

McLennan C O M M U N I T Y C O L L E G E

WACO, TEXAS

COURSE SYLLABUS

AND

INSTRUCTOR PLAN

OFFICE MANAGEMENT

VTHT 1217.75

LAUREL SHRAWDER, LVT

NOTE: This is a 16-week course.

COVID 19 Notice:

McLennan Community College is committed to providing you with every resource you need to reach your academic goals including your safety. We will continue to monitor the evolving situation with COVID 19 and adjust our safety guidelines to make sure we offer a safe environment for you and our faculty. Please make sure to consult your faculty and the MCC website at <https://www.mclennan.edu/crisis-management/coronavirus-updates/index.html> on any changes to these guidelines.

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Course Description:

Practical experience in management of the veterinary practice. Emphasis on client relations, recordkeeping, inventory, employment skills, and computer skills in the veterinary environment.

Prerequisites and/or Corequisites:

Successful completion of all previous semesters of VTHT courses with a C or better.

Course Notes and Instructor Recommendations:

1. Be on time for class, arriving having read or prepared over assigned material for that class day. Be sure any assignments are turned in when due.
2. To be prepared for class, students need to be prepared to devote 2-3 hours of study time (on average), for every hour spent in class.
3. This course utilizes a combination of the required textbook noted in the syllabi, access to websites pertaining to course material, and or provided or assigned materials.

Instructor Information:

Instructor Name: Laurel Shrawder

MCC E-mail: lshrawder@mclennan.edu

Office Phone Number: 254-299-8735

Cell Phone Number: 512-461-2600

Office Location: 126 Veterinary Technology Building

Office/Teacher Conference Hours: Friday 8:00 to 5:00PM by appointment

Other Instruction Information: Email is the best way to contact me. It is essential that you have a fully functioning MCC email account and that you check it often. This is the primary way that I communicate. You need to use your student email address as this is where emails will be sent.

My cell phone number is provided and should only be used in important or emergent matters.

*****INSTRUCTOR NOTE:*****

I read my e-mail at least twice a day during the week; however, if you send me an e-mail at 11 PM with a question you need answered before the class tomorrow, I will not read it before class. I do not always read e-mails on the weekends. Do not expect instantaneous responses from me via e-mail. Instructors are not 24/7 call centers. Please plan ahead. Remember, poor planning on your part does not constitute an emergency for anyone else.

DO NOT email, text, or leave class to contact another instructor. Any issues should be managed before or after scheduled class times.

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When you send an e-mail, ALWAYS begin the subject line with VTHT and your course number. If you respond to my e-mail, hit reply, and make sure VTHT (1234.56) is present in the subject line. **Please use complete text in your emails. I do not want to see: u, ur, b4, etc.** Be professional in your communications to your instructors.

Required Text & Materials:

Title: Front Office Management for the Veterinary Team

Author: Heather Prendergast

Edition: Third Edition

Publisher: Elsevier

ISBN: 978-0-323-57040-4

Methods of Teaching and Learning:

This course is a lecture format, with lecture-based worksheets, exams, and other assignments pertaining to veterinary office management.

Course Objectives and/or Competencies:

This course will introduce the student to general office management principles and techniques in a veterinary practice, such as medical record keeping requirements, laws pertaining to the Veterinary-Client-Patient-Relationship (VCPR), OSHA safety laws in the workplace, client communications, inventory management, computer skills using veterinary practice management software, laws and ethics pertaining to veterinary support staff according to the Texas Board of Veterinary Medical Examiners, and the Texas Department of State Health Services Rabies Laws. Also included will be information about professional associations, including national, state, and local associations, and the importance of committing to attending continuing education to stay current with trends in the profession while working as veterinary support staff.

The student should develop a basic working knowledge of each area covered in this course and:

- 1) Introduce the student to the many office procedures and responsibilities in a veterinary practice.
- 2) To encourage students to continue learning throughout their professional career and to participate in various professional organizations.
- 3) Other objectives as noted above.

The veterinary technology students are required to complete all the tasks included on the CVTEA list of Essential Skills for this course. This may be either in hands on format or by written demonstration of understanding. For the veterinary technology student, completion of all related CVTEA skills is required as part of eligibility to pass the course.

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Course Outline or Schedule:

Week	Reading	Course Outline
1	Pg. 2 - 11 12 - 33	Syllabus Introduction Chapter 1: Veterinary Health Care Team Members Chapter 2: The Leadership Team
2	Pg. 34 - 59 60 - 100	Chapter 3: The Receptionist Team Chapter 4: The Veterinary Technician Team
3	Pg. 101 - 142	Chapter 4: The Veterinary Technician Team Cont. EXAM 1 Chapter 5: Human Resources
4	Pg. 142 - 155	Chapter 5: Human Resources Cont. Chapter 6: Veterinary Ethics and Legal Issues
5	Handouts	TBVME Website Information - Rules of Professional Conduct and the Licensing Act EXAM 2 Texas DSHS Rabies Laws
6	Pg. 156 - 165 166 - 175	Chapter 7: Compassion Fatigue, Burnout, and Suicide Awareness Chapter 8: Professional Development
7	Pg. 188 - 212 213 - 252	Chapter 10: Marketing Management EXAM 3 Chapter 11: Finance Management
8		Chapter 11: Finance Management Cont. Spring Break March 6th - 10th
9	Pg. 253 - 277 278 - 291	Chapter 12: Client Leadership Chapter 13: Appointment Management EXAM 4
10	Pg. 292 - 308	Chapter 14: Medical Records Management
11	Pg. 309 - 323	Chapter 15: Inventory Management
12		Chapter 15: Inventory Management
13	Pg. 324 - 333	Chapter 16: Control Substances
14	Pg. 334 - 364	Chapter 17: Safety in the Veterinary Practice EXAM 5
15		Review Week
16		Comprehensive Final

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Course Grading Information:

Grading	Vet Tech Points	Assistant Points
Item	Points	
5 Lecture Exams (100 points each)	500	500
Resume Submission	100	100
Vet Tech Assignment: Vet Tech Prep	750	
Assistant Assignment: Fear Free Certification		750
Chapter Questions: (Each chapter has varying questions; 2 points each question)	550	550
Comprehensive Final	200	200
Total Possible Points	2100	2100
Grade Breakdown		
1890 - 2100	A	A
1680 - 1889	B	B
C= 1470 - 1679 (MUST pass with a "C" or better in this course)	C	C
1260 - 1469	D	D
1259 or Below	F	F

Assistants must make a "C" with a 70% or higher to pass this course. (1470 Points)

Technicians must make a "C" with a 75% or higher to pass this course. (1575 or higher points)

Resume:

Students will create or update an existing resume. This resume should look professional and include up-to-date information. The resume will be submitted and reviewed by Academic Support and Tutoring on main campus. You can visit the Learning Technology Center (LTC) on campus, schedule a Zoom meeting; mclennan.zoom.us (Meeting ID: 254 299 8500) or Email: ast@mclennan.edu. **Due: Thursday, March 30th.**

Chapter Questions:

Student will complete the questions at the end of each chapter (Except chapter 9 and 18). Students will submit the questions in a Microsoft Word document under the appropriate assignment tab in Brightspace.

NOTE: I know there is access to the answers for this textbook. **DO NOT** copy and paste these answers, I have access to them too. I know how students write and any student that is caught plagiarizing will receive a zero on the assignment and will be reported to MCC for academic

dishonesty. Repeated offenses will result in a zero for the course and removal from the program. Do your own work!

Veterinary Technician Assignment - Vet Tech Prep:

A minimum of an 80% completion of the Vet Tech Prep online course. The course covers all 9 domains that are on the Veterinary Technician National Exam. They include:

- Pharmacy and Pharmacology
- Surgical Nursing
- Dentistry
- Laboratory Procedures
- Animal Care and Nursing
- Diagnostic Imaging
- Anesthesia
- Emergency Medicine/Critical Care
- Pain Management/Analgesia

The Vet Tech Prep course contains 1,643 Practice Questions and 1543 Practice Exam questions. To complete a minimum of 80% of this course, the student will be required to complete 1,234 Practice Questions, and 150 Practice Exam questions, or complete an average of **140 questions per week**, during the 90-day enrollment period. This means 20 questions a day! You can do this!

Veterinary Assistant Assignment – Fear Free Certification:

The Veterinary Assistant students will be required to complete the Fear Free Certification as an equivalent assignment grade to the Veterinary Technician's Vet Tech Prep assignment. The program consists of eight modules. Each module will end in an exam that needs to be passed before moving on to the next module.

<https://fearfreepets.com/veterinary-professionals/>

Students will need to go to the link above to access the course.

1. Click on the tab "GET STARTED WITH REGISTRATION"
2. This will bring up a window, click on the tab "I am signing up myself"
3. Next, students will click on "Students and faculty, Click here!"
4. Next, students will click on "Student Applications | \$0 (Again, this is free for students while they are in the program)"
5. Fill out each step of the form (Steps 1 – 4)
6. Students will submit proof of completion to Brightspace.

Late Work, Attendance, and Make Up Work Policies:

MISSED EXAM: As stated in the student attendance policy: Students will be permitted to make up class work and assignments missed due to absences caused by (1) authorized participation in official College functions, (2) personal illness, (3) an illness or a death in the immediate family or (4) the observance of a religious holy day. Also, the instructor has the prerogative of determining whether a student may make up work missed due to absences for other reasons. It is the student's responsibility to inform the instructor of the reason for an absence and to do so in a timely fashion.

If the student misses an exam, he/she will be allowed to make up the missed exam ONLY IF the absence is caused by one of the four causes listed above. Personal illnesses will require a doctor's note before you can make up any missed exams or work.

Pay attention to important dates on Brightspace! Example: Circled is the Due date for a Quiz. You can also see when the Quiz starts/becomes available and Ends/closes in Brightspace.

*****INSTRUCTOR NOTE:*****

Do not submit *.pages, *.numbers, or *.key files. These are Apple iWork's files and cannot be opened. If you submit Apple iWork's files and your work cannot be opened by the instructor, you will receive a zero for the assignment. Do not submit assignments in Google Docs, your instructors can always open these submissions and will cause a delay in grading. You will be asked to resubmit the assignment as a Word document. Do not submit *.odp, *.odt, or *.ods files. These are OpenOffice files and, when opened in Microsoft Office, will lose formatting and document properties.

If you submit OpenOffice files and your document loses formatting when opened, you will lose any points associated with the formatting of the document for the assignment. If you submit *.pdf files, your professor will be limited to how they can markup the document or assist with modifications to the document. PDF files are an acceptable submission format but may limit the assistance that you can receive if corrections or revisions must be made.

Technology in the Classroom:

Students are allowed to utilize laptops in class if they are used for the class the student is attending. Please do not work on other classes or anything that may distract you from valuable information.

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Cellphones in the Classroom:

Students will not be on their phone during class time hours. If you need to have your phone out, please discuss this with your instructor prior to class. Students will be asked in class to put their phone away.

ATTENDANCE: Attendance at all class lectures is **required and is essential** to your success in this course. Attendance may be taken by, but not limited to, any of the following measures: roll call, quiz, vocabulary word, and/or survey.

NEW TARDY POLICY EFFECTIVE SP 2020: To ensure students, arrive on time for class, please note that effective for Spring 2020, the classroom instructor will be locking the classroom door **10 minutes** after class begins. If a student arrives late and the door is locked, please know that the student will NOT be allowed in the classroom and will be counted absent for that class period. If a student leaves the classroom during the class (for anything other than an emergency)-such as becoming ill, or specific phone calls-for example a sick child, doctor's office, etc.-they will NOT be allowed to return to the classroom. Personal needs need to be taken care of between classes.

For classes (either lecture or labs), that last more than the approximate 50-minute period, a tardy student may be allowed into that class when the class takes a scheduled break or at the instructor's discretion if scheduled breaks are not practical.

This policy is to help diminish disruption of the class, and to help ensure student safety while in the classroom.

Student Behavioral Expectations or Conduct Policy:

STUDENT UNIFORMS/DRESS CODE:

The type of scrubs and lab coats worn by veterinary technicians in veterinary clinics is required in laboratory classes starting with the first semester in the first year of training. Student's dress and appearance will be expected to reflect the dress worn when the student becomes employed as a veterinary technician. Scrub tops and jeans are acceptable in some courses. If jeans are worn, they must NOT have any holes/tears/rips in them and be clean.

You are required to have at least one set of MCC Veterinary Technology scrubs to wear as directed by your instructors for labs, field trips and special occasions. These are available at the MCC Bookstore. Otherwise, scrubs of various prints and colors may be worn to lecture and laboratory sessions if the scrubs are in good condition, fit well, and are clean not wrinkled, and in

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good taste. Full scrubs, close toed shoes, and full surgical attire must be worn during all surgery laboratories.

Coveralls may be worn when working around large animals or appropriate clothing as determined by instructor's class syllabi. Lab coats are required in labs that involved handling blood, fecal material, or urine. Lab coats that have the MCC Vet Tech logo are available in the MCC Bookstore. Coveralls are available at most retail clothing stores and are like the Dickies brand coveralls. Closed-toe, non-slip shoes, such as boots or tennis shoes, must be always worn during all labs and field trips. It is strongly advisable to wear boots when handling large animals to minimize foot injuries.

1. Visible tattoos and body jewelry (other than earrings confined to the ear lobes-1 per year) are required to be covered up or removed, respectively, when in lecture or laboratory sessions while at the veterinary technology facility, and AT ALL TIMES during your practicum. Gauged ears require a plug in each while in any/all program classes, field trips or public events.
2. No loose jewelry or loose-fitting clothing (such as bracelets, scarves) are typically allowed in any lab due to safety concerns.
3. Disruptive hair styles are discouraged. Acceptable hair colors fall under the normal range of natural color.

Instructors may have specific requirements, as outlined in the syllabus for the course.

Personal Grooming Guidelines:

1. Professional appearance when in clinical settings.
 2. Good personal hygiene is required.
 3. All clothing should be clean and free from wrinkles, stains, ragged hems. Hems and pants should be at least ½" from the floor.
 4. Hair should be well groomed and pulled out of face and off shoulders in the laboratory courses.
 5. Male students should be freshly shaven or have well-groomed beards, mustaches, and sideburns.
 6. Fingernails are to be kept at a length and shape consistent with patient and personal safety. NO artificial nails are allowed.
 7. The use of safety goggles or other eye protection may be required in the laboratory classes, and the wearing of exam gloves when handling laboratory specimens, including anatomical specimens, blood, urine, and feces, is required.
- You must always wear closed-toe non-slip shoes for lecture and lab. No sandals, flip-flops, Crocs, etc.

Students may wear the following to class: Jeans (clean with no holes, no rips, and no tears), Scrub pants, Dress slacks, Scrub top, MCC Vet Tech Polo shirt or polo shirt, or other shirts deemed appropriate.

Preferred dress for all vet tech classes: Scrub top, Scrub pants or jeans

The following is prohibited and will result in being dismissed from class for the day, being marked as absence, and a grade of 0 (F) for the day: Open toed shoes, Shorts, Capri Pants, Leggings, Short skirt or kilt, T- Shirt (MCC shirts may be considered), Spaghetti strap/Cami-style/Tank tops (Allowed under Scrub top), Sleeveless shirt (such as shirt/t-shirt with the arms cut off), Facial Piercings (one 1 earring allowed in each ear-no lip/nose/tongue or other piercings with jewelry), and Any distractive/suggestive clothing, piercing, or body art.

The Veterinary Technician's Oath

"I solemnly dedicate myself to aiding animals and society by providing excellent care and services for animals, by alleviating animal suffering, and promoting public health.
I accept my obligations to practice my profession conscientiously and with sensitivity, adhering to the profession's Code of Ethics, and furthering my knowledge and competence through a commitment to lifelong learning."

[Click Here for the MCC Attendance/Absences Policy](https://www.mclennan.edu/highlander-guide/policies.html)

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Click on the link above for the college policies on attendance and absences. Your instructor may have additional guidelines specific to this course.

Updated 11/04/2022

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C O M M U N I T Y
COLLEGE

ACADEMIC RESOURCES/POLICIES

Accommodations/ADA Statement:

Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. For additional information, please visit www.mclennan.edu/disability.

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

disabilities@mclennan.edu 254-299-
8122
Room 319, Student Services Center

Title IX:

We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the acting Title IX Coordinator at titleix@mclennan.edu or by calling, Dr. Claudette Jackson, (Diversity, Equity & Inclusion/Title IX) at (254) 299-8465. MCC employees are mandatory reporters and must report incidents immediately to the Title IX Coordinator. Individuals may also contact the MCC Police Department at (254) 299-8911 or the MCC Student Counseling Center at (254) 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting <http://www.lighthouse-services.com/mclennan/>.

Go to McLennan's Title IX webpage at www.mclennan.edu/titleix/. It contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the

crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence, or domestic violence.

Student Support/Resources:

MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at <http://www.mclennan.edu/campus-resource-guide/>

Academic Support and Tutoring is here to help students with all their course-related needs. Specializing in one-on-one tutoring, developing study skills, and effectively writing essays. Academic Support and Tutoring can be found in the Library and main floor of the Learning Commons. This service is available to students in person or through Zoom from 7:30 am - 6:00 pm Monday through Thursday and 7:30 am - 5:00 pm on Friday. You can contact the Academic Support and Tutoring team via Zoom (<https://mclennan.zoom.us/j/2542998500>) or email (ast@mclennan.edu) during the above mentioned times.

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources or want to explore strategies for balancing life and school, we encourage you to contact either MCC CREW – Campus Resources Education Web by calling (254) 299-8561 or by emailing crew@mclennan.edu or a Success Coach by calling (254) 299-8226 or emailing SuccessCoach@mclennan.edu. Both are located in the Completion Center located on the second floor of the Student Services Center (SSC) which is open Monday-Friday from 8 a.m.-5 p.m.

Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff. To schedule an appointment, go to https://mclennan.co1.qualtrics.com/jfe/form/SV_07byXd7eB8iTqJg. Both the Completion Center and Paulanne's Pantry are located on the second floor of the Student Services Center (SSC).

MCC Foundation Emergency Grant Fund:

Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to <https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html> to find out more about the emergency grant. The application can be found at https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf.

MCC Academic Integrity Statement:

Go to www.mclennan.edu/academic-integrity for information about academic integrity, dishonesty, and cheating.

Minimum System Requirements to Utilize MCC's D2L|Brightspace:

Go to <https://www.mclennan.edu/center-for-teaching-and-learning/Faculty-andStaffCommons/requirements.html> for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

Minimum Technical Skills:

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:

In the event MCC's technology systems are down, you will be notified via your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

Email Policy:

McLennan Community College would like to remind you of the policy (<http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf>) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails. For more information about your student email account, go to www.mclennan.edu/studentemail.

Instructional Uses of Email:

Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with their students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

Email on Mobile Devices:

The College recommends that you set up your mobile device to receive McLennan emails. If you need assistance with set-up, you may email Helpdesk@mclennan.edu for help.

You can find help on the McLennan website about connecting your McLennan email account to your mobile device:

- [Email Setup for iPhones and iPads](#)
- [Email Setup for Androids](#)

Forwarding Emails:

You may forward emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may be lost or placed in junk or spam filters.

For more helpful information about technology at MCC, go to [MCC's Tech Support Cheat Sheet](#) or email helpdesk@mclennan.edu.

Disclaimer:

The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.