

# **DEVTP Student Course Handbook**

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## Introduction

Welcome to the Distance Education Veterinary Technician Program. In an effort to insure that students have the most complete and up to date information concerning the assignments and grading criteria for your courses, we have put together the following handbook. This handbook will replace most of the postings in the “Course Documents” section of your site. Please read the handbook carefully and completely to insure that you understand what your assignments will be, what the grading criteria are for those assignments, and the other logistical and procedural requirements for your classes.

## Course Administration and Grading

Each course will have a specific staff member that will administer the class. ***The information on who administers each class will always be posted on the front of the course site as an Announcement.*** If you have questions about your course, your assignments, or your exams, please direct them to the staff member who will be administering your class. That person will be in the best position to access your information and answer your questions. Please, do NOT send your e-mail questions to any other staff members - only send them to the staff member in charge of your specific class. If you send any if us an e-mail, you absolutely MUST tell us your full name and which class or classes you are in or are asking questions about. Just because you send us an e-mail, we don't know who you are or which class you are enrolled in. We consistently have a lot of problems with incomplete information on student emails. Also, if you don't receive a reply to an email within 24 hours you should assume that either our email filter deleted it or your email system did not accept our reply. If in doubt, please, just go ahead and call us. We ALWAYS answer any emails that we receive.

## When the Semester Ends

DEVTP classes have a finite period of time in which you are allowed to complete your assignments and examinations. ***Any exams or submissions after the last day of the semesters MUST have prior staff approval to be accepted for credit.*** If you are sick, have problems, are running behind, have preceptor difficulties, computer problems, cannot get your books, or anything else that is going to require your work being late, let the staff person in charge of your course know as soon as possible. Poor communication with your course administrator is the number one reason for student problems and failures. If you have problems, questions, or difficulties, communicate with your course administrator as soon as possible.

## The New Student Orientation

There is a PowerPoint New Student Orientation posted in the “Course Documents” section of your site. ***If you are a student that is new to the program, please view the orientation.*** If you have problems or difficulties, please contact our technical support

services at 972-669-6402 or by email to [ecampus.support@dccc.edu](mailto:ecampus.support@dccc.edu) . We also recommend that if you are a new student that you insure that your preceptor(s) view the New Student Orientation as well. It is usually very helpful to new preceptors as well.

## **New Student Off-Campus Clinical Instruction (OCCI) Facilities Requirements**

*If this is your first term in the program, or if you have changed the place where you are completing your Off-Campus Clinical Instruction assignments, you MUST have your new or updated OCCI documentation, along with new preceptor information, in and to us by the end of week six.* In the past some students have waited until the very end of the term to send their documentation, and if there were problems, then it was too late to remedy the situation. This term all OCCI documentation will be required to be in by the end of week six or we will hold grades until it is submitted and approved.

## **The Required OSHA Exam**

All Level 1, 2, and 3 students are required to successfully complete the OSHA exam in each and every course that they are enrolled in each and every term. This is a DCCC requirement of students in any class that has a lab component in it. Failure to successfully complete the exam by the end of Week Four of the course will result in an F for the class. *This test is based on the “Right to Know Training Video”, the reading in the McCurnin and Bassert test, and the review questions posted at the end of this handbook.*

*All students in all Level 1, 2 and 3 classes must complete this exam with a grade of 70% or better by the end of the fourth unit of all their courses to receive credit for the class.*

## **Submitting Your Assignments and Work**

*It is best to submit your weekly assignments by email using the format described in your course workbooks.* That is the best way to insure that your work and checklists are received in a timely and consistent manner. If you have to fax in your assignments, you MUST use the Fax cover sheet found in the “Course Documents” section of the class. The coversheet is in Adobe Acrobat PDF format, so if you do not have a PDF reader on your computer you can obtain one free by going to

<http://www.adobe.com/products/acrobat/readstep2.html>

***If you do you send Faxes, you must use the correct class coversheet.*** Use it as the first page, fax only to 972-860-8057 and break up any course submissions. For example, if you are faxing three classes, Fax one class with that classes coversheet, then hang up, then Fax the next class, with that classes cover sheet, hang up, and then Fax the third class, with its cover sheet. That will really assist us in making sure that the Faxes are received properly and go to the correct staff person. If you do not break up your submissions, or if you do not use the class cover sheets, we will be personally contacting you and requesting that you follow our instructions. While faxing has it advantages, emailing assignments is the cheapest, surest, and ultimately the most consistent way for us to receive your work. You need only email each separate courses work to the person that administers that class. If you choose to fax you must check your grades within 48 hours (2 business days) to verify that the assignments were received and posted. If the item is not posted you MUST contact your instructor immediately. Failure to check grades and report missing assignments could result in late penalties being assessed.

## **Requirements and Expectations of DEVTP Students**

As DEVTP students progress through the levels of courses, there are increasing levels of professional and academic expectations. Following are the criteria and standards for all DEVTP students. You will be expected to observe and follow these guidelines.

***All assignments should be submitted on the schedule listed in the course workbook.*** That means that weekly assignments and preceptor checklists should be submitted by the Wednesday for Level 1 students, or the Monday for Level 2, 3, and 4 students, of the week following the start of the week. If your submissions are going to be more than a day or two late you must contact the staff member who administers the class to receive an excused tardy. Late, unexcused, or persistently tardy assignments will be subject to the point penalties stated in the workbook.

***All submissions must be legible.*** If assignments are illegible or too messy to be read and graded, we will require that work be submitted in word-processed documents. Any hand written work must be neat and correctly written. Your written assignments are a reflection on how you will communicate in writing in your practice, and what you are learning in the DEVTP courses. We require that students use proper grammar, correct spelling, and complete sentences. The completed work can then be sent as an email attachment. That also means you can run the spell and grammar checker and that the work will be legible.

***You are responsible for checking your Blackboard site(s) to insure that we have received your assignments and submissions, and posted your grades.*** Students will not be informed if materials, assignments, exams, essays, or checklists are missing. You will be responsible for doing your own checking and being responsible for your own work. If

there is not a grade there, then your work has not been received and you will need to either re-submit or directly communicate with the person who administers your class and determine what the problem might be. You are encouraged to submit your assignments by email to assure that it has the greatest probability of being received.

***In Level 2, 3, and 4 courses specific task and procedural protocols are described and taught in specific course task checklists and in several texts. Students are expected to use and follow those protocols in all submitted work.*** The protocols and techniques used in the checklists and texts are the criteria on which you will be judged and graded. “We do it this way in our practice” or “we just don’t do that in our practice” is not an excuse for required tasks or assignments to be waived. Tasks and procedures are to be performed not on the procedures in your practice, but on the criteria and standards of the American Veterinary Medical Association/Committee on Veterinary Technician Education and Activities that accredits this program.

***In Level 2, 3, and 4 classes, students are expected to complete all required tasks and assignments regardless of whether or not their practice has the equipment, supplies, of facilities to perform what is required.*** In those levels we cannot give students credit for something just because their practice doesn’t have it, or doesn’t do it. In Level 2, 3, and 4 classes, if you lack equipment, facilities, or supplies, you should consult with the staff person in charge of your class and work out a remediation plan to accomplish the tasks or assignments. You must complete the required work to get the credit. If this requires work to be completed at an alternate site, that site must be OCCI approved. Any alternate/additional preceptors at the new site must also need to be approved.

With each increasing DEVTP Level, students will be expected to display increasing and satisfactory levels of professionalism and competence. If you have questions or concerns about any of these rules and expectations, please contact the staff person who administers your class.

## **The DEVTP Student Association**

If you would like to become a member of the DEVTP Student Association please send an email with your name and student ID number to the person that administers your class and they will enroll you. You must enroll every year in the student association and the association is only open to current DEVTP students.

To access the DEVTP Student Association log into BlackBoard as usual. Once you are logged in, click on the “Community” tab at the top of the page and then on the “DEVTP Student Association” link. That will take you to the site.

Students are expected to conduct themselves in a professional manner and follow all rules of the site. Failure of students to follow the rules of the site will be removed from the association.

## On-Line Exams

You will have on-line exams in this course. You may take the exam anytime you want once the test is posted, and you may take it as many times as you want, anywhere you want, as long as you do your own work, and observe the testing rules and criteria. You do NOT have to have a preceptor present for the exam. There is a “bank” of test questions, so that every time you log in to take an exam, you will have different questions randomly assigned to your exam. Each time you take the required test, it will be different. It is important, therefore, that you be very familiar with the assigned material for you to do well on the exam.

*The exam will be posted one week before it is actually due, and will remain posted until one week after it is due. The exams will only be available for a total of three weeks. At the end of the three week period, the exam will be made unavailable. If you do not complete the exam during that three week period, you must have an excused absence to make-up the exam.* There are two exceptions to this rule. Exams in VETT 1001: General Hospital and Clinic Information 1 will have their weekly exams posted each week that they are due and the exams will remain available throughout the entire term. The other exception is during finals week. The last exam of the term will be posted one week before it is due and then will be closed on the last posted day of the term. Those exams will only be available for about two weeks.

### How to take on-line exams:

1. Make sure that all your Pop-Up Blockers are turned off. If your Pop-Up Blocker programs are active your system may not allow the test to load. Your computer will think it is a Pop-Up ad.
2. At the first of each examination week, the exam link will be posted on the “Announcements”, “Assignments”, or “Exams” section of your Blackboard site.
3. In the “Announcements”, “Assignments”, or “Exams” section, click on the “Take Quiz” link beside the appropriate examination. Click “OK” when you are ready to take the exam.
4. Answer the questions listed and then click on the “Submit” button.
5. Submit the exam when you are sure that you are ready. Your score and exam details will then be displayed.
6. NEVER click on the “Save” button on the test. That will lock up the system. You MUST complete the exam in the time allowed, and you will NOT be allowed to start the exam and come back later and re-start it.

7. The exam is timed and in most cases you will have 20 minutes to complete the test. Please be aware that the exams may be divided into more than one part or section. H). The exam pool consists of a significant number of different questions. Each time you take the examination, the Blackboard test pool manager assigns a set number of questions from the pool. Each time you take the exam it should be significantly different than the most recent one you may have taken. Because the test questions are randomly assigned, you may have the same question more than once on an exam.

8. You may take the exam as many times as you want during the allowed period. Your most recent score will be the grade that is recorded in the course grade book. (NOT the highest score, just the most recent.)

9. When you have the exam score that you want, print a copy of the exam and save it. If you should accidentally open the exam again later, your score will be erased and you will have to either re-take the exam, or provide proof of a previous score. If you have a printed copy of the exam, you can always send that to us to prove a previous grade.

***Should you have questions or problems, please contact the staff member that administers your course.***

## Prerequisite and General Studies Class Registration

Prerequisite and general education course registration is more complicated and stringent than registering for DEVTP courses. Prerequisite and general education course registration starts earlier than the rest of the DCCC to allow students to send in additional required information. ***You should NEVER try to register for prerequisite and general education classes through e-connect. You be charged more for the course and you will probably be registering for the wrong class.*** Prerequisite and general education courses have a 16-week schedule in the fall and spring semesters. They start earlier and finish later than the 12-week DEVTP courses. Most of the courses are offered in the fall and spring semesters, but some courses may be offered only once a year. If a course is offered during the summer, the course material and schedule may be compressed into a “mini” course. This does not mean that less material is covered, just that the length of course is shortened. Summer prerequisite and general education courses are more intense because of the shortened class schedule. Students should plan accordingly to complete the courses. You should call the DEVTP office for advisement as early as possible. Enrollment is limited and registration is on a ‘first come, first served’ basis. The student should concentrate on completing the core prerequisite courses first; general biology math, speech, and English. Completing the speech and math course requirement would be a strong recommendation prior to enrolling in Level Two.

The first step in registering for a general education course is to determine your exact academic status. If you have not previously completed college courses you may need to complete an Accuplacer assessment. The Accuplacer assessment will determine your current skill level in math, reading, and writing. The Accuplacer exam may need to be completed before you can begin the prerequisite and general education registration process. You will need to nominate a proctor for the exam and have the proctor approved prior to taking the exam. The Accuplacer assessment may take two and a half to four hours to complete. A proctor must be present during the entire testing process. The proctor assists the student with the set up of the exam on-line and observes the student during the exam to maintain the integrity of the testing process. The proctor is the liaison if any complications arise during the testing process. Typically, students use their DEVTP preceptor or their office manager as the proctor. Even if you have previously completed college level courses, you may still need to take the Accuplacer exam. It is very important to send us all copies of your college transcripts and have them evaluated by the program director.

Once the proctor's information is verified and approved, the proctor is sent instructions on how to initiate and complete the Accuplacer exam system. Included in the instructions is a proctor verification form that must be sent to the DEVTP office when the Accuplacer exam is completed. Upon receipt of this form a DEVTP staff member forwards the proctor nomination form and the proctor verification form to the Cedar Valley testing center and the scores are sent to the DEVTP office for evaluation. Based on the evaluation, the student is advised as to which courses they may enroll.

When registration forms are received by the student, a DEVTP staff member forwards the information to the registrar's office. The registrar's office may take some time to process registration forms. It is strongly recommend that you contact the DEVTP office on the status of your enrollment two weeks prior to the beginning of the class. An academic calendar can be viewed at the main website for the program. Information on the course(s) will then will be sent to you as soon as possible. It is requested that you contact the instructor listed for the class and introduce yourself. The instructor will be your contact for the class from then on.

Planning ahead is the key to successful enrollment in the prerequisite and general education classes. You should seek advisement from the DEVTP office as early as possible in the process and follow the advice and guidance of the program staff in registering for prerequisite and general studies classes.

## **End of Course Evaluations**

The end of the course evaluation will be posted at the start of the last (12th) week of the class. Please look for it then and complete it. Preceptors, employers, and manages are requested to complete a program and course evaluation during the 12 the week of the spring semester. Please look for that information then.

## **Other Information**

1. Over the past several years the District has had multiple failures with the BlackBoard system. In all cases the cause was viruses uploaded by students into the system. To assist in preventing any more BlackBoard failures, please insure that you have good virus protection software installed on your computer, update it weekly, and run virus scans regularly. Our BlackBoard servers are hit with about 15,000 virus attacks per day, and despite four separate virus protection programs, eventually one might get through. The best medicine is always preventative medicine, so if you can help prevent virus attacks by using quality virus protection software and keeping it up to date, that will make BlackBoard a lot better for all of us.
2. In your Blackboard site you may see a date beside your assignment and exam grades in the grade book. That date is the date that the grade book was set up for that course. That date has nothing to do with you or your grades. Please disregard it. In addition, the average listed in the grade book is the average for the entire class, not just you.
3. In the DEVTP Student Association section there is an area for general student discussions, a Position or Jobs Available area, a meetings information section, and a Buy/Sell/Swap area.

# Required OSHA Exam Study Guide for Students

*Students in Level 1, 2, and 3 classes must successfully pass the OSHA exam posted on their course web site by the end of Unit Four to receive credit for the class.* The exam is worth 20 points in Level 1 classes and the exam is worth 10 points in Level 2 and 3 classes. Regardless of any other grades in your class, you must successfully complete the exam by the end of Unit Four with a 70% or better average to receive credit for the class. The exact date for the end of week 4 is posted on your site in the “When My Assignments are Due” document. The OSHA exam in all courses is based on the following information contained in the study guide listed below. If you have questions about this exam please contact the person that administers your class. Do not submit the study guide to your instructors.

## OSHA Exam Study Guide

Based on the “Right to Know” Video, the required reading in the text, and any necessary research, answer the following questions. You may need to consult with your preceptor, do an Internet search, consult the OSHA web site, your state or Provincial Board, or consult with the staff member in charge of your class, to answer some of the questions or to assist you in clarifying some of the information. ***The questions from Part One is the basis of the online required OSHA exam. DO NOT submit this to your course instructor. When you are ready for the exam proceed to the exam section of your course website.***

1. What do the letters OSHA stand for?
2. What is the purpose of the OSHA regulations?
3. List the specific employer responsibilities for employees described in the video.
4. Why do you believe that OSHA inspections of veterinary hospitals are becoming more frequent?
5. What is the average fine that OSHA levies for each infraction?
6. How long will OSHA give a practice to correct any violations that are found on a visitation?
7. If a practice fails to correct the violations found during an OSHA inspection, what could be the consequences?
8. The OSHA regulations require which five specific standards?
9. Consult with your preceptor and insure each of the following:
  - a. Can you locate the MSDS information sheets in your hospitals?

b. Is there a current and accurate labeling system for materials and solutions in place in your hospital? Are the required materials currently and properly labeled?

10. Why are MSDS updates do important?

11. Which safety Policies and Procedures (P&P) should be present in a veterinary practice?

12. Why is written documentation of OSHA and MSDS compliance important in veterinary medicine?

13. What additional benefits may be derived from a good OSHA compliance program?

14. According to the video, what can result from an over-exposure to chemicals in the workplace?

15. By law, what are your rights in the workplace?

16. What are your responsibilities in the workplace?

17. Briefly define each of the following terms. Make sure that you know how each is different from the other.

a. Hazardous material

b. Toxic material

c. Infectious material

d. Reactive material

e. Ignitable material

18. Why should you ALWAYS read the MSDA or product label?

19. What information may be gained by reading an MSDS label?

20. What gasses can be harmful or toxic to employees of veterinary hospitals?

21. Why is radiation harmful?

22. What specific precautions should be taken when working around ionizing radiation?

23. Why should care be taken when working around X-Ray developing chemicals?
24. Why is proper hand washing so important?
25. What specific precautions should be taken when working around chemotherapeutic agents?
26. What might be the result or effect of chemotherapeutic agents?
27. What specific precautions should be taken when working around cleaning agents?
28. Define the term zoonoses.
29. What specific zoonotic diseases might you be exposed to in a veterinary practice?
30. Is rabies a problem in your area? What precautions are taken in your practice to insure that employees do not receive unknown and inadvertent exposure to rabies? If rabies is not currently a problem in your area, what precautions should be taken in a practice to insure that employees do not receive unknown and inadvertent exposure to rabies?
31. Specifically describe what you should do if an animal bites you?
32. What special precautions should be taken by pregnant employees?