VTHT 1217 - Veterinary Office Management Syllabus
AUSTIN COMMUNITY COLLEGE
Semester: Fall 2022 Synonym: 51219 / 51220

PROGRAM: Veterinary Technology
COURSE NAME/NUMBER: Office Management / VTHT 1217
COURSE TIME/LOCATION: Online and monthly in-person class EGN 2127

FACULTY NAME: Kate Peterson, LVT
EMAIL: Katie.peterson@austincc.edu
OFFICE HOURS/LOCATION: By Appointment, Virtual and In-Person availability. Please contact instructor via email to set up a meeting time.
WEBSITE: http://www.austincc.edu/health/vtht

COURSE DESCRIPTION: This course will provide training in the management of veterinary facilities and in client relations and education. Emphasis is placed on office management, office procedures, client relations, taking patient histories, medical records maintenance, pet nutrition and behavior counseling, medical emergency management, euthanasia, and bereavement. Personal resume preparation, job searching, the interview process and professional development will be discussed. Topics include: Office management, client relations, medical records, patient history, medical emergencies, and bereavement.
- •   Credit Hours: 2
- •   Classroom Contact Hours per week: 1
- •   Laboratory Contact Hours per week: 3

COURSE CO-REQUISITES: VTHT 1301, 1413

COURSE RATIONALE: This course helps students to learn how to interact with clients and veterinary personnel. This is an intermediate level course for students in the Veterinary Technology program at Austin Community College.

COURSE OBJECTIVES: Upon completion of the course the student will be able to: Demonstrate effective client relations, communication, and computer skills; apply basic business principles such as the proper maintenance of medical records; and demonstrate employment skills including interviewing, resume writing, and proper dress.
1. Perform basic veterinary office and record keeping. This will include reception, telephone communication, scheduling appointments and client education.
2. Demonstrate familiarity with front office/business practices of the private veterinary hospital; be prepared to answer phones and triage incoming calls.
3. Practice interpersonal communication and be prepared to answer client questions and perform client education.
4. Examine the issue of humane euthanasia and be prepared to offer grief counseling to clients; be able to refer to a professional grief counselor when appropriate.

5. Demonstrate familiarity with the components of a complete medical record and record medical information about patient visits in SOAP format.
6. Organize and maintain medical, surgical and pharmacy records and logs. The student will describe the federal controlled substance record requirements

DISCIPLINE/PROGRAM STUDENT LEARNING OUTCOMES: These learning outcomes are listed in the Veterinary Technology Student Handbook.

Transferability of workforce courses varies. Students interested in transferring courses to another college should speak with their Area of Study (AoS) advisor, Department Chair, and/or Program Director.

SCANS Competencies
In 1990, the U.S. Department of Labor established the Secretary's Commission on Achieving Necessary Skills (SCANS) to examine the demands of the workplace and whether our nation's students are capable of meeting those demands. The Commission determined that today's jobs generally require competencies in the following areas:
Resources: Identifies, organizes, plans, and allocates resources
Interpersonal: Works with others
Information: Acquires and uses information
Systems: Understands complex interrelationships
Technology: Works with a variety of technologies
The Texas Higher Education Coordinating Board requires that all degree plans in institutions of higher education incorporate these competencies and identify to the student how these competencies are achieved in course objectives.

VTHT 1217 COMPETENCE	EXAMPLE OF LEVEL
Resources	Identifies resources used in course and allocates time for studying.
Interpersonal	Shares experiences and knowledge with classmates, practice client education.
Information	Uses software to enter client data and patient data.
Systems	Identifies systems to use such as AVI-Mark or Client Traks to store data and retrieve patient data.
Technology	Discusses electronic health record with classmates and instructor.
Basic Skills	Reads assigned pages.
Thinking Skills	Identifies and prepares for tests, quizzes and research activities.
Personal Qualities	Works as a team member for any assigned activities. Asserts self and networks with classmates and virtual lab to obtain information on current topics.

TEXTBOOKS:
Required: Front Office Management for the Veterinary Team, Heather Prendergast, 3rd Edition, 2015. Elsevier.
Recommended: Clinical Textbook for Veterinary Technicians, 10th edition; Joanna Bassert / John Thomas; Elsevier

INSTRUCTIONAL METHODOLOGY: Online and In-Person
DISTANCE LEARNING: The class will be presented online using asynchronous methods. The lectures will be pre-recorded for you to view at your own pace. In addition, there are four mandatory in-person classes to attend on the Elgin campus. Distance learning requires a **significant** amount of time management and study skills. If you are new to distance learning, please *review the ACC Distance Education General Information* available at *https://online.austincc.edu/faq/*
For this class, students will use the **Blackboard** learning management system for assignment instructions, submitting assignments, and collaboration.

STUDENT TECHNOLOGY SUPPORT

Austin Community College provides free, secure drive-up WiFi to students and employees in the parking lots of all campus locations. WiFi can be accessed seven days a week, 7 am to 11 pm. Additional details are available at https://www.austincc.edu/sts.

Students who do not have the necessary technology to complete their ACC courses can request to borrow devices from Student Technology Services. Available devices include iPads, webcams, headsets, calculators, etc. Students must be registered for a credit course, Adult Education, or Continuing Education course to be eligible. For more information, including how to request a device, visit http://www.austincc.edu/sts.

Student Technology Services offers phone, live-chat, and email-based technical support for students and can provide support on topics such as password resets, accessing or using Blackboard, access to technology, etc. To view hours of operation and ways to request support, visit http://www.austincc.edu/sts.

GRADING SYSTEM: The Veterinary Technology courses use the following scale for determination of final grades:
        A = 92-100%
        B = 83-91%
        C = 75-82%
        D = 60-74%
        F = below 60%

A grade of 75% or above for both lecture and laboratory is required for passing any course.

METHOD OF EVALUATION:
        25 % Assignments and quizzes
        25 % Lab/Project
        50 % Exams

***NOTE:** You must pass both the lab and lecture portion with a 75% or above to pass the class. If you have above a 75% in both, the grades will be combined for your final grade. **Grade of D is allowed for ACC records but will disqualify student for progression through the program. Due to the nature of the program, you would not be able to take the class again until the following academic year – based on readmission criteria in student handbook.**

This class has essential skills associated with it. These are set by our accrediting body, the CVTEA. It is the student's responsibility to ensure that these skills are successfully completed in the presence of program faculty and documented in Salt House by the end of the semester.

Before a student may progress to a subsequent semester, the student must demonstrate proficiency in the essential skill(s) required of each class. Duplicate essential skills requirements may be present in multiple classes or semesters, and students may be required to demonstrate proficiency in essential skills multiple times. At the sole discretion of the instructor, exceptions to the above requirements may be granted in the event that insufficient time exists to adequately teach one or more essential skill. If a student fails to complete any assigned skill for the semester, the case will be reviewed by the instructor(s) and program chair to determine student's progression.

Late Assignment Policy: Assignments are expected to be turned in on time. Late assignments will receive a 50% deduction if received within 24 hours of the due date. Assignments submitted more than 24 hours beyond the due date will not be accepted and receive a zero grade. Assignments can be submitted via Blackboard or e-mailed to the instructor. For any other circumstances, the student needs to contact the instructor.

Quiz/Exam Policy: You are expected to take all exams when scheduled. Exams for this class will be given online via Blackboard using the Respondus Lockdown Browser. Additional information about the downloading and using the lockdown browser is available on the course Blackboard page.
To take an exam at a time other than the scheduled time in which it is given, the absence must be "excused" by the instructor. "Excused" absences include serious illness, death of family member, and other unavoidable circumstances. Written evidence must be presented. If you miss an exam, arrangements must be made to make up the exam within 3 days of when the exam was originally due. If it is not arranged by that time, you will receive a zero for that exam. Only one exam may be made up during this course. If more than one exam is missed, you will receive a zero on all other missed exams.

Absences: All students are expected to be in class on time. If a lab is missed, it is considered either excused or unexcused by the instructor. Unexcused absences will result in a zero grade for the lab. An absence will be determined by the following criteria.

Excused absences refer to unavoidable circumstances that prevent a student from attending class/lab on time that could not have been previously prevented by the student. Examples include illness, medical emergency, death in the family.

Unexcused absences refer to circumstances that prevent a student from attending class/lab on time that could have previously been prevented by the student. Examples include vacation, oversleeping, work.

COURSE POLICIES
Class Participation: Regular and timely class participation in discussions and completion of work is expected of all students. Regular and punctual laboratory attendance is expected of all students. If attendance or compliance with other course policies is unsatisfactory, the instructor may withdraw students from the class.
The student is responsible for communicating with their professor during the emergency closure of campus and completing any assignments or other activities designated by their professor.

Withdrawal Policy: It is the responsibility of each student to ensure that their name is removed from the rolls should they decides to withdraw from the class. The instructor does, however, reserve the right to drop a student should they feel it is necessary. If a student decides to withdraw, they should also verify that the withdrawal is submitted before the Final Withdrawal Date. The student is also strongly encouraged to retain their copy of the withdrawal form for their records.
November 17, 2022 is the final withdrawal date.
Students are responsible for understanding the impact that withdrawal from a course may have on their financial aid, veterans' benefits, and international student status. Per state law, students enrolling for the first time in Fall 2007 or later at any public Texas college or university may not withdraw (receive a W) from more than six courses during their undergraduate college education. Some exemptions for good cause could allow a student to withdraw from a course without having it count toward this limit. Students are strongly encouraged to meet with an advisor when making decisions about course selection, course loads, and course withdrawals."

Incompletes: Due to the cohort nature of our program, a grade of incomplete will not be used.

COLLEGE POLICIES

Health & Safety Protocols

Operational areas of ACC campuses and centers are fully open and accessible through all public entrances. While some health & safety protocols are no longer mandatory, the college encourages its staff, faculty, and students to be mindful of the well-being of all individuals on campus. If you feel sick, feverish, or unwell, please do not come to campus.

Some important things to remember:

- If you have not done so, ACC encourages all students, faculty, and staff to get vaccinated. COVID-19 vaccines are now widely available throughout the community. Visit www.vaccines.gov/ to find a vaccine location near you.

- If you are experiencing COVID-19-related symptoms, please get a COVID-19 test as soon as possible before returning to an ACC facility. Testing is now widely available.

- If you test positive, please report it on the ACC self-reporting tool located here.

- ACC continues to welcome face masks on campus. Per CDC guidelines, face masks remain a good way to protect yourself from COVID-19. The college cannot mandate indoor masking, but is encouraging it during this spike in cases as a result of the Delta variant.

- The college asks that we all continue to respect the personal space of others. We are encouraging 3 feet of social distancing.

- Please be sure to carry your student, faculty, or staff ID badge at all times while on campus.

Because of the everchanging situation, please go to ACC's Covid website at https://www.austincc.edu/coronavirus?ref=audiencemenu for the latest updates and guidance.

Statement on Academic Integrity

Austin Community College values academic integrity in the educational process. Acts of academic dishonesty/misconduct undermine the learning process, present a disadvantage to students who earn credit honestly, and subvert the academic mission of the institution. The potential consequences of fraudulent credentials raise additional concerns for individuals and communities beyond campus who rely on institutions of higher learning to certify students' academic achievements and expect to benefit from the claimed knowledge and skills of their graduates. Students must follow all instructions given by faculty or designated college representatives when taking examinations, placement assessments, tests, quizzes, and evaluations. Actions constituting scholastic dishonesty include, but are not limited to, plagiarism, cheating, fabrication, collusion, falsifying documents, or the inappropriate use of the college's information technology resources. Further information is available at https://www.austincc.edu/about-acc/academic-integrity-and-disciplinary-process

Student Rights & Responsibilities

Students at ACC have the same rights and protections under the Constitution of the United States. These rights include freedom of speech, peaceful assembly, petition and association. As members of the community, students have the right to express their own views, but must also take responsibility for according the same rights to others and not interfere or disrupt the

learning environment. Students are entitled to fair treatment, are expected to act consistently with the values of the college, and obey local, state, and federal laws. www.austincc.edu/srr

As a student of Austin Community College you are expected to abide by the Student Standards of Conduct.
https://www.austincc.edu/students/students-rights-and-responsibilities/student-standards-of-conduct

Senate Bill 212 and Title IX Reporting Requirements

Under Senate Bill 212 (SB 212), the faculty and all College employees are required to report any information concerning incidents of **sexual harassment, sexual assault, dating violence, and stalking** committed by or against an ACC student or employee. Federal Title IX law and College policy also require reporting incidents of **sex- and gender-based discrimination and sexual misconduct**. **This means faculty and non-clinical counseling staff cannot keep confidential information about any such incidents that you share with them.**

If you would like to talk with someone confidentiality, please contact the District Clinical Counseling Team who can connect you with a clinical counselor on any ACC campus: (512) 223-2616, or to schedule online: https://www.austincc.edu/students/counseling .
While students are not required to report, they are encouraged to contact the Compliance Office for resources and options: Charlene Buckley, District Title IX Officer, (512) 223-7964; compliance@austincc.edu .

If a student makes a report to a faculty member, the faculty member will contact the District Title IX Officer for follow-up.

Student Complaints

A defined process applies to complaints about an instructor or other college employee. You are encouraged to discuss concerns and complaints with college personnel and should expect a timely and appropriate response. When possible, students should first address their concerns through informal conferences with those immediately involved; formal due process is available when informal resolution cannot be achieved.

Student complaints may include (but are not limited to) issues regarding classroom instruction, college services and offices on the basis of actual or perceived race, color, national origin, religion, age, gender, gender identity, sexual orientation, political affiliation, or disability.

Further information about the complaints process, including the form used to submit complaints, is available at:
http://www.austincc.edu/students/students-rights-and-responsibilities/student-complaint-procedures

Statement on Privacy

The Family Educational Rights and Privacy Act (FERPA) protects confidentiality of students' educational records. Grades cannot be provided by faculty over the phone, by e-mail, or to a fellow student.

Recording Policy

To ensure compliance with the Family Education Rights and Privacy Act (FERPA), student recording of class lectures or other activities is generally prohibited without the explicit written permission of the instructor and notification of other students enrolled in the class section. Exceptions are made for approved accommodations under the Americans with Disabilities Act.

Recording of lectures and other class activities may be made by faculty to facilitate instruction, especially for classes taught remotely through BlackBoard Collaborate or another platform. Participation in such activities implies consent for the student to be recorded during the instructional activity. Such recordings are intended for educational and academic purposes only.

Safety Statement

Health and safety are of paramount importance in classrooms, laboratories, and field activities. Students are expected to learn and comply with ACC environmental, health and safety procedures and agree to follow ACC safety policies. Emergency Procedures posters and Campus Safety Plans are posted in each classroom and should be reviewed at the beginning of each semester. All incidents (injuries/illness/fire/property damage/near miss) should be immediately reported to the course instructor. Additional information about safety procedures and how to sign up to be notified in case of an emergency can be found at
http://www.austincc.edu/emergency

Everyone is expected to conduct themselves professionally with respect and courtesy to all. Anyone who thoughtlessly or intentionally jeopardizes the health or safety of another individual may be immediately dismissed from the day's activity and will be referred to the Dean of Student Services for disciplinary action.

In the event of disruption of normal classroom activities due to an emergency situation or an outbreak of illness, the format for this course may be modified to enable completion of the course. In that event, students will be provided an addendum to the class syllabus that will supersede the original version.

Campus Carry

The Austin Community College District concealed handgun policy ensures compliance with Section 411.2031 of the Texas Government Code (also known as the Campus Carry Law), while maintaining ACC's commitment to provide a safe environment for its students, faculty, staff, and visitors. Beginning August 1, 2017, individuals who are licensed to carry (LTC) may do so on

campus premises except in locations and at activities prohibited by state or federal law, or the college's concealed handgun policy.

It is the responsibility of license holders to conceal their handguns at all times. Persons who see a handgun on campus are asked to contact the ACC Police Department by dialing 512-223-1231.   Please refer to the concealed handgun policy online at http://austincc.edu/campuscarry

Discrimination Prohibited

The College seeks to maintain an educational environment free from any form of discrimination or harassment including but not limited to discrimination or harassment on the basis of race, color, national origin, religion, age, sex, gender, sexual orientation, gender identity, or disability.

Faculty at the College are required to report concerns regarding sexual misconduct (including all forms of sexual harassment and sex and gender-based discrimination) to the Manager of Title IX/Title VI/ADA Compliance. Licensed clinical counselors are available across the District and serve as confidential resources for students.

Additional information about Title VI, Title IX, and ADA compliance can be found in the ACC Compliance Resource Guide available at:
https://drive.google.com/file/d/1o55xINAWNvTYgI-fs-JbDyuaMFDNvAjz/view

Use of ACC email

All College e-mail communication to students will be sent solely to the student's ACCmail account, with the expectation that such communications will be read in a timely fashion. ACC will send important information and will notify students of any college- related emergencies using this account. Students should only expect to receive email communication from their instructor using this account. Likewise, students should use their ACCmail account when communicating with instructors and staff. Information about ACC email accounts, including instructions for accessing it, are available at:
http://www.austincc.edu/help/accmail/questions-and-answers

Use of the Testing Center

For Fall, 2021, the Testing Centers will allow only limited in person testing and testing time will be limited to the standard class time, typically one and one-half hours. Specifically, only the following will be allowed in the Testing Centers:
- Student Accessibility Services (SAS) Testing: All approved SAS testing
- Assessments Tests: Institutionally approved assessment tests (e.g., TSIA or TABE)
- Placement Tests: Placement tests (e.g., ALEKS)
- Make-Up Exams (for students who missed the original test): Make-up testing is available for all lecture courses but will be limited to no more than 25% of students enrolled in each section for each of four tests

- Programs incorporating industry certification exams: Such programs (e.g., Microsoft, Adobe, etc.) may utilize the ACC Business Assessment Center for the industry certification exams (BACT) at HLC or RRC

STUDENT SUPPORT SERVICES

The success of our students is paramount, and ACC offers a variety of support services to help, as well as providing numerous opportunities for community engagement and personal growth.

Student Support

ACC strives to provide exemplary support to its students and offers a broad variety of opportunities and services. Information on these campus services and resources is available at *http://www.austincc.edu/students*. A comprehensive array of student support services is available online at:
https://www.austincc.edu/coronavirus/remote-student-support

Student Accessibility Services

Austin Community College (ACC) is committed to providing a supportive, accessible, and inclusive learning environment for all students. Each campus offers support services for students with documented disabilities. Students with disabilities who need classroom, academic or other accommodations must request them through Student Accessibility Services (SAS).

Students are encouraged to request accommodations when they register for courses or at least three weeks before the start of each semester they are enrolled, otherwise the provision of accommodations may be delayed. Students who have received approval for accommodations from SAS for this course must provide the instructor with the legal document titled "Notice of Approved Accommodations (NAA)" from SAS.

Until the instructor receives the NAA from the student accommodations should not be provided. Once the NAA is received, accommodations must be provided. Accommodations are not retroactive, so it is in the student's best interest to deliver the NAA on the first day of class.

Please contact SAS@austincc.edu for more information.

Academic Support

ACC offers academic support services on all of its campuses. These services, which include online tutoring, academic coaching, and supplemental instruction, are free to enrolled ACC students. Tutors are available in a variety of subjects ranging from accounting to pharmacology. Students may receive these services on both a drop-in and referral basis.

An online tutor request can be made here:
https://de.austincc.edu/bbsupport/online-tutoring-request/

Additional tutoring information can be found here:
austincc.edu/onlinetutoring

Library Services

ACC Library Services will be offering both in-person and extensive online services for Fall 2021, with research and assignment assistance available in-person during limited hours of service. Although all college services are subject to change this fall, plans include ACC students signing up for study space and use of computers at open libraries, extensive online instruction in classes, online reference assistance 24/7 and reference with ACC faculty librarians.

In addition, currently enrolled students, faculty and staff can access Library Services online (also 24/7) via the ACC Library website and by using their ACCeID to access all online materials (ebooks, articles from library databases, and streaming videos). ACC Libraries offer these services in numerous ways such as: "Get Help from a Faculty Librarian: the 24/7 Ask a Librarian chat service," an online form for in-depth research Q and A sessions, one-on-one video appointments, email, and phone (voicemail is monitored regularly).

- Library Website: http://library.austincc.edu
- Library Information & Services during COVID-19: https://researchguides.austincc.edu/LSinfoCOVID19
- Ask a Librarian 24/7 chat and form: https://library.austincc.edu/help/ask.php
- Library Hours of Operation by Location: https://library.austincc.edu/loc/
- Email: library@austincc.edu

Student Organizations

ACC has over seventy student organizations, offering a variety of cultural, academic, vocational, and social opportunities. They provide a chance to meet with other students who have the same interests, engage in service-learning, participate in intramural sports, gain valuable field experience related to career goals, and much else. Student Life coordinates many of these activities, and additional information is available at http://sites.austincc.edu/sl/.

Personal Support

Resources to support students are available at every campus. To learn more, ask your professor or visit the campus Support Center. All resources and services are free and confidential. Some examples include, among others:

- Food resources including community pantries and bank drives can be found here: https://www.centraltexasfoodbank.org/food-assistance/get-food-now
- Assistance with childcare or utility bills is available at any campus Support Center: http://www.austincc.edu/students/support-center.
- The Student Emergency Fund can help with unexpected expenses that may cause you to withdraw from one or more classes: http://www.austincc.edu/SEF.
- Help with budgeting for college and family life is available through the Student Money Management Office: http://sites.austincc.edu/money/.

A full listing of services for student parents is available at: https://www.austincc.edu/students/child-care
- The CARES Act Student Aid will help eligible students pay expenses related to COVID-19: https://www.austincc.edu/coronavirus/cares-act-student-aid.

Mental health counseling services are available throughout the ACC Student Services District to address personal and or mental health concerns: http://www.austincc.edu/students/counseling

If you are struggling with a mental health or personal crisis, call one of the following numbers to connect with resources for help. However, if you are afraid that you might hurt yourself or someone else, call 911 immediately.

Free Crisis Hotline Numbers:
- Austin / Travis County 24-hour Crisis & Suicide hotline: **512-472-HELP (4357)**
- The Williamson County 24-hour Crisis hotline: **1-800-841-1255**
- Bastrop County Family Crisis Center hotline: **1-888-311-7755**
- Hays County 24 Hour Crisis Hotline: **1-877-466-0660**
- National Suicide Prevention Lifeline: **1-800-273-TALK (8255)**
- Crisis Text Line: **Text "home" to 741741**
    - Substance Abuse and Mental Health Services Administration (SAMHSA) National Helpline: **1-800-662-HELP (4357)**
- National Alliance on Mental Illness (NAMI) Helpline:**1-800-950-NAMI (6264)**

Course Outline / Calendar - Please note that schedule changes may occur during the semester. Any changes will be posted as a Blackboard Announcement.

Week	Activities	Chapter Readings
1	Video: Welcome/Syllabus Video: Lecture – The Vet Team/Leadership	Prendergast: 1, 2
2	Video: Lecture – Receptionist Team Project: Introduction – Brochure and SOPs	Prendergast: 3
3	Video: Lecture – Veterinary Technician Team *Quiz: Jurisprudence 1*	Prendergast:4
4	*Exam: Exam 1 (Week 1-3)* Video: Lecture – Human Resources *Quiz: Jurisprudence 2*	Prendergast: 5
5	Video: Lecture – Veterinary Ethics *Quiz: Jurisprudence 3*	Prendergast: 6

6	Video: Lecture – Compassion Fatigue/Burnout *Quiz: Jurisprudence 4*	Prendergast: 7
7	Video: Lecture – Professional Development *Quiz: Jurisprudence 5*	Prendergast: 8
8	Video: Lecture – Marketing Management *Quiz: Jurisprudence 6*	Prendergast: 10
9	*Exam: Exam 2 (Week 4-8)* Video: Lecture – Finance Management <u>Project: Due – Brochure</u> *Quiz: Jurisprudence 7*	Prendergast: 11
10	Video: Lecture – Client Leadership <u>Assignment: Client Homecare Instructions</u> *Quiz: Jurisprudence 8*	Prendergast: 12
11	Video: Lecture – Appointment Management *Quiz: Jurisprudence 9*	Prendergast: 13
12	Video: Lecture – Medical Record Management Assignment: Medical Records Questions <u>Project: Due – SOPs</u>	Prendergast: 14
13	*Exam: Exam 3 (Week 9-12)* Video: Lecture – Inventory Management Assignment: Inventory Questions Video: Lecture – Rabies Laws	Prendergast: 15
14	Video: Lecture – Controlled Substances	Prendergast: 16
15	Video: Lecture – Safety Assignment: Fear Free Certification Due <u>Project: Due – Final Drafts Brochure and SOPs</u>	Prendergast: 17
16	*Exam: Exam 4 (Week 13-15)*	

Date	In-Person Activities (EGN 2127)
August 31 (Week 2)	Cornerstone Tutorial Salt House Skills Tutorial Project Introduction
September 28 (Week 6)	*TBD*

October 26 (Week 10)	*TBD*
November 30 (Week 15)	Project Presentations

By signing below, I declare that I have received a copy of the course syllabus for VTHT 1217, Veterinary Office Management and have had a chance to review it and understand the contents of the syllabus. This is for the semester inclusive of the date below.

_____   _____

Student Signature   Date

_____

Printed Name