



ALAMO COLLEGES DISTRICT
Palo Alto College

VETERINARY TECHNOLOGY PROGRAM
STUDENT HANDBOOK
2020-2021



PALO ALTO COLLEGE
VETERINARY TECHNOLOGY PROGRAM
1400 WEST VILLARET BLVD.
SAN ANTONIO, TEXAS 78224-2499

INTRODUCTION

Welcome to Palo Alto College Veterinary Technology Program (PACVTP). The Veterinary Technology Program is a comprehensive, technical training program for veterinary technicians. The purpose of this handbook is to provide to student's essential information about the educational and behavioral performance requirements expected of individuals entering the animal health profession. In order to ensure safe practice, the veterinary technology program has developed specific policies and procedures, in addition to those already established by the College. It is the responsibility of the student to be familiar with and abide by the policies contained in this handbook, the College Catalog and Student Handbook and District Board Policies, which are referenced throughout this document. The veterinary technology program prohibits discrimination. Access to its program or activities shall not be limited on the basis of race, color, religion, national origin, age, gender, sexual orientation, political affiliation, or disability. This handbook is reviewed annually for updates in academic and industry standards.

The program offers an Associate of Applied Science (AAS) degree in Veterinary Technology and a Veterinary Assistant Level II Certificate. The Veterinary Technology AAS degree is designed to prepare students to work as a Licensed Veterinary Technician (LVT). Students completing the program will have technical skills and competencies to assist veterinarians in industrial, commercial, and research settings as well as in pharmaceutical companies and animal handling retail businesses.

Veterinary Assistants are a valuable part of the veterinary health care team who assist both veterinarians and veterinary technicians. Although the certificate program does not qualify the student to be eligible to sit for the LVT examinations, it can be used as a stepping-stone for the Veterinary Technology AAS degree. Students are awarded a certificate after the first two semesters and all courses are directly applicable to the associate degree.

Students completing their AAS degree are eligible to take the Texas Licensed Veterinary Technology Exam (LVTE) and the Veterinary Technician National Exam (VTNE) to become a credentialed LVT. Veterinary technicians are educated and trained to support veterinarians in surgical assisting, laboratory procedures, radiography, anesthesiology, prescribed treatment and nursing, and client education.

The Veterinary Technology Program is fully accredited by the Committee on Veterinary Technician Education and Activities (CVTEA) of the American Veterinary Medical Association (AVMA). Our initial accreditation was awarded in 1998. This accreditation allows graduates to be eligible to take the Texas LVTE and VTNE to become a Licensed Veterinary Technician.

Table of Contents

I. Program Staff & Faculty Directory	5		
II. GENERAL INFORMATION			
• Alamo Colleges Vision	6		
• Palo Alto College Mission Statement	6		
• PACVTP Mission Statement	6		
• Program Development	6		
• Veterinary Technician Code of Ethics	6		
• Accreditation	6		
• Professional Conduct	6		
III. PROGRAM GUIDELINES & POLICIES			
• Program Length	8		
• Program Degree Plan	8		
• Admission Requirements for New Students	8		
• Transfer of College Credits	8		
• Student Withdrawal Policy	9		
• Failure of a Veterinary Technology Course	9		
• Program Re-admission Policy	9		
• Credentialing Eligibility	9		
IV. ACADEMIC STANDARDS & POLICIES			
• Disability Access Statement	10		
• Reasonable Disability Accommodations	10		
• Essential Functions/Technical Standards	11		
• Attendance Policy	12		
• Extraordinary Circumstances for Attendance	13		
• Missed Instruction/Exams	14		
• Excessive Absence Policy	14		
• Smart Start	14		
• Early Alert & Intervention	14		
• Scholastic Dishonesty	15		
• Six Drop Rule	15		
• Tutoring	15		
• Grading and Academic Requirements	16		
• Graduation Requirements	16		
• Eligibility/Scores for Credentialing Exams	17		
V. STUDENTS RESPONSIBILITIES			
• Commitment & Respect	18		
• Independent Work	18		
• Employment/Time Management	18		
• Noncompliance with Program Policies	18		
• Policy and Procedures Changes	18		
• Health Insurance	18		
• Mandatory Textbooks and Supplies	19		
• Student Workload	19		
• Uniform/Dress Code Policy	19		
• Student Lockers	21		
• Program Phonebook	21		
• Transportation	21		
		• Student Email	21
		• Program Communications	21
		• Visitors	21
		• Firearms	22
		• Campus Parking	22
		• Smoking/Tobacco Policy	22
		• Student Animal Policy	22
		VI. COURSE RESPONSIBILITIES	
		• Classroom Expectations	23
		• Classroom Environment	23
		• Classroom Conduct	23
		• Extraneous Conversations	23
		• Consequences of Unprofessional Behaviors	23
		• Cell Phones	23
		• Computer Use in Class	23
		• Recording in Class	24
		• Food & Drink in the Classroom	24
		• Lecture Failure	24
		• Laboratory Requirements	24
		• Erratic behavior	24
		• Other Lab Requirements	24
		• Examination Rules	25
		• Practicum/Off-Campus Rotation	25
		• Clinical Management Rotation	25
		VII. STUDENT HEALTH & SAFETY REQUIREMENTS	
		• Pregnancy Policy	27
		• Health/Immunization Requirements	27
		• Rabies Prophylaxis Policy	28
		• Types of Hazards	28
		• General Safety Rules	28
		• Evacuation/Safety Plan	29
		• Animal Bite/Scratch or Accident Reporting	29
		VIII. STUDENT SUPPORT SERVICES & RESOURCES	
		• Aquatic Center	30
		• Bookstore	30
		• Business (Bursar) Office	30
		• Campus Police Department/Courtesy Patrol	30
		• Computer Lab Use	30
		• Copier/Printer Use	30
		• Job Placement Services	30
		• Library	31
		• Personal Counseling Services	31
		IX. AVMA VETERINARY TECHNOLOGY ESSENTIAL SKILLS LIST	32
		APPENDIX A – GoPrint	44

I. Program Staff & Faculty Directory

Name/Title	Office #	Office Phone	Email
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II. GENERAL INFORMATION

Alamo Colleges Vision

The Alamo colleges will be the best in the nation in Student Success and Performance Excellence.

Palo Alto College Mission Statement

To inspire, empower and educate our community for leadership and success

PACVTP Mission Statement

The mission of the Palo Alto College Veterinary Technology Program is to teach students to work as veterinary health care professionals; to interact with other health care professionals and patients in a professional and ethical manner; to develop the highest possible technical skills required in the veterinary field; to always demonstrate the utmost respect and concern for the well-being of the patients they serve; to demonstrate creative thinking and problem solving; and to provide assistance to graduates and facilitate continuing educational opportunities for fellow technicians.

Program Development

PACVTP is dedicated to the ongoing review and improvement of its program in the education of students for careers in veterinary technology. Implementation of new information, techniques, and technologies is critically important to this process. PACVTP reserves the right to make changes in the curriculum as needed in order to maintain the integrity and quality of its program.

Veterinary Technician Code of Ethics

Every veterinary technician has the obligation to uphold the trust invested in the profession by adhering to the professions Code of Ethics. A code of ethics is an essential characteristic of a profession and serves three main functions.

1. A code of commination to the public and to the members of the profession the ideas of the profession
2. A code is general guide for professional ethical conduct.
3. A code of ethics provides standards of acceptable conduct that allow the profession to implement disciplinary procedures against those who fall below the standards.

Accreditation

Palo Alto College, one of the Alamo Colleges District, is accredited by the Southern Association of Colleges and Commission on Colleges (SACSCOC) to award associate level degrees.

Palo Alto College's Veterinary Technology Program is accreditation by the [AVMA Committee on Veterinary Technician Education and Activities™ \(CVTEA\)](#) which represents the highest standard of achievement for veterinary medical education in the United States. Institutions that earn accreditation confirm their commitment to quality and continuous improvement through a rigorous and comprehensive peer review. The program's initial accreditation was granted in 1998, and has continued to achieve full accreditation classification status.

Professional Conduct

Veterinary technology students should be responsible for maintaining an individual professional demeanor and a manner of ethical conduct. Students found engaging in professional misconduct may be subject to disciplinary review at the discretion of the college and program policies and VTHT program administration. This policy manual outlines the rules and standards of the Palo Alto College's Veterinary Technology Program you are expected to follow.

All PACVTP students will abide by the PAC [Student Code of Conduct](#) as outlined in the [PAC Academic Catalog](#). Adverse conduct will negatively impact grades and/or may result in dismissal from the program. To meet the ever-changing demands of veterinary care, PACVTP may establish additional standards.

All students are expected to conduct themselves in a professional manner both on and off campus. The academic and professional conduct standards of PACVTP have been established to reflect the standards of performance demanded by the various veterinary occupations. Student's progress and development toward the standards of professional performance are part of the PACVTP mission. Students are expected to assume responsibility for their actions and will be held accountable for

them. Any student that engages in a professional misconduct will have proper paperwork submitted to the student code of conduct officer at Palo Alto College for further investigation.

Examples of professional misconduct include, but are not limited to:

- Retaining copies of exams or quizzes without permission of the instructor. This includes saving web-based assignments on an individual computer for sharing purposes, taking pictures of or recording test, exams, or assignments.
- Failing to report persons in violation of academic dishonesty or situations that may lead to academic dishonesty.
- Discussing patient care and client records with persons other than VTHT faculty or other students assigned to the case.
- Using profanity or vulgar language.
- Acting in a disrespectful manner towards VTHT faculty, staff, or fellow students.
- Posting malicious or degrading comments about the VTHT program faculty, staff, or students on social media sites and online bulletin boards. The intent of this policy is to foster an atmosphere of mutual respect and professionalism.
- Sending mass emails or other communications such as social media to faculty, staff, or students, which state grievances with classmates, faculty, staff, or administration. Students should follow appropriate avenues for pursuit of grievances and should avoid involving those not directly associated with the complaint. Furthermore, students should not discuss issues surrounding interpersonal conflicts or professional/academic misconduct with other students, faculty, or staff unless directly involved in the issue.
- Taking photographs, videos, or recordings of patients, laboratory animals, clients, VTHT faculty, staff, or other students without permission from program administration.
- Arriving to VTHT facilities, classes, laboratories, other universities, or program sponsored activities under the influence of alcohol or any drug, which impairs judgment.
- Failure to attend scheduled events, including but not limited to classes and laboratories.
- Abuse or neglect of animals will not be tolerated and will result in immediate disciplinary action and possible removal from the program.

III. PROGRAM GUIDELINES & POLICIES

Program Length

The Palo Alto College Veterinary Technology Program is a full-time two-year, six-semester degree program that culminates in an Associate of Applied Science (AAS) degree in Veterinary Technology. Prerequisite courses must be taken and successfully completed with a “C” or better prior to entry in the program.

Each student’s level of preparedness will determine the amount of time required to complete the Program.

Program Degree Plan

A degree plan with course descriptions for A.A.S. degree is sited in the [Palo Alto College Catalog](#) for the 2020-2021 academic year.

Course #	Course Title	Credit
Semester I (Prerequisites)		
ENGL 1301	Composition I	3
MATH 1314	College Algebra	3
PSYC 2301	General Psychology	3
BIOL 1406	Biology for Science Majors I	4
Semester Credit Total		13
Semester II		
VTHT 1125	Pharmacological Calculations	1
VTHT 1205	Veterinary Medical Terminology	2
VTHT 1301	Introduction to Veterinary Technology	3
VTHT 1313	Veterinary Anatomy and Physiology	3
Elective	40 or 50 Core Curriculum Sections	3
Semester Credit Total		12
Semester III		
VTHT 1203	Canine and Feline Care and Husbandry	2
VTHT 2301	Canine and Feline Clinical Management	3
VTHT 2321	Veterinary Parasitology	3
VTHT 2323	Veterinary Clinical Pathology I	3
Semester Credit Total		11

Course #	Course Title	Credit
Semester IV		
VTHT 1249	Veterinary Pharmacology	2
VTHT 2266	Practicum (or Field Experience)	2
Semester Credit Total		4
Semester V		
VTHT 1341	Anesthesia and Surgical Assistance	3
VTHT 2205	Equine Clinical Management	2
VTHT 2217	Exotic Animal Clinical Management	2
VTHT 2331	Veterinary Clinical Pathology II	3
Semester Credit Total		10
Semester VI		
VTHT 1109	Veterinary Nutrition	1
VTHT 1217	Veterinary Office Management*	2
VTHT 1345	Veterinary Radiology	3
VTHT 2209	Food Animal Clinical Management	2
VTHT 2213	Lab Animal Clinical Management	2
Semester Credit Hours		10
Total Credits for Degree		60
* Capstone Course		

Admission Requirements for New Students

Admission to Palo Alto Community College does not automatically qualify a student for admission to the Veterinary Technology program.

Please see the [Veterinary Technology Homepage](#) for complete information.

Transfer of College Credits

All courses transferred into the degree plan from another institution must be evaluated and approved by the Admissions and Records office, as part of the Veterinary Technology application process.

Students may transfer credit from other AVMA-accredited veterinary technology programs. The criteria used to assess a transfer student's work shall be:

1. The student must provide course(s) syllabus with objectives, course description(s), and transcript of all Veterinary Technology educational background. Only course grades of “C” or better will be considered.
2. Program-specific course(s) must meet CVTEA standards and have been completed no more than 1 year prior to acceptance to the Veterinary Technology Program. The course(s) will need to align with PACVTP courses. Including equivalent credit hours and completion of required essential skills associated with the PACVTP course(s).
3. The student must obtain a letter of recommendation from the previous Program Director that states that the student is in good standing and would be accepted back into the previous program.
4. The student must meet with the Program Director for individual consideration.

5. The applicant must complete all first time application requirements and will be ranked according using the selection process. All college transfer requirements must also be fulfilled.

The Veterinary Technology Program Director will authorize approval of credit after reviewing transcripts, syllabus, credit hours, and course descriptions. However, additional assessment(s) may be required in the form of the PACVTP final lecture and laboratory practical exam in that particular VTHT course(s) or the student may be required to audit all courses transferred.

Please note: Palo Alto College policy states for any degree or certificate awarded, a student must earn at least 25% of the college-level credit hours required for graduation through instruction by the college in the Alamo Colleges District granting the award. The degree must be awarded by the college that offers the program. Please see the Degree/Certificate Requirements of the Graduation section for additional requirements

Student Withdrawal Policy

If a student wishes to withdrawal from a course(s) or from the program, the following guidelines must be followed:

1. Students must meet with the Program Director to withdraw.
2. Students are required to complete an exit interview that will then be taken to Malorie Vallejo, STEM academic advisor for veterinary technology.
3. If a student wish to re-renter after withdrawing from the program, the student must reapply and follow the "Program Re-admission Policy" for reentry to program.

Failure of a Veterinary Technology Course

Failure of any VTHT course(s) will result in withdrawal from all sequential VTHT courses the student maybe enrolled in following the semester the failure occurs. The student will not be allowed to continue and must follow the "Program Re-admission Policy" for reentry to program.

Program Re-admission Policy

If a student wishes to return to the program as a part-time or full-time returner, the following actions must be followed:

1. Student must have met with the Program Director prior to dropping, to be eligible for consideration for re-admission.
2. If you institutionally withdrew, supporting documentation must be provided which will aid in the decision for your eligibility for re-entry.
3. There is **no automatic remittance back into the program**; the program interview panel will have the final decision.
4. Students are only allowed a **ONE TIME** re-admission to the program.
5. Please see the [PACVTP Homepage Admissions Requirements for Returning Students](#) for complete information.

Credentialing Eligibility

Upon completion of Program and College requirements for the Associate of Applied Science Degree in Veterinary Technology **from an AVMA-accredited program**, the graduate is eligible to apply for the Veterinary Technician National Exam (VTNE) and Texas State Board of Veterinary Medical Examiners Licensed Veterinary Technician Examination (LVTE). Passing of a national certification exam is not required for awarding the AAS degree in Veterinary Technology and completion of the AAS degree does not guarantee passage of these exams. A graduate is not an LVT until they meets the requirements of the state credentialing agency. Graduates are eligible to be credentialed upon successful completion of the VTNE and, in Texas, the LVTE.

Applicants with a criminal history are strongly recommended to contact the Texas Board of Veterinary Medical Examiners to request a Criminal History Evaluation Letter. This will allow the student to pursue credentialing with greater confidence of being able to be licensed upon completion of program.

Notes:

1. A Social Security Number (SSN) is required to complete the licensing process in Texas. If the applicant does not have a SSN they still may be able to take the state exam, but the license will not be issued until a SSN is obtained.
2. If a prospective student has a felony conviction this could result in denial of licensure. These students would not be eligible for admissions into the program until a declaratory order process is completed with the licensure board and proof of eligibility for licensure or certification is provided. Applicants with a criminal record should contact the Texas Board of Veterinary Medical Examiners.

For additional information, please contact the [Texas Board of Veterinary Medical Examiners](#).

IV. ACADEMIC STANDARDS & POLICIES

Disability Access Statement

In accordance with the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973, it is the responsibility of the student to self-identify that he/she has a disability and request accommodations through the campus Disability Support Services (DSS) Office. Only those students with appropriate documentation will receive a letter of accommodation from the DSS office. Instructors are required to follow only those accommodation and/or services outlined in the letter of accommodation. For further information, please contact Cindy Morgan, Sr. Coordinator, at the DSS office at (210) 486-3027 or visit the DSS office located in the Palomino Center room 116.

PACVTP students are required to meet all physical and intellectual requirements as outlined above. ***Once documented with DSS, it is the student's responsibility to notify each instructor of their disability so that the appropriate accommodations can be made. Documentation must be on file at PACVTP before any special accommodations can be made.***

Note: Due to industry standards, nature of the profession being a fast-paced environment, animal lives are on the line, and program expectations, students will be expected to complete all laboratory skills in a set timely manner. If accommodations for extra exam time are noted, this accommodation will not be admissible for all the laboratory skills while in the program.

Reasonable Disability Accommodations

Request for reasonable accommodations must be initiated by the student. Reasonable accommodations may be provided for students with documented disabilities upon submission of appropriate documentation to the campus Disability Support Services (DSS) Office. Documentation must include the names, titles, professional credentials, license number, addresses, and phone numbers of the medical professionals that evaluated the student as well as the date of the evaluation. The evaluation report must include a summary of the assessment procedures and evaluation instruments used to make the diagnosis and a narrative summary of evaluation results. The evaluation must list specific accommodations requested and the rationale for those accommodations. Documentation for eligibility must be current, preferably within the last three years. The age of acceptable documentation is dependent upon the disabling condition, the current status of the student and the student's specific request for accommodations. Students may be required to re-submit this documentation each semester to allow for review of continuing eligibility for accommodations.

The Americans with Disabilities Act (ADA) defines a disability as a substantial limitation of a major life function. A temporary medical condition does not qualify as a disability and is not covered under the ADA of 1990 or under Section 504 of the Rehabilitation Act because the extent, duration, and impact of the condition is not permanent. Accommodations may not provide an unfair advantage to the students, fundamentally alter the nature and substance of the curriculum, present an undue hardship for the institution, pose a direct threat to the safety of patients, or compromise the academic integrity of the program. Students may be required to cover the cost of such accommodations and should be aware that a potential employer may not be amenable to use of accommodations that result in undue hardship to the employer. Students receiving accommodations must be aware that these may not be available from a prospective employer. Veterinary practices with small numbers of employees may be exempt from the requirements of the ADA.

Examples of reasonable accommodations that may be available to students that qualify under the ADA for performance of required skills could include the following:

- Amplified stethoscope
- Portable speech amplifier
- Hearing aids
- Clear surgical masks
- Magnifying headsets
- Non-allergenic gloves
- Magnifying microscope monitor

Essential Functions/Technical Standards

The field of Veterinary Technology is both intellectually and physically challenging. A candidate for the profession of veterinary technology must have abilities and skills in many different areas. The list below is illustrative and may not be inclusive of all of the essential abilities that the veterinary technician must demonstrate.

The Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 ensure that qualified applicants have the ability to pursue admission to this program. In order to be qualified for the Veterinary Technician Program, an applicant must be able to perform certain essential functions as set forth below. Every student in the Veterinary Technician program will be held to the same standards, with or without reasonable accommodation.

General Physical Requirements - Students must:

- Possess the physical ability to
 - Tolerate walking and standing for at least ten minutes at a time, multiple times per hour.
 - Lift and/or carry up to 50 pounds from floor to waist level or higher, several times per day.
 - Lift objects/animals weighing up to 50 pounds to a height of one meter or higher and carry the object/animal for a distance of two meters without assistance.
 - Use hands and arms to handle, install, position, and move materials, equipment, and supplies without assistance.
 - Handle, position, and restrain live animals of small and large animal species.
- Be able to have sustained contact with multiple species of animals and be amenable to learning the safe handling, restraining, and working with these animals. An individual should not be allergic to any species of animals to the extent that would prohibit working in a facility that has them.

Cognitive Ability - Students must:

- Be able to function in a structured environment within significant time constraints and capable of making rapid decisions in urgent situations and meeting deadlines.
- Possess a willingness to assist with and perform a wide variety of routine medical, surgical, and diagnostic procedures common to the veterinary setting; including humane euthanasia and handling of sick, injured, fractious, or aggressive animals without fear.
- Be able to complete required tasks/functions under stressful and/or unpredictable conditions, including emergency situations.
- Be able to access information from books, reference manuals, computers, and paper and electronic medical documents to perform duties and safely use equipment without assistance.
- Be able to prioritize, organize, and utilize time-management skills to perform tasks.
- Evaluate, synthesize, and communicate diagnostic information to the attending veterinarian and/or staff.
- Be able to progress toward minimal supervision as they advance through the program.

Communication Skills - Students must:

- Read, write, speak, and report accurately and effectively in English.
- Comprehend and carry out complex written and oral instructions given in English.
- When communicating verbally with other individuals, either in person or by telephone, be able to make legible and coherent written notes, in English, within the margins and space provided on the appropriate forms.

Professionalism and Interpersonal Skills - Students must:

- Demonstrate professional and socially appropriate behavior; maintain cleanliness and personal grooming consistent with close human and animal contact.
- Be able to interact appropriately with clients and all members of the veterinary healthcare team.
- Have the ability to exercise good judgment and make appropriate professional and procedural judgment decisions under stressful and/or emergency conditions (i.e. unstable patient condition), emergent demands (i.e. stat test orders), and a distracting environment (i.e., high noise levels, complex visual stimuli, aggressive animals).

Manual Dexterity and Mobility - Students must:

- Be able to move his/her entire body a distance of no less than three meters within two seconds of a signal to do so, to move rapidly from danger while handling animals in confined spaces.
- Possess fine motor movements in order to perform the *essential functions* of the profession. This includes the dexterity to manipulate small equipment, adjust resistance on equipment, hold hooves while cleaning and evaluating, manage syringes, catheters, and common surgical instruments.

- Possess tactile ability necessary for physical assessment and to perform nursing duties in a timely manner. This includes performing palpation during physical exams, administering oral, intramuscular, subcutaneous, and intravenous medication, insert and remove tubes, collect organic samples from live animals and perform wound care.
- Possess the ability to palpate and interpret findings, i.e. palpation of pulses, lymph nodes or trachea to determine proper endotracheal tube size.
- Be able to hold surgical instruments in one hand and perform fine movements with such instruments. This includes ability to assist in holding of hemostats or other instruments while assisting in surgery; induce and monitor general anesthesia in an animal patient; place intravenous and urinary catheters without assistance.
- Be able to hold, manipulate, or tie materials ranging from a cloth patch to a very fine string. This includes the ability to hold and manipulate a surgical sponge; tie a 00 silk suture; endotracheal intubation; intravenous injection; catheterize animals to obtain sample of urine and/or other body fluids; apply bandages without assistance.

Auditory, Olfactory, and Visual Skills - Students must:

- Have functional use of senses to safely and correctly assess patients, interpret, and record data.
- Possess adequate visual ability, with or without correction, that allows the determination of minute areas of detail, very small variations in color and adequate depth perception (size, shape and texture), including differentiation of details as viewed through a microscope. This includes ability to characterize and interpret the color, odor, clarity, and viscosity of body structures and fluids, observe variations in skin and mucus membrane color, integrity, pulsations, tissue swelling, etc.
- Possess visual ability to allow for observation and assessment as necessary in nursing care both from a distance and close by in order to recognize physical status and non-verbal responses including behaviors.
- Possess auditory ability necessary to monitor and assess health status, including auscultation of heart and lungs, and hear equipment alarms and warning sounds from animals, humans, and/or equipment of impending danger or injury.
- Recognize and respond appropriately to distress sounds from animal and alarms/warning signals on animal-monitoring equipment directly and through intercommunication systems to ensure patient safety.
- Detect and respond appropriately to odors in order to maintain environmental safety and patient needs.
- Be able to use a compound microscope to identify cells and organisms and be able to differentiate colors of stained objects.
- Be able to observe movement at a distance ranging from 30-45 centimeters to 15-20 meters at a discrimination level that permits detection of subtle differences in movement of the limbs in animals. This includes ability to detect and describe a change in color of hair coat caused by licking or trauma; detect abnormal head posture in a parakeet; monitoring respiratory rate during anesthesia; ability to read anesthesia-monitoring equipment.
- Be able to discriminate shades of black and white patterns in which the band is not more than 0.5 mm in width. This includes ability to characterize bacterial hemolysis on a blood agar plate; density patterns on a radiograph; and ability to see ECG tracing.
- Possess adequate depth perception to allow detection of a 0.5 cm elevation, which is no more than 1cm in diameter on a slightly curved surface having a slightly irregular surface. This includes detection of tissue swelling on the hip on a smooth-haired dog; determining presence of reaction to skin testing for allergies.
- Be able to perceive the natural or amplified human voice without lip reading to permit oral communication in a surgery room with all occupants wearing surgical masks.
- Be able to perceive the origin of sound as needed to detect movement of large animals in a pen or corral; monitoring multiple patients in an ICU.

Attendance Policy

This is a rigorous and complex program so it is strongly recommended that students attend all scheduled lecture and lab sessions, and should be treated as full-time job. To meet the 350 essentials skill requirements that must be completed in this program, it is important to come to class and remain engaged in learning the entire time in order to meet the skills.

Students who are punctual and attend classes regularly do themselves a service and show instructors and other classmates respect. Note: Repeated, consecutive absences may result in being dropped from the program.

Classroom attendance and active participation by each student is expected for optimal learning to occur. It is expected that students remain alert, awake, and focused on course related/specific material during class. Students are expected to arrive on time and remain for the entire class. Students arriving late and/or leaving are a major distraction to other students and the faculty. Faculty reserve the right to prohibit students from entering the classroom late.

As a professional courtesy, you should contact your instructor directly if you anticipate being late or absent. Contacting classmates to relay this information is not appropriate.

Consistent absenteeism, tardiness, delays in returning from breaks and early departures from the classroom are considered unprofessional behaviors. Students will be counseled by faculty if these behaviors occur.

Punctual attendance is expected for scheduled lecture, laboratory, and any outside rotations for each VHT course. Routine medical, dental, well child check-up appointments, etc. should be planned outside of scheduled course times.

While there may be an occasional need for a student to be absent, **there are no excused absences at PACVTP, except as defined by the PAC catalog Academic Standards.** This means there will be no distinction made between excused or unexcused absence. **All absences are the same.**

Lecture Rules

All instructors will give a 5-minute window in the lecture only, then the doors to classroom will be closed and you will be counted absent for that lecture. The only exception to this rule is granted to students representing the school in an official capacity and with prior approval from the program director.

- Lecture attendance - 3 absences will result in a loss of 10 points from your **final** lecture grade.
- Tardiness - 3 tardies in either lecture or lab are equal to 1 absence

Laboratory Rules

Absences from student laboratory sessions are particularly problematic. Laboratory schedules require a “building block” approach in which skills learned in one lab are utilized as the “building block” of another. Missed laboratory sessions are next to impossible to make up, critical lab skills must be demonstrated to the satisfaction of the course instructor and per AVMA essential skills check-offs.

- Laboratory attendance - 1 absence will result in a loss of 5 points from your **final** lab grade
- A student must remain in lab the entire class period in order to receive full credit, if student leaves early this will result in an absence and the 5 points will be deducted from your **final** lab grade.
- There is no 5-minute window for laboratory session as these are usually live animal labs and time is of the essence.
- If you are not on time to your lab session you will not be granted access and will be given an absence for the day and 5 points will be deducted from your **final** lab grade

****Due to COVID-19 some of the attendance polices may change once a District policy written. After the change is written, you will receive an addendum stating the changes along with a signoff sheet to return to the veterinary technology program to be placed in you file****

Extraordinary Circumstances for Attendance

Under extraordinary circumstances only the PACVTP Director has the discretion to make an exception to the point deduction for absences. The student must submit a letter of appeal in writing (to include signature and date) to the Director, within one week of the absence with supporting documentation (see below). The Director will evaluate the circumstances and if justified, will assign appropriate substitution work for the missed class. Only one extraordinary exemption, per class, each semester will be permitted. Absences will only be excused in the following circumstances:

- Medical leave for self or family
 - Must provide written documentation from a licensed medical professional, including the provider's information, name of the patient, and dates/times as applicable to show correlation with the absence.
- Jury service
 - Must provide jury summons with dates correlating to the absence.
- Court summons
 - Must provide documentation with dates correlating to absence.
- Military service
 - Any work other than required military service does not constitute an excused absence.
- Death of a family member
 - Documentation via obituary, death certificate, etc. will be accepted.
- Emergency
 - Such as automobile accident or breakdown, evacuation or housing displacement, etc.
 - Student must provide documentation from a competent authority with dates/times correlating to absence.

- Scheduled veterinary care for your pet will not be excused, though documentation of a medical emergency will be accepted.
- Observance of a religious holiday
 - Student must notify the administrative office prior to the start of the quarter in which the holiday occurs.

Missed Instruction/Exam

Students are responsible for missed instruction and are expected to contact their instructors when absent in order to obtain missed material.

If a student is absent on a lecture examination day, the student must request and provide supporting documentation, following the extraordinary circumstances guideline for that make-up exam within one week of absence. **It is at the discretion of the Director to permit the student be provided the missed lecture exam. Due to the nature of laboratory exams, laboratory make-up exams will not be authorized.**

Excessive Absence Policy

Student absences will be recorded from the first day the class meets. Regular and punctual attendance in all classes and laboratories is required. Students who are absent for any reason should always consult with their instructors. Course syllabi provide specific information regarding attendance. Also, **both tardiness and early departure from class are considered forms of absenteeism**. In all cases, students will be held responsible for completion of course requirements covered in their absence.

Additionally, it is the student's responsibility to drop a course for nonattendance. Course instructors establish policy with regard to attendance in their respective syllabi and may drop a student for excessive absences. Absences are considered excessive when more than 12.5 percent of the total contact hours of instruction in a semester, including lecture and lab, are missed. For example, in a three-credit-hour lecture class, students may be dropped after more than six contact hours of absences. Absences are counted regardless of whether they occur consecutively. In special programs with additional accreditation or certification standards, additional attendance requirements may be enforced but faculty must clearly explain these policies in the syllabi.

Students who stop attending class for any reason should contact the instructor to officially withdraw from the class. Students dropping must consult with the instructor for one course or if all courses should meet with an advisor before dropping. Failure to officially withdraw may result in a failing grade for the course. ***For further information on this subject, see PAC Student Handbook Making the grade.***

Smart Start

The colleges in the Alamo Colleges District support and promote active student engagement and commitment to learning. Students are expected to attend class on the first day and throughout the semester. Students may be dropped who do not attend the first class meeting or make contact with the instructor regarding the absence. See [F.6.1.1 \(Procedure\)](#) Student Success: The Student Experience - MyMAP (Monitoring Academic Progress).

For fully online courses, an attendance verification activity is assigned and must be completed by the 3rd class day.

Always check your [ACES](#) account to ensure you were dropped from the course.

Early Alert & Intervention

Your academic success is important to your instructors. If instructors notice that you are experiencing academic difficulties early in the term, they will send an email to your [ACES](#) account that will advise you about ways to address those difficulties. It is very important that you promptly respond to any Early Intervention communication. Your success depends on it.

You will also be contacted if you are below academic standards via your ACES email account at 3 and 8 weeks. If you receive this email it is your responsibility to go and talk with the instructor about your academic progress.

At midterm, the Program Director will require you to come and talk about your grades, it is **MANDATORY** that you come and meet with Program Director at this time.

Scholastic Dishonesty

It is in the best interest of our students that scholastic dishonesty will not be tolerated and that college policies and procedures be followed to provide consistent college-wide enforcement. Scholastic dishonesty includes, but is not limited to: Academic Misconduct, Plagiarism and Cheating. **See the PAC catalog [Academic Integrity Violations](#) for further information.** Any student accused of plagiarizing or cheating has the right to file an appeal with the program director. Any student that engages in a professional misconduct will have proper paperwork submitted to the student code of conduct officer at Palo Alto College for further investigation.

Academic Misconduct: includes misconduct associated with the classroom, laboratory or clinical learning process. Examples of academic misconduct include, but are not limited to, cheating, plagiarism, excessive absences, use of abusive or profane language, and disruptive and/or threatening behavior.

Plagiarism: includes, but is not limited to, the use of paraphrase or direct quotation of the published or unpublished work of another person without full and clear acknowledgment. It also includes the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials. To include information gathered from the Internet and not properly identified.

Cheating: includes, but is not limited to: (a) use of any unauthorized assistance in taking quizzes, tests, assessment tests or examinations; (b) dependence upon the aid of sources beyond those authorized by the faculty member in writing papers, preparing reports, solving problems, or carrying out other assignments; or (c) the acquisition without permission of tests or other academic material belonging to a member of the college faculty or staff.

Six Drop Rule

Effective as of Fall 2007, students are limited to a total of six (6) course drops during their undergraduate career, including a course(s) dropped at another institution as defined in Section 51.907 of the Texas Education Code. A dropped course is defined as a course in which an undergraduate student at an institution of higher education has enrolled for credit but did not complete.

Carefully consider the number of courses to take and the time commitment required to be successful. Students with a cumulative total of six (6) drops may not drop a course and will be awarded the grade earned at the end of the semester. A waiver may be available through the Admissions/Enrollment Services office. **For further information on this subject, see PAC Student Handbook [ADD/DROP/WITHDRAW](#).**

Tutoring

Tutoring materials are available upon request. Individual tutoring sessions will be offered on an as needed basis and should be arranged through the tutor and course instructor. The tutor and instructors will provide group tutoring session as well as Exam reviews on Fridays.

PACVTP has a **departmental tutor** for students who either feel that they need extra help or have been identified as failing a course by the instructor. Each tutor has been assigned different courses and may have different tutoring days and times. Each will require an appointment to be setup and will have specific guidelines that must be followed. The goal of this tutoring is to increase PACVTP student retention and success.

Faculty or staff may recommend you to attend tutoring if you are struggling or show signs of needing extra help in either a laboratory setting or for academic reasons. You and the tutor will be given a tutor referral form, once the form has been received by the tutor, the student will be contacted by email in regards to setting-up an appointment. Students will be given 5 days to respond regarding appointment times. Please note that students have the choice to decline the assistance provided by the Tutors in which the tutors will document and then will be placed in your file. Confirmation of appointment information will be sent to you via email. Once student has met the requirements, the form must be returned to instructor/staff member for verification purposes.

Grading and Academic Requirements

This is a competency-based program. Each student is expected to successfully demonstrate competency in classroom work and in clinical skills. The syllabus for each course contains course objectives, guidelines, and the specific criteria for grade calculations.

All VTHT courses require a minimum grade point average of 75. **However, there are courses in the PACVTP that require a minimum of 75 in both the lecture and laboratory components. If there is not a 75 in both lecture and laboratory, the student will not progress through the curriculum. If both portions of the course are a passing grade, the final grade will reflect the average of the two portions. If one part of the course is not a passing grade, the final grade will reflect the non-passing grade portion.**

Students need to take responsibility for knowing their own academic status. If you are not achieving satisfactory grades, it is your responsibility to contact the instructor for assistance.

PACVTP uses the following grading scale in all veterinary technology courses:

90 – 100	=	A
80 – 89	=	B
75 – 79	=	C
60 – 74	=	D (not Acceptable for VTHT)
< 60	=	F (not Acceptable for VTHT)

Students must earn a grade of “C” or better in all VTHT courses to proceed to the next semester. The course may be retaken the following academic year if space is available.

All prerequisite course work must be completed prior to registering for the designated course. Program officials reserve the right to make exceptions.

Graduation Requirements

The PAC general requirements for both the Associate in Applied Science degree in Veterinary Technology and Veterinary Assistance Level 2 Certificate are:

- Complete all required courses* and semester credit hours for the specific degree or certificate
- Achieve a minimum cumulative GPA of 2.0 in the coursework that applies to the student’s degree certificate program completed at the college in the Alamo Colleges District awarding the Associate Degree or Certificate.
- Submit official transcripts of all coursework attempted at other colleges and universities.
- Earn a grade of “C” or better in all technical courses directly relating to the technical program, i.e., Associate of Applied Science Degree or Certificate programs as well as all prerequisite courses.
- Earn at least 25% of degree hours required for graduation in residency at the college of the Alamo Colleges District granting the degree or certificate.
- Fulfill all Texas Success Initiative (TSI) requirements.
- Be in Good Academic Standing at the end of the term the student is receiving the award

* The Director of PACVTP and PAC Dean of Professional and Technical Education must approve courses that are substituted. It is the student’s responsibility to confirm that they have completed degree requirements for all classes in the PACVTP curriculum.

Eligibility & Passing Scores for Credentialing Exams

Licensing Process

A law passed by the 83rd Legislature authorized the Texas Board of Veterinary Medical Examiners to license and regulate veterinary technicians. This law became effective on September 1, 2014. After this date, an individual may not use the term 'LVT' or refer to themselves as a 'Licensed Veterinary Technician' without a license.

Applicants must have graduated from an AVMA accredited Veterinary Technician Program. An applicant must take and pass the Veterinary Technician National Exam (VTNE) prior to being eligible to take the Texas State Board of Veterinary Medical Examiners Licensed Veterinary Technician Examination (LVTE). Once you have passed the VTNE you are then eligible to sit for the State LVTE. More information will be given to you at the end of the program.

More information can be found on the [Texas Board of Veterinary Medical Examiners](#) and [American Association of Veterinary State Boards](#) websites.

Veterinary Technician National Exam (VTNE)

1. Be a graduate of an AVMA accredited Veterinary Technology Program
 - a. AAS degree in Veterinary Technology awarded
 - i. Completion of all 60 hours of program requirements
 - ii. A cumulative grade point average of 2.0 (C or better)
2. Required minimum pass grade of 75%

Texas State Board of Veterinary Examiners Licensed Veterinary Technician Exam (LVTE)

1. Be a graduate of an AVMA accredited Veterinary Technology Program
 - a. AAS degree in Veterinary Technology awarded
 - i. Completion of all 60 hours of program requirements
 - ii. A cumulative grade point average of 2.0 (C or better)
2. Have passed the VTNE with a minimum grade of 75%
3. Required minimum pass grade of 85%

V. STUDENT RESPONSIBILITIES

Commitment & Respect

We recognize you have made a significant commitment to our program and hope that you will accomplish all of your goals while you are in the PACVTP. The faculty and staff of the Veterinary Technology Program are dedicated to helping you succeed. You are expected to treat all faculty and staff with appropriate professional respect.

If you have questions or concerns, please talk to your course instructor first and try to find a solution. If your issues are not resolved, bring your concerns to the program director's attention. Academic and Non-Academic grievance procedures can be found in the PAC catalog [Student Code of Conduct](#).

Independent Work

Students are expected to do their own work unless an individual course instructor has indicated that group activity is acceptable. In the class and labs students are expected to participate by sharing observations and impressions. Just because you can access something on the internet, it does not mean that you should use it in place of independent work as this may be considered plagiarism.

Students may share notes and resources to facilitate one another's learning; however, it is considered unethical for one student to ask another for copies of papers, projects, old exams, or to show or exchange answers before, during, or after exams, clinical validations or demonstrations.

Students are expected to do their own work on all graded material submitted for course requirements. Since dishonesty harms the individual, fellow students, and the integrity of the university, policies on academic dishonesty will be strictly enforced.

It is considered unethical for a student to secure and/or make copies of any exam that is to be and/or has been administered.

Employment/Time Management

Students are advised against full-time employment while enrolled in the Veterinary Technology Program. If employment is necessary, students must determine how many hours they can work and continue to meet the requirements of the Veterinary Technology Program. No special consideration will be consented for students concerning their employment. **On occasion, laboratories or field trips will be scheduled on non-class days. There will also be clinical management assignments that will be scheduled outside of classroom time during the week as well as weekends.**

Noncompliance with Program Policies

Noncompliance with the policies and procedures of the Veterinary Technology Program or clinical affiliates may be grounds for dismissal from the program.

Policy and Procedures Changes

All policies are subject to change by the Veterinary Technology Program faculty as deemed necessary. Students will be notified of changes in writing and will sign the notification, which will be kept in the student file.

Health Insurance

Palo Alto College does not provide a health insurance policy for you as a student. You are required to have your own health insurance while in the program. If you are injured, an Alamo College accident report will be submitted to the PACVTP Director and will be sent and filed with the Alamo Colleges District. As a student, you are solely responsible for medical expenses occurred at the time of injury and treatment.

Mandatory Textbooks and Supplies

Veterinary Technology textbooks are available for purchase or rental at Campus Bookstores or online. Please visit the bookstore site for hours of operation: <https://www.bkstr.com/paloaltostore/home>. The purchase or rental of the required textbooks for each course is mandatory. The course syllabus will list the required textbooks.

Students are responsible for providing the following:

- Complete set of required books for each Veterinary Technology course.
- Scrubs - A complete set of scrubs of the designated color are required for all VTHT classes, with a program embroidered logo and student name on scrub top(s) and scrub jacket.
- A good pair of walking/athletic shoes (with closed toes) are required to fulfill OSHA guidelines.
- Dress for Equine and Large Animal Clinical Management will be a scrub top of the designated color, a pair of jeans that are clean and with no holes, and pair of work boots.
- Simple function, non-programmable, calculator – Cell phones CANNOT be used as a calculator
- Writing utensils:
 - Black pen for keeping the medical record
 - No. 2 pencils for scoring scantrons
 - Black permanent markers
 - Highlighters
- Three ring binders for each class
- Wristwatch with the ability to count seconds for taking heart and respiratory rates, no smartwatches.
- A good quality stethoscope, bandage scissors, and a quick read thermometer are required.
- More details for uniform can be found below under dress code.

Student Workload

The average workload for students in the program is 10-13 credits per semester and 320 clock hours for internships over the course of the two years. Due to animal care responsibilities and the very nature of our profession, the Veterinary Technology Program does **not** always follow standardized class times and schedules. For example, second year students in anesthesia lab must wait for their patients to recover from surgery before they are free to leave; not every animal recovers from sedation the same. There are many diverse duties involved in operating the program and students should anticipate additional hours outside of normally scheduled class times and make allowances. At times, these responsibilities may have to be taken care of on a weekend, holidays, before 8:00 am or after 5:00 pm.

For every 1 hour of face-to-face instruction, the student is expected to spend at least 2 hours outside of class per week in study time and completion of reading materials.

Uniform/Dress Code Policy

Veterinary Technicians are the paraprofessionals of veterinary medicine, and as such are seen by the public as being representatives not only of the practice or facility for which they work, but also of the veterinary profession in general. In order to prepare the student to enter the professional work environment and for the safety of our program animals, the following Program Uniform Policy has been adopted. Students in the Veterinary Technology program shall adhere to the following standards of appearance and dress when attending all lecture sessions and all laboratory sessions of any program course, and during all activities at Internship sites or any school related functions. Please note that Clinical Management activities are considered to be laboratory sessions.

Students are representing the program and the veterinary profession. As such, they are expected to maintain an appropriate level of professionalism at all times.

Failure to adhere to the following uniform requirements will result in the student not being allowed into the lecture or laboratory session and will be given an absence for that day for lecture and will result in 5 points off your final laboratory grade as well as missed instruction.

Mandatory PACVTP uniform when in the building:

1. **Clothing** – Avoid wearing scrubs which are overly revealing, which may represent a safety hazard or which may be offensive to colleagues, clients, and staff.
 - a. Complete set of class color scrubs w/monogram (recommend getting more than one set).
 - i. A long-sleeved, **white only**, undergarment may be worn beneath your uniform to help with cold temperatures.
 - b. Class color lab coat w/monogram may **only** be worn over your uniform.
 - c. Equine and food animal management attire will be class color scrub top and a pair of jeans that are clean and with no holes.
 - d. Clinical Management uniform requirements are specified in the clinical management handbook.
2. **Footwear**
 - a. Closed toed shoes are required to fulfill OSHA guidelines
 - i. All lectures and small animal labs must be a leather-type tennis shoe or similar shoes
 - ii. Equine and Food Animal Lecture/Lab boots (**leather type shoe with no heel**) (**no steel toe boots**)
 - iii. Clinical Management (Nonslip closed toed shoes)
3. **Hair**
 - a. Hair should be clean and well-groomed at all times
 - i. Must be off face and neck and secured back at all times.
 1. If long enough to be kept in a ponytail/braid/bun, it must be put in one.
 2. If short, but long enough to obstruct peripheral vision, it must be pinned back.
 - b. Dyed/colored hair that is either in a manner or in unnatural color (green, blue, striped, etc.) is not permitted.
4. **Head coverings**
 - a. Nothing shall be worn on the head (baseball caps, scarves, hats, beanies, etc.) unless required for religious culture.
5. **Personal Grooming**
 - a. Students must present a professional appearance when in the clinical area and while participating in any school activities. (*All clothing should be clean and neat and makeup should not be excessive*)
 - b. Maintain good personal hygiene (*bathing, deodorant, combing hair, clean clothes*)
 - c. Male students should be freshly shaven or have beards, mustaches, and/or sideburns kept well groomed.
6. **Fingernails**
 - a. Fingernails are to be kept clean and at a length and shape consistent with patient safety.
 - i. Artificial nails are not permitted
7. **Jewelry**
 - a. No jewelry is permitted in the building, only exceptions are wedding bands, a watch, and solid ear gauges
8. **Body piercing/Tattoos**
 - a. All tattoos must be covered at all times in the building and when attending a school related activity.
 - b. Facial, skin, and/or visible body-piercing rings/hoops/bars are prohibited.
9. **Accessories**

We suggest that you label your items to avoid any dispute with another student's identical item

 - a. Black ink pen
 - b. Black permanent marker
 - c. Yellow highlighter
 - d. Wristwatch with second hand, no smartwatches are permitted
 - e. Stethoscope
 - f. Bandage scissors
 - g. Thermometer (Fast/Rapid)
 - h. Chemical splash goggles (ANSI Z87.1) for lab
 - i. Basic calculator are required
 - i. **No** scientific, graphing or programmable calculators are permitted

Failure to adhere to these requirements will result in the student being dismissed from class/lab and given an absence for that day which will result in 5 points off your final lab grade.

Out of class attire while in the building

If you will be in the building for any occasion, the uniform/dress code policy is to be adhered to at all times, this includes tutoring, out of class work, class/lab work setup/corrections, etc. The only time that the uniform does not have to be worn will be while attending Clinical Management rotation. ***Refer to the Clinical Management SOP.***

Student Lockers

Each student will be assigned a locker at the beginning of each semester. By signing the Student handbook acknowledgment, you agree to the following:

- **No backpacks, bags, or purses are allowed in any classroom or lab, for safety reasons.**
- You understand you are not allowed to change lockers, without department approval.
- You understand you will provide your own lock to secure your personal belongings. (No heavy duty locks)
- You understand the locker assigned is subject to search by the Alamo Colleges District Police, if drugs, weapons, or other illegal items are suspected.
- You understand no damage or stickers are allowed on the locker, magnetic or gel clings are permitted.
 - Any damage to your assigned locker may result in a fine and hold of grades until paid.
- You understand it is your responsibility to remove lock and all personal belongings the last day of classes or day you withdraw from the program, whichever occurs first.
 - Any belongings not removed will be considered abandoned and disposed of.
- You understand the College is not responsible for any items left in the locker.

Program Phonebook

To advance the communication lines between students, faculty, and staff members, a program phonebook is created and distributed. This will include a photo, name, phone number, email address, and birth date of each student, faculty, and staff member. This is predominantly composed to allow you to make contact with another student, faculty, or staff member in regards to program matters (i.e. clinical management, class study groups, and missed class assignments). By signing the acknowledgement you give permission for this information to be published for program use only.

Transportation

It is the student's responsibility to have adequate & reliable transportation both to and from class, lab, and clinical management. Lack of transportation will not be considered an extraordinary circumstance. Planning alternate methods of transportation is recommended. Students must be prepared to accommodate travel to any off campus site to meet course objective.

Student Email

Email services are provided to students of the Alamo Colleges District in support of the educational, training, and outreach mission of the colleges and the administrative functions to carry out that mission. Your college-assigned student email account is considered the official electronic channel for communication between the Alamo Colleges District and you. [Policy F.7.1 Student Email Account the Official Electronic Mode of Communication](#)

We recommend that you link your student ACES emails to be sent to your personal email account so that you are able to stay up-to-date with current information that is being sent by the college or by the program as this is the only email address that faculty/staff will contact you at.

Program Communications

Communications in the program between students and instructors will be via a Facebook and Canvas course platforms. Facebook is not mandatory, but it is very advisable, if you want this communication tool to be kept in the loop. Each class will have its own Facebook page for correspondence between instructors and students.

Communication is expected to be professional in all encounters. Foul or abusive language in the classroom will not be tolerated. Conflicts are to be resolved in a manner that respects the dignity of every person involved.

Visitors

Due to liability issues that are associated with our program, *only* PACVTP staff, faculty, and currently enrolled students are allowed in the veterinary technology building which includes all the laboratory areas as well as the clinical management area. **Visitors including children are not allowed in the building.** Tours of the facility may be arranged by appointment through the program recruiter.

Firearms

Licensed Concealed Campus Carry

Licensed concealed campus carry of handguns at the Alamo Colleges District is permitted effective August 1, 2017. Locked-vehicle storage of firearms not prohibited by Texas Penal Code §46.05 is permitted.

Concealed carry of a handgun by persons licensed to carry may not be restricted except in locations signed as prohibited areas, which includes the veterinary technology building. License holders carrying on campus intending to access prohibited areas must leave their weapons locked in their vehicles. College lockers are not authorized for storage of handguns by license holders.

Texas law does not allow employees or students to tell license holders to refrain from exercising their legal right to carry concealed in class, to ask whether carrying, to demand to pat down, etc. By law, only police are permitted to ask whether a person is a license holder or carrying.

If you see a person openly carrying or deliberately displaying a firearm:

- Call the Alamo Colleges District Police (210) 485-0911
- Do not confront the person or ask if the person has a permit

Open Carry of Firearms

No open carry of firearms is allowed on all property owned, controlled, or leased by the College District, including vehicles operated by the Alamo Colleges District or at any off-campus premises at a District or College sponsored activity, function or event.

Additional Alamo Colleges District information on firearms is available on the [Campus Carry](#) website and in the PAC catalog [Firearms](#).

Campus Parking

All Alamo Colleges District students pay a [Campus Access Fee](#), which covers parking at any of the Alamo Colleges District campuses, off-site locations, or district offices. The fee of \$25 per semester is included when you pay the tuition and fees each semester, with the maximum fee paid not to exceed \$50 per year.

Once you pay your tuition and fees for the semester, you are eligible to park in any of the Alamo Colleges District surface parking lots designated as "Student Parking". **Parking decals are not required for students.** The fee does not guarantee a place to park on campus. You may request a VIA bus pass at no extra charge at the Business (Bursar's) office in Palomino Center, room 115. A valid student ID is required to obtain the pass.

Citations will be issued for law violations including parking in a handicap parking space without a permit, parking in reserved/faculty/staff spaces without permit, parking in incorrect lanes such as fire lanes no parking zones, and running stop signs. Citation fines start at \$16. Any outstanding citation(s) are subject for a hold on your account, which will effect course registration.

Smoking/Tobacco Policy

All of the Alamo Colleges District are designated as a smoke-free environment. Smoking is prohibited in all classrooms, laboratories, offices, conference rooms, hallways, and all other rooms in all buildings, to include parking lots, of the College District, and on all property, which is owned, leased, rented, or otherwise under the control of the College District. Smoke-Free Environment includes the prohibited use of tobacco products and vapor or e-cigarettes. Department of Public Safety officers will issue to those in violation of the policy a penalty citation. Repeated violations will result in further disciplinary action. Reference [POLICY C.2.13 Smoking Education Program](#).

The Alamo Colleges District as a whole shall make every effort through education, counseling, and training to inform all students, faculty, and staff of the harmful effects of smoking or smoke inhalation. Programs of instruction and other materials shall incorporate information on the adverse effects of tobacco.

Student Animal Policy

Student owned animals are not allowed on campus. Exceptions may be allowed for class purposes, only if certain requirements are met and with prior approval.

VI. COURSE REQUIREMENTS

Classroom Expectations

All members of the class are expected to uphold the Palo Alto College value of Respect for All. Should behavioral disruptions interfere with the instruction of the class and the ability of the class members to learn or the instructor to teach, they may be reported to the Student Conduct Officer in accordance with the Policy F.4.2 [Student Code of Conduct](#).

Rationale

Faculty and students are expected to conduct themselves professionally—in demeanor, use of language, and appearance—in the presence of faculty, staff, other students, patients, and visitors in the classroom, and laboratory settings.

Classroom Environment

Faculty and students are expected to uphold a classroom atmosphere conducive to learning. The faculty is committed to providing the curriculum in a manner that will prepare graduates to be successful in the health care workplace.

It is expected that students will be ready to work and listen throughout the entire class. Professional behavior means that students do not have to be called to order more than once.

Classroom Conduct

Professional demeanor and courtesy to peers, faculty, and guests and/or guest lecturers in the classroom setting are essential to the teaching-learning experience. Classroom conduct is expected to demonstrate mutual respect of faculty, students and peers.

Extraneous Conversations

If students have comments pertinent to the topic of discussion, they should share the comments with the entire classroom. Questions and comments directed to the entire group and presented in a collegial professional manner are encouraged. Students are expected to refrain from extraneous conversations that are **not** pertinent to the classroom discussion. An undercurrent of side conversations or non-class related activities are disrupting to the learning atmosphere and considered unprofessional. Repeat offenders will be asked to leave the classroom.

Consequences of Unprofessional Behaviors

Consequences are dependent on the disruptive behavior. The faculty has the right to expect appropriate classroom conduct. Students who demonstrate unprofessional behavior will be counseled by their instructor.

If a student is non-compliant the instructor may:

- Stop the lecture and remind student(s) of classroom etiquette.
- Ask the student(s) to respect the rules or leave the classroom.

Cell Phones

During **every** class, lab, and exam, instructors will ask that all cell phones be placed in the students' assigned locker. If you do not abide by this, then each instructor reserves the right to count you absent for that day or take points off on the exam. Please silence phones when placed locker as to not disturb other students.

Computer Use in Class

We encourage students to use their personal laptop in all classes to take notes or access canvas for PowerPoints, etc. However, we do not encourage students to be doing other work or surfing the web during class. If you do not abide, then the instructor reserves the right to close or have you turn off the laptop/computer, count you absent for that day, and/or take points off on an exam. **It is required that you have a camera on your laptop/computer for attending and taking online lectures, quizzes, and exams.** It is strongly advisable that students have a dependable home personal computer with internet access.

If you do not have a dependable computer and/or internet. The college may be able to provide you a loaner laptop and/or hotspot, at no cost, to assist students with their educational endeavors. Please contact the PAC Information Technology Department at (210) 486-3777 to setup arrangements.

Recording in Class

Taking pictures, videotaping, or voice recording events in the program is prohibited unless permission has been given ahead of time. Allowed pictures or videos put on the Internet will not be tolerated. If PACVTP related pictures, videos, or voice recordings appear on the Internet, appropriate disciplinary action will be taken, including possible dismissal from the program.

Food and Drink in the Classroom

Consumption of food is **not permitted** in classrooms. Beverages in sealed or capped containers are permitted. Beverages must be capped when not being consumed. All students are expected to make sure their seating area is clean prior to leaving the classroom.

Lecture Failure

If the selected course has the pass both lab and lecture assigned to it, then the student must achieve a passing evaluation in lecture performance in order to successfully complete the lecture requirements and pass the course. A student who receives below a 75 for the lecture performance will receive a failing grade in the course, even if the student passes the lab portion with a passing grade.

Laboratory Requirements

Rationale

Clinical laboratory experiences are provided in a variety of institutional and community veterinary care settings that offer an opportunity for students to apply the principles and skills. Written clinical/lab assignments, clinical/lab projects, and clinical/lab simulations are utilized to assist the student in acquiring clinical competence.

Demonstration of Skill Competency

Skills required for progression in the curriculum are a part of course requirements. Students are required to participate in all scheduled laboratory activities. Students who experience difficulty in achieving competency and confidence in performing skills will be directed to practice these skills with the help of program tutors. Students who do not demonstrate adequate preparation and the ability to perform the required competencies during a lab may be dismissed from lab for the day.

Daily Lab Performance

In addition to evaluating a student's knowledge and skills, there is an obligation to determine whether the student's performance in the treatment and/or care of patients is acceptable for the expectations and standards of the veterinary profession. A student who receives an unsatisfactory evaluation for a lab day because of unsatisfactory professional performance (unsafe, incompetent, or negligent) in the treatment and/or care of patients may be subject to be removed from the lab for that day, course failure, or program dismissal depending on severity of infraction.

Laboratory Failure

If the selected course has the pass both lab and lecture assigned to it, then the student must achieve a passing evaluation in lab performance in order to successfully complete the lab requirements and pass the course. A student who receives below a 75 for the lab performance will receive a failing grade in the course, even if the student passes the lecture with a passing grade.

Erratic Behavior

A student exhibiting erratic behavior may be removed from the clinical laboratory setting. This would be considered endangerment to the patient.

Other Lab Requirements

Each laboratory instructor will provide supervision for students during the scheduled class period. On occasion, students may be involved in using laboratory equipment outside of their regularly scheduled class period.

Proper care should be taken to maintain all machines. It is the student's responsibility to report any malfunctions of the equipment. **Students are required to CLEAN UP after using the laboratory. Failure to assist with cleaning up the lab may adversely affect a student's participation grade and result in demerits.** Unless instructed otherwise, no student is allowed to leave until the laboratory setting is entirely clean.

Examination Rules

- Arrive on time.
 - **No student will be permitted to take any lecture or laboratory exam, including the final, if a student is late.**
- **No** backpacks, pencil pouches, purses, food, or drink are permitted during any exam.
- Cell phones and other electronic accessories are to be in your locker and not on you, if you fail to do this then you may be asked to leave the exam.
 - Failure to do so constitutes cheating and may result in a zero on the exam.
 - Please ensure that these electronics are on silent or off.
- The only items allowed at the desk will include:
 - Pens/Pencils
 - Eraser, if needed
 - Highlighter(s), if needed
 - Scantron(s), if needed
 - Chemical splash goggles (ANSI Z87.1), for labs
 - Basic calculator (no scientific, graphing or programmable calculators are allowed)
 - There will be NO "sharing" of calculators
 - Stethoscope
 - There will be NO "sharing" of stethoscopes
 - Watch w/second hand
 - There will be NO "sharing" of watches
- Restroom breaks are prohibited once exam has started, unless a medical note has been submitted.
- Once the exam has started you will not be allowed to return to your locker.
- During the exam, keep all work covered as much as possible.
 - Talking or looking around the room may result in a zero grade for the exam.
 - Cheating or bringing in material with intent to cheat, will result in a zero for the exam or a more severe penalty.
- Work carefully, but you must finish in the allotted time (exams handed in late may result in a zero)
- When you are finished with your exam, quietly lift your chair and put it under the table, turn in your exam, and quietly gather your belongings.
 - Please leave quietly as to minimize disruptions for those students still taking their exams.
 - Some exams may require you to leave the building after you finish your exam. If informed of this, speaking to a classmate after you finish your exam is prohibited and may result in a zero grade for the exam.

Practicum/Off-Campus Rotation

During the summer in between the first and second year, students are required to complete a 320-hour internship rotation off-campus. A member of the PACTVP's faculty will help coordinate this off-campus course. Student's progress while off-campus will be monitored by e-mails, phone calls, visitation, and evaluation progress reports.

During any off-campus rotations students are expected to promote themselves in a professional manner and program attire standards. If you encounter any problems during these rotations, please inform your instructor first. The instructor or program director will directly address these concerns with the facility, if warranted. Most of these facilities donate their time to further your education. Your behavior reflects back on the PACVTP; please remember to conduct yourself with the appropriate degree of professionalism.

Clinical Management Rotation

One of the essential standards for accreditation of any Veterinary Technology Program by the AVMA is the use of live animals in the instruction and student practice of nursing, technical, and medical skills. The opportunity to have live animals available for students to develop hands-on skills is at the heart of any practical technical training program. To meet the AVMA curriculum standards and to provide our students with this critical learning resource, the Veterinary Technology Program maintains a set of teaching animals. Whose care is consistent with federal regulations under the Animal Welfare Act and is monitored by the Palo Alto College Institutional Animal Care and Use Committee (IACUC) and the United States Department of Agriculture (USDA).

The daily care of the resident teaching animals, the Program's animal housing and teaching laboratory facilities, is the responsibility of Program students as a requirement of the curriculum. It is not optional. It is a course requirement for the whole two years of the Program.

Providing animal care and facilities maintenance by Veterinary Technology Program students is considered to be an important component of the student's training in animal behavior, husbandry, facility management, teamwork, communication skills, record-keeping, personal responsibility, and (for the second-year students) personnel management. Students will be evaluated by performance and attendance, which will reflect against one lab course each semester. Fall semester will be Introduction to Veterinary Technology, Veterinary Clinical Pathology II and in the spring semester it will be attached to Canine and Feline Clinical Management (SAM) and Veterinary Radiology.

All students registered for one or more courses will be required to participate that semester. **If you are a returning student** not registered in one of the courses listed previously, the reflection will be applied to a lab course you are registered to take. **Refer to the PACVTP Clinical Management Standard Operating Procedures for more details.**

The U.S. Department of Agriculture requires that all facilities that use animals for teaching, research or other purposes have an Institutional Animal Care and Use Committee (IACUC). The primary responsibility of this committee is to provide for the humane care and treatment for all animals at PACVTP. As a portion of the responsibility of this committee, a complaint policy and procedure exists:

When any person observes inhumane treatment or has other concerns or questions about any of the Program's animals or the animals brought in for classes, they should first notify the Program Director. If a satisfactory resolution is not obtained, then they may file a report of complaint using the following steps:

- A written report must be drafted, dated, and filed with any IACUC member.
- The IACUC member that receives the complaint will date it, and make copies to forward to all members.
- The IACUC will initiate an investigation, discuss the complaint with as many members that can easily be contacted and determine a resolution if necessary.
- The IACUC will deem if any additional action will need to be taken.
- The IACUC will follow up on any complaint and make sure that any deadline is reached.
- The results of any investigation will be reported to the person who filed the complaint in a timely manner.

The IACUC meets at least two times a year to review animal use protocols and the animal care of program/facilities.

IACUC MEMBERS: Mrs. Laurie Pawelek, L.V.T. (Chairperson), Mrs. Skye Starbuck, L.V.T., Dr. Fonzie Quance-Fitch, Mr. Ty Chumbley, and Mr. Dean Ferris

ANIMAL WELFARE CONCERNS

If you have a question or concern about the animal care or animal handling of the animals used by the veterinary technology program, please contact Dr. Quance-Fitch at 210-486-3358/fquance-fitch@alamo.edu

Concerns can also be directed to Laurie Pawelek, LVT, Chair of the IACUC, for the veterinary technology program. Mrs. Pawelek can be contacted at 210-486-3369/lpawelek@alamo.edu

Concerns will be investigated when reported.

For anonymous reporting, you can contact Dr. Robert Garza, Institutional Official, at 210-486-3960.

VII. STUDENT HEALTH & SAFETY REQUIREMENTS

Students are responsible for taking care of themselves while in the Veterinary Technology Program. This would include eating healthy, getting enough sleep, and taking any prescribed medications as directed by your physician. Students are strongly advised and may be required by some clinical facilities to carry their own health and accident insurance. Students will potentially be exposed to chemicals, radiation, zoonotic diseases, and aggressive animals. It is the students' responsibility to use any and all personal protective gear required for the task. Failure to follow the program guidelines and protocols can result in bodily injury to the students and their classmates.

Safety is a primary consideration at PACVTP. Safety is promoted through good facilities and equipment; establishment and enforcement of safety rules; informed and trained personnel; and the use of appropriate protective clothing and equipment.

Please refer to the separate Palo Alto Veterinary Technology Disaster Plan handout for more in depth safety rules and protocols.

Pregnancy Policy

Because of the nature of this profession, there are certain limitations that should be observed by any student who is pregnant or might be pregnant. The hazards that accompany many of our courses, such as use of radiation, anesthetic gases, formalin, as well as other chemicals, can be highly detrimental to an unborn fetus.

Any student who believes she may be pregnant has a right to privacy regarding her pregnancy. If the student chooses to disclose information of her pregnancy, the Program Director must be notified in writing. Once the student has disclosed her pregnancy, in writing to the Program Director, a meeting to counsel the student regarding any additional measures of protection that may be required in the class(es) or at the facility will be discussed. The Program Director will then make arrangements with the faculty or a designated clinical affiliate during the course of the student's pregnancy.

After receiving safety counseling, the student must read and sign a form acknowledging that she received counseling and understands she must implement the appropriate measures to ensure the safety of the embryo/fetus. The student is required to meet all objectives and participation standards as any other student.

The decision to inform the program that she is no longer pregnant is the individual students' decision. A student may withdraw a declaration of pregnancy, in writing to the Program Director, at any time. Under this circumstance, the student retains the right to continue their progress in the PACVTP, without modification.

Undeclared Pregnancy: If the student chooses not to declare her pregnancy by notifying the Program Director, the program will be unable to provide the necessary accommodations for the student in order to ensure any protection to the embryo/fetus. However, it is the students' right to complete the PACVTP in its entirety without modification. However, should she voluntarily choose to waive that right in part, she may request that the Program Director arrange detailed counseling regarding the potential hazards and strategies to reduce them. Students are ultimately responsible for determining the likelihood of their pregnancy and reducing hazards in the context of the program. Such hazard reduction might extend to dropping courses with hazards not susceptible to adequate reduction. If dropping a course is desired in this context, special accommodations may be made.

In compliance with Section 504 of the Rehabilitation Act of 1973, PAC is committed to ensuring that all programs, services, and facilities are accessible to and provide equal opportunities for education to all students. For any special accommodation issues or alternate format, contact the Disability Support Services office at 486-3020 or visit the office located in the Palomino Center room 116. All documentation has to be on file before any special accommodations will be provided by the Veterinary Technology Program.

Health/Immunization Requirements

Safety and public health considerations are a primary concern at PACVTP. Prior to enrollment, students are required to submit written documentation that their health will permit them to meet program requirements of PACVTP. All students must provide a completed health form signed by a physician, an emergency contact form, and proof of current tetanus vaccinations. The tetanus immunization should be current (within 10 years). If the student's tetanus has expired, he or she should consult their physician to determine if an updated tetanus immunization is required. These documents will be maintained in each students' file.

Rabies Prophylaxis Policy

The Veterinary Technology Program strongly recommends a rabies prophylaxis vaccination series for all PACVTP students, at the students' expense. Documentation verifying rabies vaccination series will be requested prior to registration for the fall semester. Any student that has not completed the vaccination series or declining the rabies prophylaxis must sign a waiver, which will be placed in their file.

Types of Hazards

Physical Agents

Sharp objects, slippery floors, broken or weak supports, heavy weights, and many other conditions pose a physical hazard.

Radiation

Exposure to radiation is a hazard in veterinary medicine. Every member of the team must wear protective clothing. All staff working with radiation should wear a radiation badge that records radiation exposure.

Pathogens

Pathogens are live infectious bacteria, viruses, fungi, or parasites that pose a threat to humans and animals.

Mutagens

Mutagens are substances that cause changes in chromosomes and thereby induce the occurrence of mutations. Examples of such substance are high doses of X-rays and some chemicals. Carcinogens are substances that can produce cancer directly.

Toxins and Chemical:

Toxins are poisonous substances produced by bacterial, plant, or animal cells. Anesthetic gases and drugs may be toxic.

Zoonotic Disease:

Students may come into contact with some common zoonotic diseases. It is the students' responsibility to understand the potential diseases they can come into contact with and notify an instructor as soon as they are aware of symptoms in themselves or the animals in the program. (*Cat scratch disease, Intestinal parasites, Leptospirosis, Rabies, ringworm, etc.*)

General Safety Rules:

1. Remember that accidents, cuts, scratches, and allergic reactions are the most common hazards.
2. Your safety and the safety practices of others largely depend on being alert to potential dangers.
3. Do not take unnecessary chances.
4. Read and obey posted signs and information.
5. Ask questions, if you are not sure.
6. Do not hurry risky procedures.
7. Keep floors, walls, sinks, and all fixed equipment uncluttered and clean.
8. Place, stabilize, store, and operate movable equipment properly.
9. Wash hands with soap when leaving an animal room.
10. Use only the disinfectants selected by a supervisor and use them precisely as directed.
11. Compressed gases are dangerous.
 - a. Use caution when handling gas canisters.
12. Dispose of syringes, needles, and other "sharps" in proper containers provided.
 - a. Do not allow containers to become overfilled.
13. Wear protective clothing and use animal restraint techniques and equipment as instructed by instructors.
14. Report all bites, scratches, kicks, or injuries inflicted by an animal or object, as well as completing an accident report.
 - a. This report will remain in each students' file.
15. Absolutely no eating, drinking, or applying cosmetics in clinical management or any laboratory area.
16. Place damaged equipment aside and notify a supervisor so the equipment can be repaired.
17. Master proper methods of lifting.
 - a. Do not lift heavy or awkward objects without instruction or assistance.
18. Take precaution when walking on slippery or irregular floors.

Evacuation/Safety Plan

Safety evacuation plans are prominently displayed in sufficient locations in the veterinary technology building to allow for proper evacuation in the event of emergencies. Alarms and lights will sound during an emergency.

Students shall:

1. Learn, accept and follow all safety regulations.
2. Be aware of and ready to follow evacuation procedures.

Animal Bite/Scratch or Accident Reporting

1. All bite or scratch wounds that result in skin puncture should be washed and cleansed immediately and thoroughly with soap and water for 15 minutes.
 - a. First aid kits are available in the clinical management area.
 - b. After initial first aid is complete the student **must** inform the Clinical Management Supervisor/Team Leader/Instructor of the injury as soon as possible.
 - c. All skin breaking bites and scratches will be required to consult a physician.
 - d. Severe bite or injury that has uncontrolled bleeding are emergencies. The nearest emergency room is at Southwest General Hospital. A map to the hospital is located in the clinical management area hallway.
 - i. If unable to transport the District Police Emergency number 485-0911 should be called.
2. An accident report detailing the injury **must be completed** and submitted to Skye Starbuck, LVT, within 24 hours.
 - a. Accident reports are available in the clinical management area.
3. Bite incidents require that the animal be placed under quarantine.
 - a. Length of quarantine will depend on the animal's vaccination history.

VIII. STUDENT SUPPORT SERVICES & RESOURCES

Aquatic Center

Campus Recreation

Recreational activities and sports are coordinated through Campus Recreation. These recreational events are open to all current students, faculty, and staff. The program maintains open hours in the Gymnasium for recreational activities.

Fitness Center

The Fitness Center at Palo Alto College is committed to helping you achieve your goals to get fit for a healthy lifestyle. The Fitness Center is available to Alamo Colleges District students, faculty, and staff with a valid and current Alamo Colleges ID. No initiation fees or contracts are needed to use the facility.

*Entrance into the Fitness Center allows access to the Aquatic Center and Gymnasium during specified times. Contact the Aquatic Center at 210-486-3800 for details and a current schedule.

Bookstore

The bookstore is located in the Student Center, on the main campus of PAC. Students are **required to purchase necessary textbooks prior to the class starting**. Textbooks may be purchased from the bookstore or any other alternate sources. **Textbooks are not optional**. The PAC bookstore also carries various supplies (including scantrons, binders, snacks, etc.). More information is online at [PAC Bookstore](#) or by calling (210) 977-8382.

Business (Bursar) Office

The business office is located in Palomino Center, room 115. This is where you can make cash payments for your tuition. For more information, visit their website at [Business Office](#).

Campus Police Department/Courtesy Patrol

The PACVTP seeks to provide safe and secure learning and work environment for students, staff, and guests. The program will make every effort to minimize criminal opportunities and encourages students and staff to be responsible for their personal safety and the safety of others. If suspicious activity is observed, please report it to Campus Police Department and the Program Director.

Report all campus crimes in progress, severe on campus injuries/illness, fires, or child locked in vehicle to the emergency line at (210) 485-0911.

Report all campus crimes not in progress, non-life threatening injuries/illness and traffic accidents, suspicious person, courtesy patrols, courtesy escorts, tire inflation, battery boosts, and assistance with vehicle lockouts (no charge-must be on campus) to the non-emergency (dispatch) line (210) 485-0099.

Computer Lab Use

Students are allowed to utilize the computers in the computer lab for classroom assignments when classes are not in session. **NO FOOD OR DRINKS ARE PERMITTED IN THE COMPUTER LAB**. Students must following the Alamo Colleges District acceptable use guidelines or they may lose computer privileges.

Copier/Printer Use

Copiers are available in the Library for student use. **No student copies will be made on the front office copier**. Printing is available in the computer lab through the Go Print system (currently costs 10¢ per page). If you do not have an account, you can set one up with a credit or debit card. For more information on creating an account see Appendix A.

Job Placement Services

Job lists are available to students seeking positions while they are in school. These jobs are posted on the PACVTP bulletin board and Facebook page. A placement coordinator is available to assist students in the job search. For more information, see [PAC Career Services](#). Graduates may also request job openings to be posted by emailing Elena at egarza133@alamo.edu.

Library

PAC Library is located in the Ozuna Library and Learning Center and provides onsite library materials, instructional technology, and audio/visual production for teaching and learning purposes. Books may be checked out of the library for a 2-week loan period. Hours of operation and other information can be found at [PAC Library](#) .

Personal Counseling Services

Counseling Services provides students with short-term personal counseling and crisis intervention. Students are encouraged to speak with a counselor to develop strategies that will promote academic and personal success.

Professional counselors assist students in individual counseling with issues such as depression, domestic violence, academic problems, career indecision, relationships, mental health, and other personal matters that may affect educational goals. Small group discussions, seminars, and workshops are designed to enhance their ability to define and attain academic, career and personal goals.

In addition, counselors provide referrals to professionals, community agencies, and resources not available at PAC, when necessary. All counseling is confidential.

To make an appointment you can call the office (210) 486-3750 or stop by the [Counseling Services](#) office located in the Student Center room 100.

IX. AVMA VETERINARY TECHNOLOGY 350 ESSENTIAL SKILLS LIST

The Essential and Recommended Skills List (Skills List) is a resource for veterinary technology programs to utilize for curriculum development and instruction as well as an accreditation-monitoring tool for CVTEA. The Skills List represents the complex role of the veterinary technician and encourages instruction in motor, critical thinking and clinical application skills at the entry veterinary technician level. A veterinary technician student, having completed the curriculum, will have gained the prerequisite knowledge and perspective to enable him/her to carry out the following decision making abilities.

The program must provide documentation of standard criteria for evaluating each student's completion of every essential skill. These criteria must be consistent with standards that reflect contemporary veterinary medicine.

Although the Skills List will serve as a foundation on which to build each program's curriculum, Veterinary Technology instructors are encouraged to expand the list with additional skills representing current trends in veterinary medicine including each observable step necessary for completion of skill.

Required tasks are denoted by an asterisk (*).

Italicized text denotes hands-on (psychomotor) skills; all other text denotes didactic (knowledge-based) skills. The term "demonstrate" along with a didactic (knowledge-based) skill means that the instructor is free to determine the best method(s) for the student to demonstrate mastery or understanding of that particular skill to the instructor. The term "demonstrate" is not synonymous with "hands-on".

Skills indicated by the designation [GROUP] may be performed by a group of program students. The appropriate size of the group will be determined by the task being performed taking into account humane treatment of the subject animal. Each member of the group must play an active role in the completion of the task.

Students are expected to physically perform skills that are *italicized*. Skill assessment is expected to be performed on live animals.

1. OFFICE AND HOSPITAL PROCEDURES, CLIENT RELATIONS, and COMMUNICATION

Management

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*

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 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.

2. PHARMACY and PHARMACOLOGY

Administration

Skill: Safely and effectively, administer prescribed drugs to patients.

Tasks:

- Read and follow veterinarian's pharmacy orders*
- Recognize groups of drugs, their mechanisms, and clinically relevant side effects*
- Recognize the safe and effective manner in which vaccines must be administered; recognize and explain common side effects*
- Accurately perform appropriate calculations; use weights and measures correctly*
- Safely and effectively administer drugs by common parenteral and enteral routes; explain appropriate routes and methods and when used*
- Monitor therapeutic responses*
- Demonstrate the ability to accurately record medical information*
- Demonstrate understanding of controlled substance regulations*
- Demonstrate compliance with all federal regulatory guidelines for drug purchase, storage, administration, withdrawal, dispensing, disposal, and inventory control (e.g., biologics and therapeutic agents, pesticides, and hazardous wastes)*

Decision-making abilities: Given the characteristics of the patient, the instructions of the veterinarian and the medication to be used, the veterinary technician will calculate the correct amount of medication in the prescribed form and administer it by the prescribed route to maximize therapeutic benefits and minimize the potential for adverse effects. The veterinary technician shall also be able to differentiate between abnormal and normal responses to medication.

Dispensing

Skill: Accurately dispense and explain prescribed drugs to clients.

Tasks:

- Given a drug order, properly prepare medications for dispensing, including performing accurate calculations*
- Demonstrate compliance with regulations governing prescription drugs versus over-the-counter drugs*
- Demonstrate understanding of regulations governing maintenance of controlled substances log book*
- Demonstrate compliance with all federal regulatory guidelines for drug purchase, storage, administration, withdrawal, dispensing, disposal, and inventory control (e.g., biologics and therapeutic agents, pesticides, and hazardous wastes)*
- Relay drug information to clients (e.g., handling, storage, administration, side-effects, drug interactions, safety, reasons for use of drug)*

Decision-making abilities: Given the characteristics of the patient, the instructions of the veterinarian and the medication to be used, the veterinary technician will (1) accurately calculate and dispense the correct form and dose of medication and (2) communicate necessary client information in order to maximize safety, compliance with prescribed therapy and successful treatment of the patient. The veterinary technician should also be proficient at performing inventory control procedures.

3. NURSING

Patient Assessment

Skill: Demonstrate and perform patient assessment techniques in a variety of animal species.

Tasks:

- Recognize common domestic animal species and breeds*
- Describe and use common animal identification methods*
- Demonstrate effective and appropriate humane restraint techniques for various animal species:
 - *properly restrain dogs and cats for procedures**
 - *encage and remove small animals from cages**
 - *apply dog muzzle safely**
 - *apply Elizabethan collar**
 - *use restraint pole and other restraint aids*[GROUP]*
 - *halter, tie, and lead horses**
 - *restrain pocket pets and exotics*
 - *restrain cattle and horses**
 - ◇ *apply twitch (horses) * [GROUP]*
 - ◇ *apply bovine tail restraint**
 - ◇ *apply bovine halter**
 - *restrain sheep and pigs*
 - *load large animals*
 - *safely operate cattle chute* [GROUP]*
- Obtain a thorough patient history*
- Demonstrate the ability to obtain objective patient data:*
 - *temperature (dog, cat, horse, cow)**
 - *pulse (dog, cat, horse, cow)**
 - *respiration (dog, cat, horse, cow)**
 - *auscultate heart/lungs (dog, cat, horse, cow)**
 - *assess hydration status*
- Properly collect diagnostic specimens for analysis (ex: urine, blood, feces, specimens for cytology)**
 - *Perform venipuncture:*
 - ◇ *cephalic (dog, cat)**
 - ◇ *jugular (dog, cat, horse, ruminant)**
 - ◇ *saphenous (dog, cat)**
 - ◇ *sublingual (dog)*
 - ◇ *ear (pig)*
 - ◇ *coccygeal (cow)*
 - ◇ *anterior vena cava (pig)*

- *Collect urine sample:*
 - ◇ *catheterize male dog**[GROUP]
 - ◇ *catheterize female dog*
 - ◇ *catheterize female cat*
 - ◇ *catheterize male cat*
 - ◇ *collect voided urine sample (small animal)**
 - ◇ *perform cystocentesis (small animal)** [GROUP]
 - ◇ *catheterize large animal*
- Prepare diagnostic specimens for shipment*

Decision-making abilities: Given the characteristics of the patient, the veterinary technician will safely and efficiently obtain subjective and objective patient data that will allow accurate evaluation of the patient's physical status with minimum stress and maximum safety.

Patient care

Skill: Understand and demonstrate husbandry, nutrition, therapeutic and dentistry techniques appropriate to various animal species.

Tasks: Husbandry

- Grooming:
 - Demonstrate understanding of therapeutic bathing, basic grooming, and dipping of small animals*
 - *trim nails (dog, cat)**
 - trim hooves (ruminant, horse)
 - *apply equine tail and leg wraps**
 - *express canine anal sacs**
 - *clean and medicate ears (dog, cat)**
 - *clean sheath (horse)*
- *Perform microchip scanning and implantation*
- *Environmental conditions: implement sanitation procedures for animal holding and housing areas**
- Demonstrate understanding of permanent identification*
- Demonstrate understanding of breeding/reproduction techniques*
- Demonstrate understanding of care of orphan animals
- Demonstrate understanding of nursing care of newborns*

Decision-making abilities: Given the characteristics of the patient, the veterinary technician will implement appropriate husbandry techniques to enhance wellness and reduce risk of disease, injury and stress.

Tasks: Nutrition

- Understand life stage energy and nutrient requirements of well animals (dog, cat, horse, cow)*
- Identify common grains and forages
- Understand key nutritional factors in disease conditions*
 - be familiar with therapeutic foods*
- Understand current developments in nutritional supplements and additives including benefits and potential toxicities*
- Understand and identify substances that when ingested result in toxicity:
 - identify common poisonous plants*
 - be familiar with substances (organic and inorganic) that cause toxicity*
- Develop and communicate hospital nutrition protocols*

Decision-making abilities: Given the characteristics of the patient, the veterinary technician will understand appropriate and inappropriate dietary components for various life stages and therapeutic regimens (e.g., therapeutic foods) in order to promote optimal health, enhance recovery and manage chronic disease conditions. The veterinary technician will also explain nutritional recommendations to clients and reinforce owner compliance.

Tasks: Therapeutics

- *Administer parenteral medications:*
 - *subcutaneous (dog, cat, ruminant)**
 - *intramuscular (dog, cat, horse)**

- *intra dermal (ruminant, dog)*
- *intramammary (mastitis therapy only) (ruminant)*
- *intravenous (dog, cat, ruminant, equine)**
- *Administer enteral medications:*
 - *balling gun (ruminant)**
 - *dose syringe (ruminant, horse)**
 - *gastric intubation (small animal)* [GROUP]*
 - *hand pilling (dog, cat)**
 - *gastric lavage (dog)*
 - *dose syringe (pig)*
 - *oral speculum and stomach tube (ruminant)*
 - *nasogastric intubation (small animal, horse)*
- *Administer topical medications (including ophthalmic)**
- *Perform ocular diagnostic tests (including tonometry, fluorescein staining and Schirmer tear test)**
- *Administer enemas* [GROUP]*
- *Collect/evaluate skin scrapings**
- *Fluid therapy:*
 - *administer subcutaneous fluids**
 - *place intravenous catheters (cephalic*, saphenous*, jugular)*
 - *maintain and care for catheters**
 - *determine/maintain fluid infusion rate**
 - *monitor patient hydration status**
 - *develop familiarity with fluid delivery systems**
- *Apply and remove bandages and splints**
- *Remove casts*
- *Develop understanding of wound management and abscess care**
- *Perform physical therapy:*
 - *hydrotherapy*
 - *post-operative*
 - *orthopedic*
 - *neurological*
 - *explain care of recumbent patient**
- *Perform critical care:*
 - *maintain chest, tracheostomy, esophagostomy tubes*
 - *collect and crossmatch blood for transfusion*[GROUP]*
 - *blood typing*
 - *perform blood transfusions (auto transfusions may be considered)*
- *Apply established emergency protocols (simulation acceptable):*
 - *maintain emergency medical supplies/crash cart**
 - *perform first aid and cardiopulmonary resuscitation **
 - *use resuscitation bag**
 - *apply emergency splints and bandages**

Decision-making abilities: Given the directions of the veterinarian and the characteristics of the patient, the veterinary technician will carry out appropriate therapeutic techniques in order to achieve maximum health benefits for the patient.

Tasks: Dentistry

- *Perform routine dental prophylaxis (manual and machine)**
- *Understand client education regarding home care**
- *Float teeth*
- *Clip teeth*

Decision-making abilities: Given the characteristics of the patient, the veterinary technician will recognize a patient's dental health status and perform techniques, as prescribed by a veterinarian, appropriate to the species and its condition in order to promote and maintain dental health.

4. ANESTHESIA

Patient Management

Skill: Safely and effectively, manage and maintain patients in all phases of anesthesia.

Tasks:

- Calculate dosages of appropriate anesthetic-related drugs*
- Administer anesthetic-related drugs (injection, endotracheal tube, mask)*
- Place endotracheal tubes in patients*
- Utilize clinical signs and appropriate equipment to monitor patient status during anesthetic procedures* (e.g., esophageal stethoscope, blood pressure monitor, capnometer, electrocardiogram, pulse oximeter)*
- Evaluate patient and implement pain management protocols as directed*
- Recognize and respond appropriately to patients in compromised states*
- Perform appropriate resuscitation procedures as needed (e.g., calculate and administer appropriate anesthetic antagonists and emergency drugs as directed)*
- Complete controlled substance log* (does not need to be official controlled substance log; mock logs may be utilized)

Decision-making abilities: Given the characteristics of the anesthetized patient and the procedure being performed, the veterinary technician will work with the veterinarian to:

1. Assess the patient's risk status and determine appropriate anesthetic and peri-anesthetic protocols to provide effective pain management and maximum anesthetic safety and effectiveness.
2. Choose and utilize appropriate techniques and equipment to accurately and effectively monitor the patient's ongoing status before, during and after anesthesia to provide for adequate anesthesia, analgesia and a safe recovery.

Equipment/Facility Management

Skill: Safely and effectively, select, utilize, and maintain anesthetic delivery and monitoring instruments and equipment.

Tasks:

- Maintain and operate anesthetic delivery and monitoring equipment:
 - pulse oximeter*
 - capnometer*
 - esophageal stethoscope*
 - electrocardiograph (e.g., recognize abnormal rhythms/audible sounds, properly apply leads)*
 - anesthetic machines, including rebreathing systems, non-rebreathing systems and masks*
 - endotracheal tubes*
 - resuscitation bag*
 - scavenging systems*
 - oxygen sources*
 - blood pressure monitoring devices*
 - laryngoscopes*
 - ventilator
 - defibrillator
 - temperature monitoring device* (e.g. thermometer, etc.)

Decision-making abilities:

1. Given the characteristics of the anesthetic instruments and equipment being used, the veterinary technician will recognize and respond appropriately to equipment malfunctions or inappropriate equipment setup to ensure proper function and provide maximum benefit to ensure safety of the patient and staff.
2. Given the requirements of the anesthetic protocol, the veterinary technician will select, evaluate and adjust equipment to ensure proper function and provide maximum benefit to ensure safety of the patient and staff.

5. SURGICAL NURSING

It is essential that technicians have knowledge of routine surgical procedures and related equipment, including surgeries in these categories:

- ovariectomy – (dog, cat)*
- cesarean section – all common species*
- orthopedic procedures*
- orchiectomy – all common species*
- tail docking*
- onychectomy – (dog, cat)*
- laparotomies – all common species*
- dystocia's in common species*
- dehorning – (cattle, goats)*
- prolapsed organs – common types, species, and incidence*

Students must have participated in surgeries in these categories:

- ovariectomy – (dog, cat)*
- orchiectomy – (dog*, cat*, other common species)

Patient management

Skill: Understand and integrate all aspects of patient management for common surgical procedures in a variety of animal species.

Task:

- Properly identify patients and surgical procedures*

Decision-making abilities: Given the characteristics of the patient and the surgical procedure to be performed, the veterinary technician will use medical records and patient identification methods to assure that the patient and scheduled procedures are correct.

Task:

- Patient assessment:
 - organize medical records/consent forms*
 - review pre-operative evaluation*
 - evaluate current patient status*
 - organize and implement anesthesia*

Decision-making abilities: Given the characteristics of the patient and the surgical procedure to be performed, the veterinary technician will obtain the patient's vital signs, note any specific physical abnormalities, ensure pre-surgical tests have been completed and report the patient assessment to the veterinarian.

Task:

- Palpate the urinary bladder and express it as needed**
- Prepare surgical site using aseptic techniques**

Decision-making abilities: Given the characteristics of the patient and the surgical procedure to be performed, the veterinary technician will identify the appropriate area of hair to be removed and select appropriate methods to reduce microbial flora on the skin in the area of surgical site in order to decrease the chance of surgical wound contamination.

Task:

- Position patient for common procedures**

Decision-making abilities: Given the characteristics of the patient and the surgical procedure to be performed, the veterinary technician will position the patient appropriately to provide maximum convenience for the surgeon and maximum safety and benefit for the patient.

Task:

- Provide surgical assistance:
 - demonstrate proper operating room conduct and asepsis**
 - assist with care of exposed tissues and organs**
 - properly handle and pass instruments and supplies**
 - operate and maintain suction and cautery machines**
 - understand the principles of operation and maintenance of fiber optic equipment**

- *record and maintain operative/surgical records**
- *perform basic suturing techniques*

Decision-making abilities: Given the characteristics of the patient and the surgical procedure to be performed, the veterinary technician will understand and utilize appropriate aseptic techniques to assist operative personnel in order to provide maximum safety and benefit to the patient.

Task:

- Coordinate pain management with the anesthesia/surgical team*

Decision-making abilities: Given the characteristics of the patient and the surgical procedure to be performed, the veterinary technician will assure that anesthetic and post-operative pain management protocols are appropriate to provide maximum safety and benefit to the patient.

Task:

- Provide post-operative care:
 - pain management*
 - fluid therapy*
 - adequate nutrition*
 - wound management*
 - bandaging*
 - discharge instructions*
 - *suture removal**

Decision-making abilities: Given the characteristics of the patient and the surgical procedure to be performed, the veterinary technician will understand and administer the appropriate methods of post-operative care to assure maximum safety and benefit to the patient.

Procedural Management

Skill: Understand and provide the appropriate instruments, supplies and environment to maintain asepsis during surgical procedures.

Tasks:

- *Prepare surgical instruments and supplies**
- *Prepare gowns, masks, gloves, and drapes**
- *Operate and maintain autoclaves**
- *Sterilize instruments and supplies using appropriate methods**
- *Perform pre-surgical set-up**
- Identify and know proper use for instruments*
- Identify common suture materials, types, and sizes*
- *Provide operating room sanitation and care**
- Maintain proper operating room conduct and asepsis*
- *Perform post-surgical clean-up (e.g., equipment, instruments, room, proper disposal of hazardous medical waste)**

Decision-making abilities: Given the characteristics of the patient and the surgical procedure to be performed, the veterinary technician will properly select, wrap and sterilize appropriate instruments and supplies and prepare and maintain the surgical environment to ensure maximum safety and benefit to the patient.

6. LABORATORY PROCEDURES

Specimen Management

Skill: Demonstrate knowledge of proper handling, packaging and storage of specimens for laboratory analysis to ensure safety of patients, clients, and staff.

Tasks:

- *Select and maintain laboratory equipment**
- *Implement quality control measures** [GROUP]
- Understand how to ensure safety of patients, clients and staff in the collection and handling of samples*
- *Prepare, label, package, and store specimens for laboratory analysis**

Decision-making abilities:

1. Given the characteristics of the patient and the requested analysis, the veterinary technician will properly prepare, handle and submit appropriate samples for diagnostic analysis in order to ensure maximum accuracy of results.
2. Given the characteristics of laboratory instruments and equipment, the veterinary technician will determine proper maintenance and quality control procedures necessary to ensure accurate results.

Specimen analysis

Skill: Properly perform analysis of laboratory specimens.

Tasks:

- Perform urinalysis:
 - determine physical properties (e.g., color, clarity, specific gravity)*
 - test chemical properties*
 - examine and identify sediment*
- Perform CBC to include:
 - hemoglobin*
 - packed cell volume*
 - total protein*
 - white cell count*
 - red cell count*
- Perform microscopic exam of blood film:
 - prepare film and stain using a variety of techniques*
 - perform leukocyte differential – normal vs abnormal*
 - evaluate erythrocyte morphology – normal vs abnormal*
 - estimate platelet numbers*
 - calculate absolute values*
 - correct white blood cell counts for nucleated cells*
- Calculate hematologic indices*
- Coagulation tests – perform one of the following*: [GROUP]
 - buccal mucosal bleeding time
 - activated clotting time (ACT)
 - prothrombin time (PT)
 - partial thromboplastin time (PTT)
 - fibrinogen assay
- Perform blood chemistry tests (BUN, glucose, common enzymes)*
- Perform serologic test (ELISA, slide/card agglutinations)*
- Identify blood parasites:
 - Dirofilaria sp/Acanthocheilonema sp (formerly Dipetalonema sp)*
 - Hemotropic Mycoplasma sp (Hemoplasmas)* (formerly Haemobartonella sp and Eperythrozoon sp)
 - Anaplasma sp
 - Babesia sp
 - Trypanosoma sp
 - Eperythrozoon sp
 - Ehrlichia sp
- Perform parasitologic procedures for external parasites and identify:
 - mites*
 - lice*
 - ticks*
 - fleas*
 - flies*
- Perform diagnostics procedures for parasites:
 - Antigen kit*, direct*, filter, Knotts*[GROUP]
 - flotation solution preparation
 - fecal flotation*
 - fecal sedimentation*
 - direct smear*
 - centrifugation with flotation*
 - adhesive tape retrieval of pinworm ova
 - perform fecal egg count using McMaster method
- Identify common parasitic forms:
 - nematodes*

- trematodes*
- cestodes*
- protozoa *
- Perform coprologic tests
- Perform microbiologic procedures/evaluations:
 - collect representative samples*
 - culture bacteria and perform sensitivity tests*
 - identify common animal pathogens using commercially available media and reagents* [GROUP]
 - collect milk samples and conduct mastitis testing (e.g., CMT, bacterial culture)* [GROUP]
 - perform common biochemical tests* [GROUP]
 - perform staining procedures*
 - culture and identify common dermatophytes*
- Perform cytologic evaluation:
 - assist in collecting, preparing and evaluating transudate, exudate and cytologic specimens (joint, cerebrospinal, airway, body cavity)
 - perform fine needle tissue aspirates and impression smear preparation (differentiate benign vs. malignant)
 - prepare and stain bone marrow specimens
 - collect, prepare, and evaluate ear cytology*
 - collect, prepare, and evaluate canine vaginal smears* [GROUP]
 - evaluate semen
 - understand timing and types of pregnancy testing
 - assist with artificial insemination
- Perform necropsy procedures:
 - perform a postmortem examination or dissection on non-preserved animal* [GROUP]
 - collect samples, store and ship according to laboratory protocols* [GROUP]
 - explain how to handle rabies suspects and samples safely*
 - handle disposal of dead animals
 - perform humane euthanasia procedures

Decision-making abilities:

1. Given the characteristics of the patient, the specimen submitted and the results of the analysis, the veterinary technician will be able to recognize accurate vs. erroneous results in order to provide maximum diagnostic benefit.
2. Given the laboratory specimen collected and characteristics of the patient, the veterinary technician will determine appropriate methodology and carry out analytical procedures necessary to provide accurate and precise diagnostic information.
3. Having determined the accuracy of analytical results, the veterinary technician will work with the veterinarian to determine if a need exists for additional laboratory tests that will provide useful diagnostic information.

7. IMAGING

Skill: Safely and effectively, produce diagnostic radiographic and non-radiographic images.

Tasks:

- Implement and observe recommended radiation safety measures*
- Implement radiographic quality control measures*
- Develop and properly utilize radiographic technique charts*
- Position dogs*, cats*, horses*, and birds to create diagnostic radiographic images
- Demonstrate an understanding of the modifications of diagnostic imaging techniques as they apply to mice, rats, guinea pigs, lizards, and amphibians*
- Utilize radiographic equipment to properly radiograph live animals (fixed and portable)*
- Create diagnostic dental radiographic images*
- Appropriately label, file, and store images*
- Complete radiographic logs for non-digital systems, reports, files and records*
- Perform radiographic contrast studies – perform one of the following*: [GROUP]
 - GI Series
 - Pneumocystogram
 - Intravenous pyelogram
 - Other
- Perform on a sedated canine radiographic techniques utilized in screening for canine hip dysplasia* [GROUP]

- Demonstrate proper maintenance of radiographic equipment, including recognition of faulty equipment operation*
- Use and care of ultrasonography equipment*
- Use and care of endoscopic equipment*

Decision-making abilities:

1. Given the characteristic of the patient and the radiographic study that has been requested, the veterinary technician will properly (1) prepare radiographic equipment, (2) measure and position animals using topographic landmarks, (3) choose an appropriate radiographic technique to minimize the need for repeat exposures (4) produce the latent image, (5) analyze the final radiograph for quality in order to provide maximum diagnostic benefit.
2. Given a radiograph, the veterinary technician will be able to determine if the image is of diagnostic quality. If the image is not diagnostic, the veterinary technician will be able to offer options to correct deficiencies in order to provide maximum diagnostic benefit and minimize personnel radiation exposure from unnecessary repeat exposures.
3. Given knowledge of the health risks associated with radiographic procedures and effective safety procedures, the veterinary technician will exercise professional judgment to minimize risks to personnel and patients during radiographic procedures to ensure safety.
4. Given the characteristics of the patient and the non-radiographic imaging study that has been requested, the veterinary technician will properly (1) prepare the imaging site and equipment and (2) position patients appropriately for the study being conducted.

8. LABORATORY ANIMAL PROCEDURES

Skill: Safely and effectively, handle common laboratory animals used in animal research.

Tasks: Mice, rats, and rabbits

- Recognize and restrain (mouse, rat, rabbit)**
- Determine sex and understand reproduction (mouse, rat, rabbit)**
- Perform and/or supervise basic care procedures:
 - handling (mouse, rat, rabbit)**
 - nutritional needs/diet**
 - provide food, water, and enrichment in a species-appropriate manner (mouse, rat, rabbit)**
 - trim nails*
 - identification**
- Perform methods of injection:*
 - subcutaneous (mouse, rat, rabbit)**
 - intramuscular (rabbit)*
 - intra dermal (rabbit)*
 - intraperitoneal (mouse*) [GROUP]*
 - intravenous*
- Collect blood samples*
 - Retro-orbital (mice, rats) [GROUP]*
 - Intravenous (rat [GROUP], rabbit)**
- Perform oral dosing (mouse, rat)* [GROUP]*
- Have working knowledge of anesthetic and recovery procedures*
- Identify and describe clinical signs of common diseases*
- Perform necropsy and collect specimens*
- Clean and medicate ears (rabbit)*
- Anesthetize mouse, rat, and rabbit*

Tasks: Non-human primates

- Understand restraint of non-human primates
- Demonstrate knowledge of zoonotic diseases and modes of transmission

Decision-making abilities: The veterinary technician will be familiar with the basic principles of animal research and understand the utilization of laboratory animals in animal research. The veterinary technician will also have knowledge of federal, state, and local animal welfare regulations.

9. AVIAN, EXOTIC & SMALL MAMMALS PROCEDURES

Skill: Understand the approach to providing safe and effective care for birds, reptiles, amphibians, guinea pigs, hamsters, gerbils, and ferrets.

Tasks:

- Recognize, understand, and perform restraint techniques of birds*, reptiles, amphibians, and ferrets*
- Understand unique husbandry issues for each species (birds, reptiles, amphibians, guinea pigs, hamsters, gerbils, and ferrets) and provide client education*:
 - nutritional needs/diet
 - watering
 - caging (temperature, humidity, light)
 - aquarium care
 - understand reproduction
 - basic grooming (beak, wing, and nail clipping)
 - appropriate transportation methods
- Demonstrate the ability to perform a physical exam and accurately record results: birds*, reptiles, amphibians, and ferrets*
- Perform nail trim (bird*, exotic, small mammal)*
- Perform injections using appropriate sites*
 - subcutaneous*
 - intramuscular*
 - intra dermal*
 - intra peritoneal*
 - intravenous*
- Perform oral dosing*
- Administer drugs or medicaments using appropriate sites and routes
- Understand appropriate sites for intravenous catheter placement
- Understand tube feeding in birds
- Perform laboratory procedures
- Anesthetize birds and exotic animals*
- Recognize normal and abnormal behavior patterns
- Explain inadvisability of keeping wildlife as pets
- Collect blood samples*

Decision-making abilities: Given the unique requirements of these species, the veterinary technician will safely obtain subjective and objective data that will allow evaluation of the patient. The veterinary technician will be able to: 1) identify husbandry issues, 2) discern appropriate from inappropriate nutritional support, and 3) recognize normal from abnormal behavior patterns.

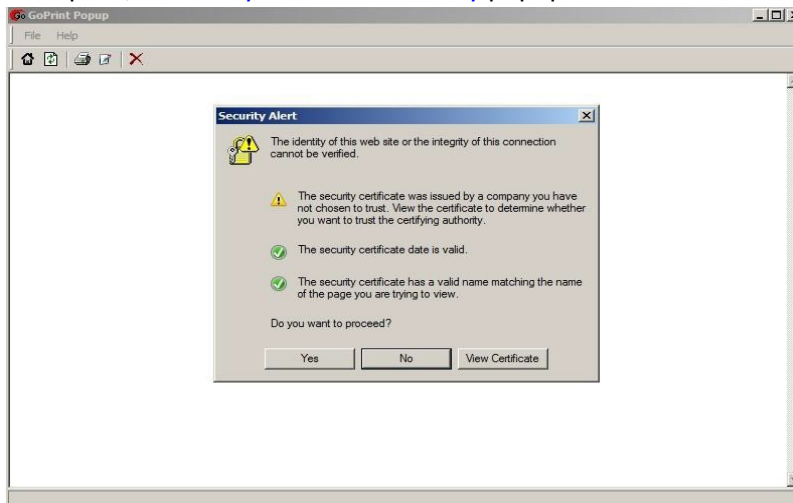
GoPrint Web Client

How to Login, Print and Add Funds

The new GoPrint Web client allows for a user to pay for their print jobs by either using a credit/debit card or by using the existing GoPrint card. The first time a user prints, they will need to setup an account. This guide will walk you through setting up an account and adding funds to it as well as printing using the GoPrint card.

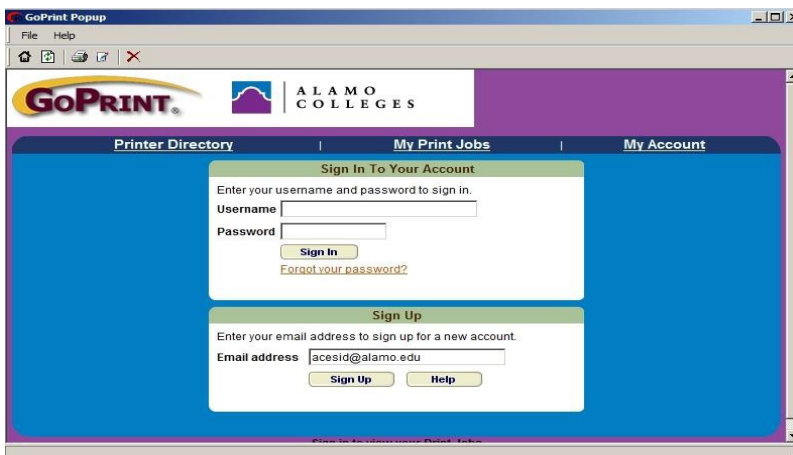
1.

When a user clicks on print, a Security Alert window may popup. Just click the “Yes” button to continue.



2.

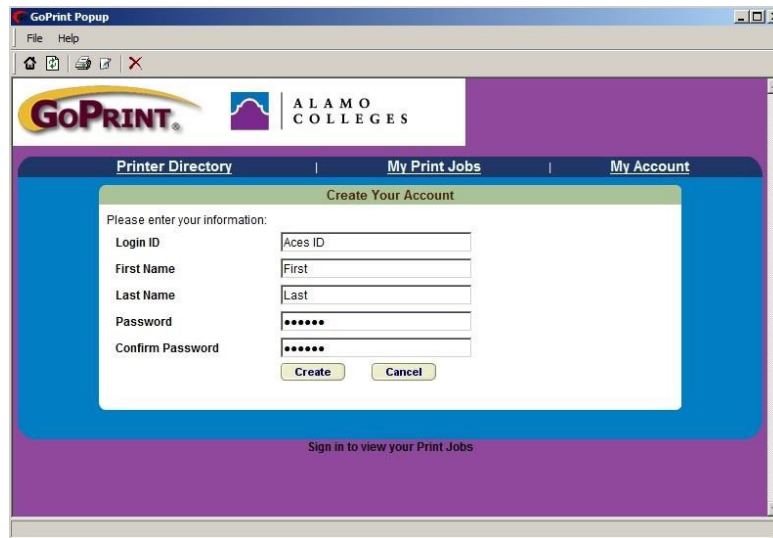
If they already have an account, they can simply login by putting in their Username and Password, however if they have not created an account they will need to enter an email address under the “Sign Up” as the screen below shows. An ACES email account is recommended, but any email account can be used (Yahoo, Hotmail)





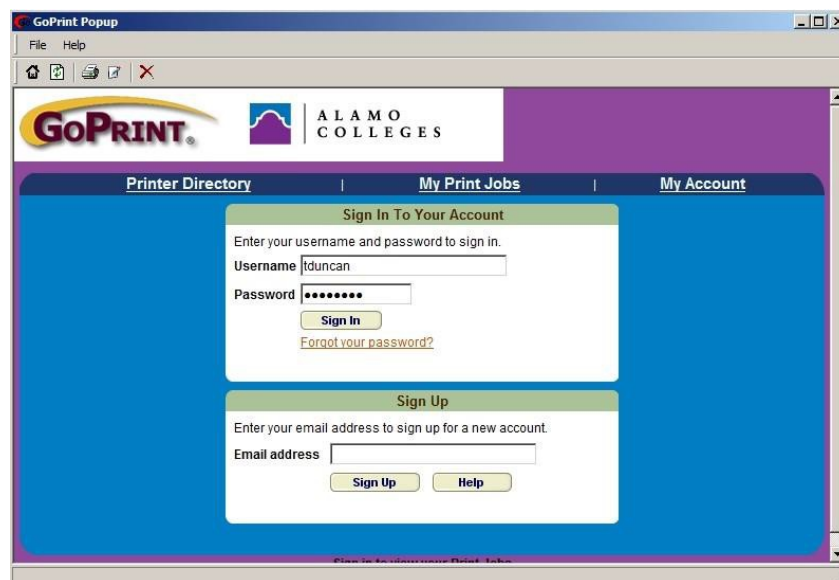
3.

After typing in the user's email and clicking on "Sign Up" the screen below will appear.



4.

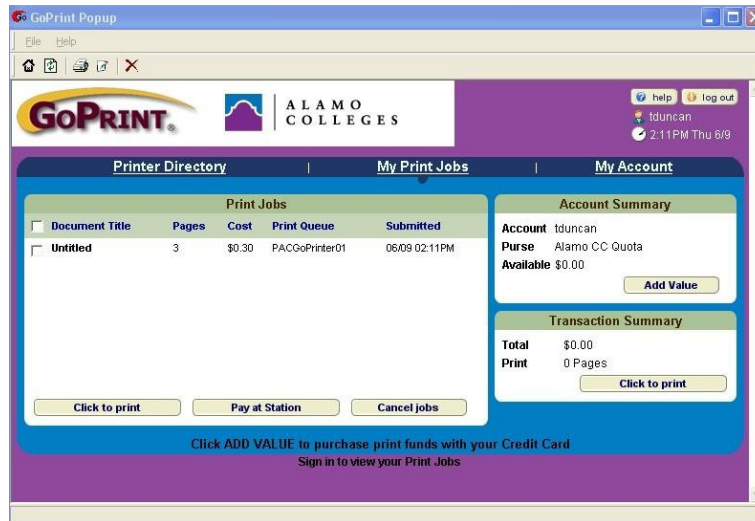
The user will need to fill out the information, **again it is recommended that they use their ACES ID** and Password but it is not required, any Login ID and Password may be used. After the information is entered, the user will then click "Create" and the screen below will appear. In the "Sign In To Your Account" area, enter your Username and Password and click on the "Sign In" button to continue.





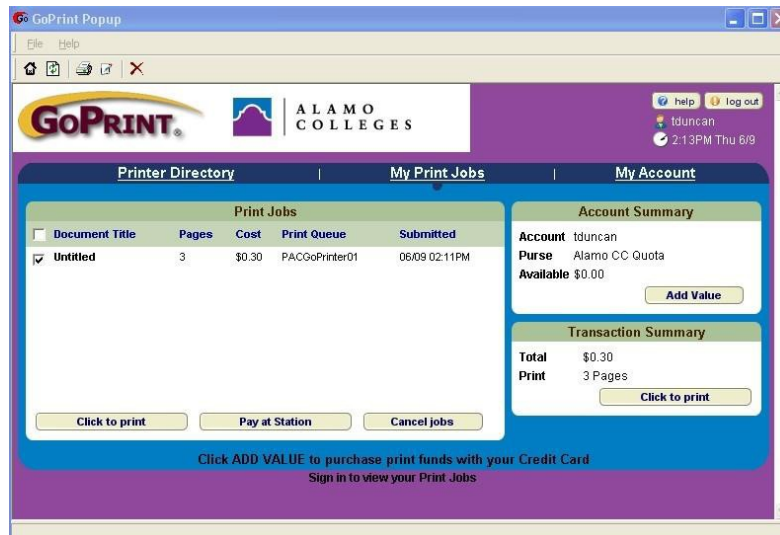
5.

After a successful Login, the following screen will appear showing the Status of your printing account.



6.

This screen has a lot of information, however for now, let's stay focused on printing. On the left side under "Print Jobs", it shows all the print jobs waiting to be printed; the user checks the box next to the jobs they want to print as the screen below shows:



After clicking on the print jobs they want to print, the total of all the print jobs they have selected will appear under Transaction Summary on the lower left side of the screen (in this case it is showing \$0.30 as that is all that has been selected, if more than one job is selected, it will show the total of all the jobs)

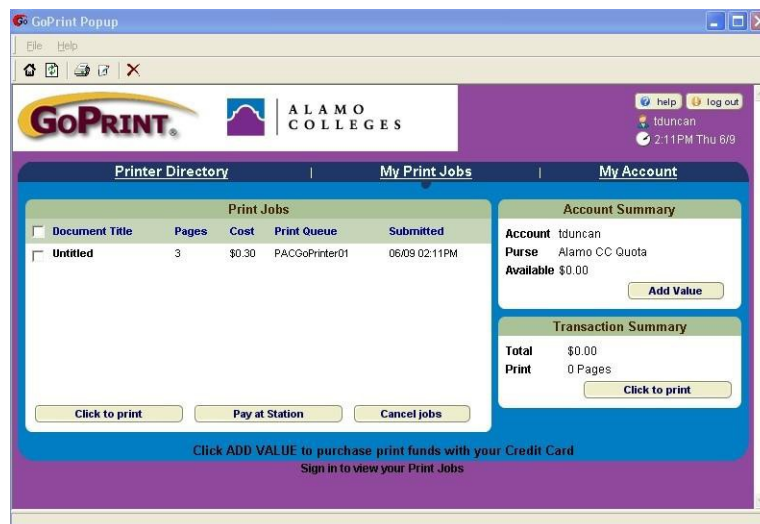
They then have 3 options (from left to right):

1. Click to Print – if they have money on their account (it will show under Account Summary), once they click this option the money will be deducted from their account and the job will print out on the printer listed under Print Queue (in this case PACGoPrinter01) **immediately**.
2. Pay at Station – if they have a GoPrint card and want to use it, they will click this option and then go to the Print Release Station and pay with their card and then the job will print at the printer closest to the Print Release Station.
3. Cancel jobs – Cancel's and delete's selected jobs.

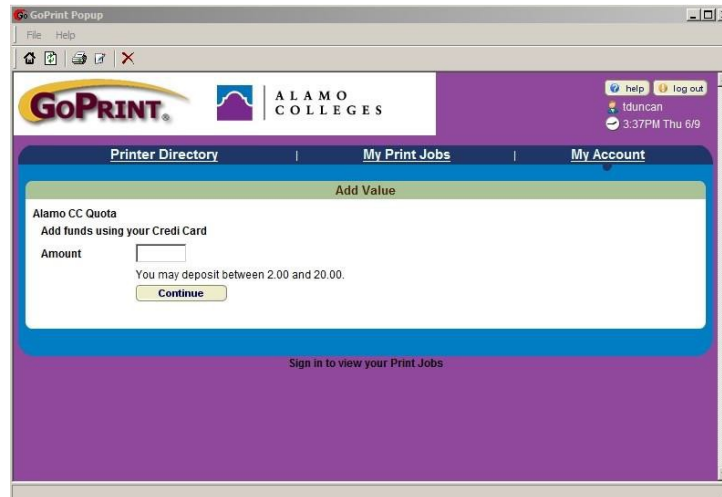
Make sure you always logout of our account properly by using the “Log Out” button on the top-most right area of the GoPrint window.

ADD FUNDS TO GOPRINT ACCOUNT

7. Now let's discuss the top left side of the screen and how to add money to an account.



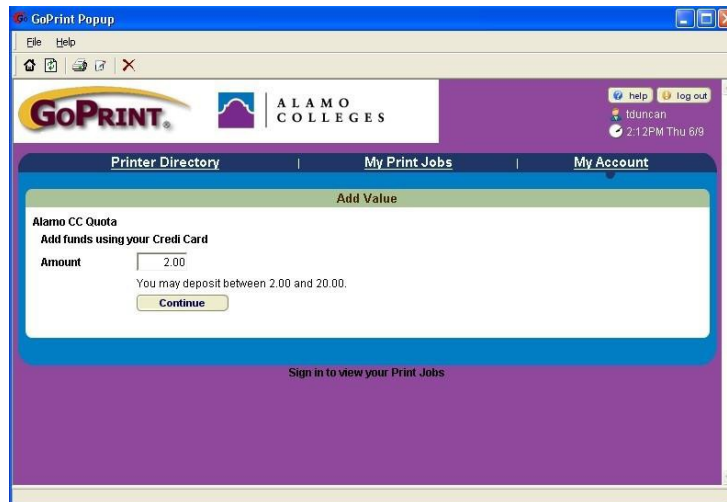
If you **look** under the Account Summary, it currently shows a balance of \$0.00 for **your** account. To add money, you **need** to click on the Add Value button and the screen below **will** appear



PLEASE NOTICE: The minimum that can be added to an account is \$2.00 and the maximum is \$20.00

8.

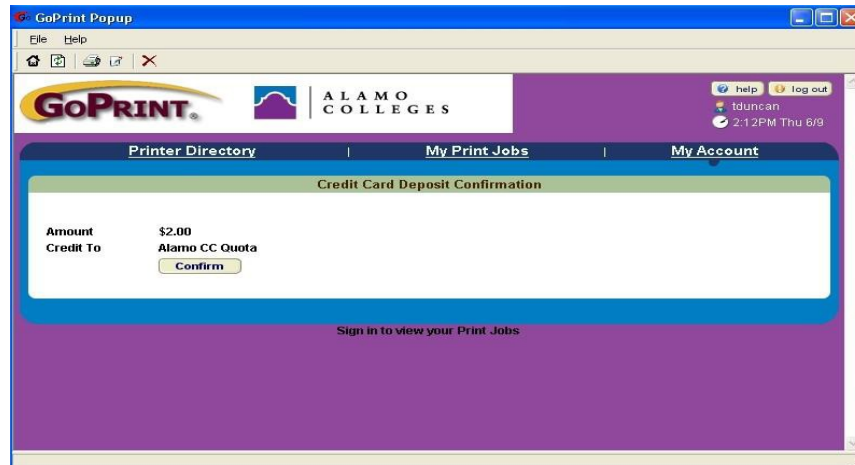
After entering the amount you want to add (**between \$2.00 and \$20.00**), click on the Continue button to proceed.





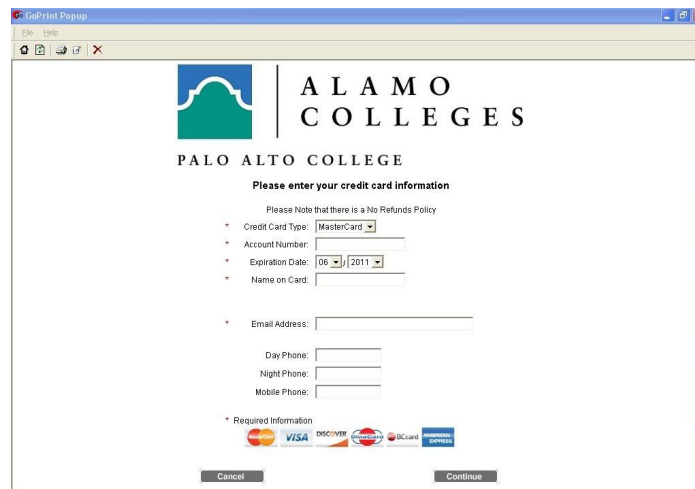
9.

On this screen you will have to confirm the amount you entered is correct.



10.

After the user makes sure the amount is correct, click on the Confirm button and the following screen will appear.



The user will fill out the above information and click on the Continue button to proceed to the next screen.

The user will now be taken back to the "Sign In" window where they can login and start using their account.

IMPORTANT INFORMATION

-All credit card information is secure and is not on ANY district server but is handled entirely by TouchNet.

-The Alamo Colleges has a No Refund policy and Palo Alto College falls under that same policy.

-Once money is loaded into a GoPrint account, it **CAN NOT** be credited back on the user's Debit/Credit card.