA Skills Checklist	100
Journal Entries x3	75
Discussion Post x3	55
Performance Review and Site Evaluation	35
Case Study's x2	100
Clinical Hours x3	150
Total	715

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

Video Submission Requirements

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 mush 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: Catrina Soto, Triage over Phone)

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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.*
- 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*

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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

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

Zoom Video Conferencing Tool
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.

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.

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

The *syllabus/schedule are subject to change.*

Interaction with Instructor Statement

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures/Policies

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.
https://inside.tamuc.edu/admissions/registrar/documents/studentGuidebook.pdf.

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

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 Students Academic Integrity Policy and Form

Graduate Student Academic Dishonesty Form

https://inside.tamuc.edu/aboutus/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10.pdf

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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

Website: Student Disability Services

https://www.tamuc.edu/student-disability-services/

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.

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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**

Mental Health and Well-Being

The university aims to provide students with essential knowledge and tools to understand and support mental health. As part of our commitment to your well-being, we offer access to Telus Health, a service available 24/7/365 via chat, phone, or webinar. Scan the QR code to download the app and explore the resources available to you for guidance and support whenever you need it.

http://telusproduction.com/app/5108.html

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.

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

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13.99.99.R0.10 Graduate Student Academic Dishonesty

Department or Accrediting Agency Required Content

COURSE OUTLINE / CALENDAR

Assignment	Due Date
Externship Paperwork	June 2nd @ 11:59pm or BEFORE 1st day of externship
Externship Video Tour	June 15th @ 11:59pm
Email after 1st shift	June 29th @ 11:59pm (based on start date)
Clinical Hours #1/ Journal Entry #1/DP	June 22nd @11:59pm
Clinical Hours #2/ Journal Entry #2/DP	July 13th @11:59pm
Clinical Hours #3/ Journal Entry #3/DP	August 3rd @ 11:59pm
Email after 1st 40 hours	Open based on start date
Case Study #1	July 13th @ 11:59pm
Case Study #2	August 3rd @ 11:59pm
CVTEA Skills List	August 3rd @ 11:59pm
Externship Evaluations: exit interviews and student evaluations	August 3rd @ 11:59pm

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