# Veterinary Assistant and Veterinary Technician Student Handbook & VETT Externship Manual

Interim Program Administrator

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The Veterinary Assistant and Veterinary Technician Student Handbook and VETT Externship Manual supplements the Valley College Student Catalog and provides program-specific guidance for Veterinary students. Students receive a link to the initial handbook upon enrollment. When the handbook is updated, students are notified electronically—typically through Moodle—and the revised edition immediately replaces all previous versions.

Students may request a printed copy of the current handbook from the Program Administrator. All students are responsible for following the policies in the most current version of the handbook, regardless of their original enrollment date.

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Veterinary Programs
Offered at Valley College – Cleveland

Veterinary Technician Associate (AAS) Degree
https://valley.edu/programs/veterinary-technician/

Veterinary Assistant
Veterinary Assistant Training Program | Valley College

**Rabies Safety Requirements / Rabies Training and Vaccination / Rabies Compliance Standards**

Prior to enrolling, applicants need to be aware that the students are subject to certain requirements that are specific for the Veterinary Technician program. The College is approved by the Committee on Veterinary Technician Education and Activities (CVTEA) and must adhere to their standards. The Committee on Veterinary Technician Education and Activities (CVTEA)'s Policies and Procedures of the AVMA CVTEA, Section VII: 4e. states that the safety of students, program personnel, and animals must be of prime consideration. Students must be educated on rabies risk prior to working with animals. Students must be vaccinated against rabies prior to working with live animals as a student. This is a requirement for the Veterinary Technician program (and for the Veterinary Assistant students who continue their education in the Veterinary Technician program) and there are no exceptions or waivers available. Students who do not meet this requirement will not be able to continue in the program.

For the convenience of the applicants/students, Valley College has contracted with a third-party company to administer the two-step inoculation process. The applicants/students are responsible for the cost of the inoculations. The initial cost of the two-step inoculation process may be packaged with the student's financial aid[1]. Since working with live animals is a required part of the program, Veterinary Technician students are expected to show proof of vaccinations before their first-class animal handling class VTA225, Animal & Laboratory Techniques 1. Students should review their Course Rotation Schedule to see when they are scheduled to take that course.

The student is also reminded that, because of the natural risks associated with programs such as ours, Valley College is in no way liable for students being bitten or injured while handling animals within the program.

**Class Hours**

Classes may be scheduled at any time between 8:00 a.m. and 5:00 p.m., during campus operating hours. Students are expected to be available for classes within this timeframe unless otherwise notified.
Online courses are scheduled for asynchronous delivery through Moodle.
This program has an externship. Externship site availability generally is during weekdays at times set by the site. Some externships sites may have evening or weekend hours. Students must schedule time accordingly. The student is responsible for arranging transportation to and from the site.

**Program Progression**

Programs are divided in to "Tiers." Each program's courses are scheduled at specific tiers. The tiers are built to consider any prerequisites. The student's original schedule is provided to them prior to the start of their first class that reflects any course credit transfers or Advanced Standing credits. When a student has credit transfers, the Registrar determines the best schedule after considering all prerequisites, instructor availability, and course availability. A modified schedule may alter the number of weeks/months a student attends school. Course incompletions should not result in changing the student's rotation schedule directly unless the *incomplete* course is a pre-requisite for another course. Most course incompletions change to either a passing or failing grade within five calendar days after the course is over.

Any time a student changes their course rotation schedule; it will change the student's graduation date and extend it past the date on their Enrollment Agreement. All changes to a student's schedule are processed by the Registrar department. Once the change in the student's schedule has been recorded in the Student System, an email is sent to the student with their revised Class Schedule that shows the student's new expected day of program completion.

[1] Valley College may only be able to include one two-step series inoculation process in the student's Financial Aid package. If a student does not receive the second inoculation and has to repeat the whole series again, they are responsible for any additional cost.

If a student is terminated from their program and is approved to be reinstated, their program progression will be modified. The student must complete the readmission process. At that time the student will receive a new rotation schedule that shows the date of readmission and schedule for the courses they have left to take. The student will be provided with a new projected completion date. The projected completion date on the original Enrollment Agreement will be nullified.

## Program Descriptions

### Veterinary Technician Program Description

The Veterinary Technician is an academic Associate degree program that has been designed to provide graduates with the skills, knowledge, and core competencies that are essential to work as a Registered Veterinary Technician in a variety of animal based medical facilities. Students will learn through a balanced approach of classroom instruction and practical hands-on laboratory work, which will culminate with an off-site Externship to master the core competencies required to become a Registered Veterinary Technician. In correspondence with the core content of the program, the program has been designed to build and strengthen both critical thinking skills and hands-on skills to work professionally and safely in an entry-level position at a veterinary related facility.

The Veterinary Technician program is delivered by a team of qualified educators with industry experience. Faculty will deliver the program through a series of structured lessons, which is provided through a host of Active Learning/Learner-Centric activities. Students will learn a variety of topics that begin with fundamental animal care procedures and practices, collection and preparation of laboratory samples, how to administer medication, key office procedures and medical records management procedures, client communication, preventative animal health care, animal behavior and restraint, veterinary medical terminology, anatomy and physiology, and essential safety precautions and procedures in the veterinary workplace. Building on these topics, students will also learn the essentials of animal welfare and how to complete a range of laboratory procedures that include venipuncture, anesthesia monitoring, pharmacy animal nursing, surgical and recovery room assistance, dental prophylaxis, radiology, emergency response, and other essential daily laboratory activities. Once the on campus/blended course work is complete, students will culminate their educational experience with an off-site Externship in an animal based medical facility.

### Program/Student Learning Outcomes

1. Perform basic front-office duties and computer applications.
2. Obtain a thorough and complete patient history and document in the patient record.
3. Recognize and assess behavioral signs of animals.
4. Perform physical examinations on a patient and document vital signs.
5. Humanely restrain all animals using AVMA procedures in various clinical situations.
6. Prepare the surgical suite and recognize needs for sterile fields.
7. Accurately calculate, prepare, dispense, and explain prescribed drugs to clients and/or administer anesthetic drugs and medications prescribed by a veterinarian.
8. Prepare patients for anesthetic procedures, induce, monitor, and recognize complications during a surgical procedure.
9. Demonstrate the ability to properly collect and process diagnostic specimens.
10. Execute the steps to safely and effectively provide routine dental prophylaxis.
11. Educate clients and advocate for the animal's health, nutrition, behavior, and follow-up care after treatment.
12. Demonstrate nursing skills in correspondence with the scope of practice for a Veterinary Technician for small, large, and exotic species.
13. Safely and effectively produce diagnostic radiographs for small or large animals.

### Program Outline

Students should expect to have to complete assignments, read, and study outside of class time.

(See Chart on next page)

| Tier | Course # | Course Name | Course Classification | Delivery Method | Contact Hrs. | Sem Credits | Weeks |
|---|---|---|---|---|---|---|---|
| 1 | BIO100 | Biology | Gen Ed | Online | 60 | 3.0 | 3 |
| 1 | MED123 | Veterinary Terminology | Technical | Campus | 60 | 3.0 | 3 |
| 1 | VTA105 | Veterinary Medical Office Procedures | Technical | Campus | 60 | 2.0 | 3 |
| 2 | ENG116 | College Writing | Gen Ed | Online | 60 | 4.0 | 3 |
| 2 | VTA110* | Veterinary Anatomy & Physiology I | Technical | Blended | 60 | 4.0 | 3 |
| 2 | VTA111* | Veterinary Anatomy & Physiology II | Technical | Blended | 60 | 4.0 | 3 |
| 2 | VTA115 | Avian, Exotic & Small Mammal Proced | Technical | Campus | 60 | 2.0 | 3 |
| 3 | VTA210 | Veterinary Clinical Pathology | Technical | Campus | 60 | 2.0 | 3 |
| 3 | COM110 | Foundations of Communication | Gen Ed | Online | 60 | 4.0 | 3 |
| 3 | VTA225 | Animal Laboratory & Techniques I | Technical | Campus | 60 | 2.0 | 3 |
| 4 | VTA200 | Small Animal Applications | Technical | Campus | 60 | 2.0 | 3 |
| 4 | MAT125 | College Math | Gen Ed | Online | 60 | 3.0 | 3 |
| 4 | VTA220 | Principles of Veterinary Pharmacology | Technical | Campus | 60 | 3.0 | 3 |
| 5 | VTA230 | Animal Anesthesia | Technical | Campus | 60 | 2.0 | 3 |
| 5 | VTA205 | Large Animal Applications | Technical | Campus | 60 | 2.0 | 3 |
| 5 | PSY102 | General Psychology | Gen Ed | Online | 60 | 4.0 | 3 |
| 6 | ISD210 | Advanced Ethical Standards & Dilemmas | Gen Ed | Online | 60 | 4.0 | 3 |
| 6 | VTA226 | Animal Laboratory & Techniques II | Technical | Campus | 60 | 2.0 | 3 |
| 6 | VTA240 | Surgical Procedures & Asepsis | Technical | Campus | 60 | 2.0 | 3 |
| 7 | VTA245 | Surgical & Dental Procedures | Technical | Campus | 60 | 2.0 | 3 |
| 7 | VTA235 | Principles of Veterinary Radiology Applications | Technical | Campus | 60 | 2.0 | 3 |
| 7 | VTA215 | Large Animal Clinical Applications | Technical | Campus | 60 | 2.0 | 3 |
| 8 | VTA250 | Veterinary Technician Externship | Technical | Campus & Site | 240 | 5.0 | 8 |

*Denotes Applied General Education Courses (AGE) (OHDE) and Gen Ed = General Education
ACCSC: GE Sem Credits: 22 (360 hours); Technical Sem Credits 43 (1200 hours) Total Sem Credits 65 (1560 hours)
OHDE: GE &AGE Sem Credits: 30 (480 hours); Technical Sem Credits: 35 (1080 hours). Total Sem Credits 65 (1560 hours)

Summary of the Program's Pre-requisites Courses (Pre-req)

| Course Number | Pre-req Course Number | Pre-req Course Name The student must successfully pass the course |
|---|---|---|
| VTA110 | BIO100 | Biology |
| VTA111 | BIO100 | Biology |
| VTA200 | VTA110<br>VTA111 | Veterinary Anatomy & Physiology I<br>Veterinary Anatomy & Physiology II |
| VTA205 | VTA110<br>VTA111 | Veterinary Anatomy & Physiology I<br>Veterinary Anatomy & Physiology II |
| VTA225 | VTA110<br>VTA111 | Veterinary Anatomy & Physiology I<br>Veterinary Anatomy & Physiology II |
| VTA226 | VTA225 | Animal Laboratory & Techniques I |
| VTA230 | VTA220 | Principles of Veterinary Pharmacology |
| VTA240 | VTA230 | Animal Anesthesia |
| VTA245 | VTA230<br>VTA240<br>VTA225 | Animal Anesthesia<br>Surgical Procedures & Asepsis<br>Animal Laboratory & Techniques I |
| VTA250 | **Student Age:** 18 years or older. **GPA:** 2.0, **Attendance:** 76%. **Earned Credits:** 60 through Valley College coursework or approved transfer credit. Program Administrator: Approval Required. | |

**The Veterinary Assistant Program Description**

The Veterinary Assistant program has been designed to provide graduates with the skills, knowledge, and core competencies necessary to effectively work as an entry-level Veterinary Assistant in a wide range of veterinary- animal based medical facilities. Students will gain a strong foundation of fundamental skills required to function in a veterinary-animal-related setting through a balanced approach of classroom instruction and practical hands-on work in a laboratory setting that will enable the student to master the core competencies required to become a Veterinary Assistant. In correspondence with the core content of the program, the program has been designed to build and strengthen both critical thinking skills and hands-on skills to work professionally and safely in a veterinary related facility.

The Veterinary Assistant program is delivered by a team of qualified educators with industry experience. Faculty will deliver the program through a series of structured lessons, which is provided through a host of Active Learning/Learner-Centric activities. Students will learn a variety of topics that include fundamental animal care procedures and practices, collection and preparation of laboratory samples, how to administer medication, key office procedures and medical records management procedures, client communication, preventative animal health care, animal behavior and restraint, veterinary medical terminology, anatomy and physiology, and essential safety precautions and procedures in the veterinary workplace. Building on this program description, students will focus on the primary program learning objectives.

Specific Program Objectives

1. Demonstrate the ability to participate in facility management practices aligned with the Veterinary Assistant's scope of practice while accounting for safety and sanitation.
2. Understand and use appropriate veterinary medical terminology and abbreviations.
3. Schedule appointments, admit, discharge and/or triage according to client, patient and facility needs.
4. Create and maintain individual client records, vaccination certificates, and/or other appropriate forms while accounting for client privacy and protection of information.
5. Perform basic filing of medical records, radiographs, and/or lab reports.
6. Manage inventory control for office and/or lab supplies and/or equipment.
7. Demonstrate an understanding of interpersonal skills and how to ensure effective forms of communication with all stakeholders and teamwork with staff members.
8. Provide client education in a clear, empathetic, and accurate manner.
9. Recognize and perform responsibilities in coordination with legal requirements and ethical standards of the veterinary-client-patient relationship.
10. Apply crisis intervention and/or grief management skills with clients.
11. Perform and/or assist with basic grooming of dogs and/or cats.
12. Provide safe and effective care for birds, reptiles, amphibians, guinea pigs, hamsters, gerbils, and/or ferrets.
13. Recognize and assess behavioral signs of animals.

**Program Outline**

Students should expect to have to complete assignments, read, and study outside of class time.

| Course Number | Course Name | Delivery Method | Contact Hours | Sem Credits |
|---|---|---|---|---|
| | **Technical Courses** | | | |
| BIO100 | Biology | Online | 60 | 3.0 |
| COM110 | Foundations of Communication | Online | 60 | 4.0 |
| ENG116 | College Writing | Online | 60 | 4.0 |
| MED123 | Veterinary Terminology | Online | 60 | 3.0 |
| VTA105 | Veterinary Medical Office Procedures | Online | 60 | 2.0 |
| VTA110 | Veterinary Anatomy & Physiology I | Online | 60 | 4.0 |
| VTA111 | Veterinary Anatomy & Physiology II | Online | 60 | 4.0 |
| VTA115 | Avian, Exotic & Small Mammal Procedures | Blended | 60 | 2.0 |
| VTA210 | Veterinary Clinical Pathology | Blended | 60 | 2.0 |
| VTA225 | Animal Laboratory & Techniques I | Blended | 60 | 2.0 |
| | Totals | | 600 | 30.0 |

## Student Resource Center and Virtual Library

The College subscribes to the ProQuest Internet Library and the Virtual Librarian services. Log on information is provided to the students at Orientation. All students, faculty and staff have free access to these library services. Online training is available for users. The campus' Resource Room at a minimum provides access to the internet, ProQuest (Virtual) Library and the Virtual Librarian. Students are required to comply with the Resource Center rules. Students who have suggestions for additions to the Resource Center or comments or its operation should address their comments to the Campus Director.

Valley College also offers 24/7 access to a Virtual Librarian. Services include:

- **Serving as the institution's qualified librarian** for all Valley College students.
- **Providing asynchronous, seven-day online reference support** via email, live chat, or web meetings for students, instructors, and staff.
- **Collaborating with the College to identify and secure appropriate e-resources** that support course content and program needs.

## Academic Advising (Coaching) and Tutorial Services

The instructional or academic support staff members are available to assist students with problems stemming from classroom experiences (clinical skills), the school program, or related areas such as time management, project completion strategies, study skills or research techniques. All students are encouraged to seek tutoring from their instructor or authorized Valley College personnel if they feel they need extra academic support during a course. Tutoring is available based on tutor availability. Tutoring sessions may be held on campus or virtually, as appropriate. If a student is on academic warning/academic probation/or financial aid probation, Valley College may require that the student attend tutoring sessions with a Valley College designated tutor.

The Academics Team reserves the right to evaluate each student's record to determine if there are mitigating circumstances that should be considered if the student has not met GPA or attendance pre-requisite requirements prior to their externship course. If the student is approved to continue in the program, the student will be notified in writing. If the student cannot mathematically meet the requirements or there are no mitigating circumstances, the student will be notified in writing that they have been withdrawn from the program.

## Grading System

Course syllabi describe in detail the grading system for each individual course. Generally, all tests and assignments are graded against a 100% score. Sixty percent (60%) is the minimum passing grade. Students who fail to achieve a passing grade for the course will be required to repeat the entire course and will incur a Retake Processing fee.

Course grades are recorded on the grade transcript as follows:

| Grade | Qual. Pts | Description | Calculated in GPA | Grade | Qual. Pts | Description | Calculated in GPA |
|---|---|---|---|---|---|---|---|
| A | 4.0 | 90 to 100% | Yes | WP | 0.0 | Withdraw Pass | No |
| B | 3.0 | 80 to 89% | Yes | P/F | 0.0 | Pass/Fail | No |
| C | 2.0 | 70 to 79% | Yes | I | 0.0 | Incomplete | Yes |
| D | 1.0 | 60 to 69% | Yes | AS | 0.0 | Advanced Standing | No |
| F | 0.0 | 59% or less | Yes | CT / PCT | 0.0 | Credit Transfer | No |
| WF | 0.0 | Withdraw Fail | Yes | AU | 0.0 | Audit Grade | No |

Veterinary Assistant and Veterinary Technician Grading System Additional Information: To successfully pass a class with a VTA prefix, the students will need to achieve a 70% or better.

| Grade | Pts. | Description | Counts in Calculation for GPA |
|---|---|---|---|
| A | 4.0 | 90 to 100% | Yes |
| B | 3.0 | 80 to 89% | Yes |
| C | 2.0 | 70 to 79% | Yes |
| F | 0.0 | 69% or Less | Yes |

All other courses follow the traditional grading scale

| Grade | Pts. | Description | Counts in Calculation for GPA |
|---|---|---|---|
| A | 4.0 | 90 to 100% | Yes |
| B | 3.0 | 80 to 89% | Yes |
| C | 2.0 | 70 to 79% | Yes |
| D | 1.0 | 60 to 69% | Yes |
| F* | 0.0 | 59% or less | Yes |

**Participation Rubric**

Total Possible: 25 Points per Day (100 Points per Week)

| Category | Behaviors / Expectations | Point Deductions |
|---|---|---|
| 1. Disruptive Behavior & On-Task Engagement | • Cell phone use during class<br>• Non-assigned computer use (games/apps)<br>• Wandering or leaving without permission<br>• Off-task behavior or use of unapproved materials | • Deduct 5 points per incident<br>• Repeated incidents: deduct an additional 5 points each time<br>• Continued violations may result in dismissal from class; points deducted for time missed |
| 2. Attendance & Punctuality | Points awarded based on minutes present in class | 0–60 minutes missed: deduct 5 points (20 points awarded)<br>61–120 minutes missed: deduct 10 points (15 points awarded)<br>121–180 minutes missed: deduct 15 points (10 points awarded)<br>181–240 minutes missed: deduct 20 points (5 points awarded)<br>241–300 minutes missed: deduct 25 points (0 points awarded; classified as absent) |
| 3. Uniform / Dress Code | • Proper, professional uniform required daily<br>• Must meet all safety requirements (closed-toe shoes, hair secured, etc.) | • Deduct 5 points if corrected at start of class<br>• Deduct 5 points for each additional reminder<br>• Continued violations may result in dismissal; points deducted for time missed |

*Disclaimer: Doctor's notes may excuse absences for attendance purposes but do not waive participation point deductions. Participation points are based on in-class engagement, professionalism, behavior, and performance during instructional time.*

**Graduation Requirements**

A Candidate for Graduation has achieved the following:

1) Passed all required courses in the student's program.
2) Earned an overall cumulative 2.0 GPA ("C" average) or better on a 4.0 scale.
3) Met or surpassed the programmatic attendance requirement. Veterinary Technician (Cleveland campus) has 76% attendance requirements.
4) Completed the program within the time frame as defined by Satisfactory Academic Progress (SAP).

## Career Opportunities

CIP CODE: 51.0808/01.8301

Graduates of the Veterinary Technician program may qualify for entry-level roles and/or may find advancement opportunities in a wide range of veterinary or animal care-based facilities including but limited to the types of employment reported by graduates during the reporting period of July 2024 to June 2026.

+Registered Veterinary Technician +Veterinary Technician +Veterinary Assistant
*Pre - Registered Veterinary Technician *ER Veterinary Assistant *Equine Worker

The Veterinary Assistant Program:

*Veterinary Assistant *Cat Assistant *ARC Associate *Vetco Clinic Advisor

## Programmatic Accreditation and Certification

Valley College - Cleveland is accredited by the CVTEA (Committee on Veterinary Technician Education and Activities) for its Veterinary Technician degree program. Students are hereby advised that to be eligible to sit for the Veterinary Technician licensure examination, they must graduate from an AVMA approved veterinary technology program.

Certification: Upon completion, graduates of the Veterinary Technician program will be eligible to sit for the Veterinary Technician National Exam (VTNE). To properly prepare students for this exam, all students will be presented with the AVMA Student Essential and Recommended Skills list throughout the program as well as the American Associations Veterinary State Boards VTNE practice domains, task statements, and examination specification.

Students are not automatically certified as Registered Veterinary Technicians upon graduation from Valley College's Veterinary Technician Program. The State of Ohio law requires all new applicants for licensure as a Veterinary Technician to complete both an Ohio criminal background check and an FBI criminal background check, conducted by the Bureau of Criminal Identification and Investigation (BCI&I). The Ohio Veterinary Medical Licensing Board (OVMLB) may, at time of application, deny a graduate the opportunity to sit for a licensure/certification examination, even if the graduate has completed all applicable program course work, based on that individual's criminal history. For more information on the Board's requirements, please visit the Background Check Requirements page on their website (http://ovmlb.ohio.gov/bkchk.stm).

Furthermore, a criminal background check and/or drug screening, among other requirements, are required by many employers before accepting graduates as employees and having a criminal background may limit employment opportunities. Background check/drug screening requirements may vary by employer site.

VTNE (AAVSB) requirements:

1. The AAVSB reviews and determines VTNE eligibility for AVMA or CVMA accredited veterinary technology graduates.
2. The AAVSB will review all accommodations requests per the ADA Amendment Act of 2008. If a student needs accommodations, they should submit the Accommodations application and required documents by the application deadline.
3. The selected jurisdiction will automatically receive an official score report.

The OVMLB's Registered Veterinary Technician Licensing Requirements: A student must meet the following requirements to receive an Ohio veterinary license. If a student does not meet the following requirements within six (6) months of the Board receiving their application, the application will be considered incomplete. Please note: the application fee remains non-refundable. A student will be required to resubmit their application and application fee once they have met all requirements.

- A student must be a graduate from an AVMA approved veterinary technology program. Please visit the web site at: https://www.avma.org/ProfessionalDevelopment/Education/Pages/default.aspx .
- A student must request an official copy of their transcripts be sent to the Ohio Board.

- The student must pass the Veterinary Technician National Exam (VTNE) and have their passing scores transferred to the Ohio Board. If a student took the test in Ohio within the last 3 years, the board will already have a copy of their score.
- Submit a fee: even numbered years = $25.00; odd numbered years = $35.00. All applications will be charged a $3.50 transaction fee as well.
- The students must provide a picture of themselves. Any picture where the student's face can be clearly seen is acceptable.
- The student must complete both an Ohio criminal background check and an FBI criminal background check, conducted by the Bureau of Criminal Investigation (BCI). The results must be forwarded to the Ohio Board directly from BCI.
- For more information on the Board's requirements, please visit the Background Check Requirements page on their website (http://ovmlb.ohio.gov/bkchk.stm).
- The student must provide official court documentation and a written statement explaining criminal charges if applicable.

**Academic Integrity Policy**

At Valley College, we are committed to honest practices, communications and relationships that honor each other and our students. The College may use cameras and/or a lockdown browser in the testing room. We expect academic honesty from our students. Academic honesty means to neither give nor receive unauthorized aid on tests and graded assignments. It is the responsibility of the students to avoid all forms of cheating and plagiarism. Plagiarism is defined as "the unauthorized use of the language and thoughts of another author and the presentation of them as one's own". Academic integrity applies equally to electronic media and print, and involves text, images, and ideas. Violations include but are not limited to the following examples:

Cheating

1. Offering another person's work as one's own.
2. Tampering with an examination after it has been graded and then returning it to earn more credit.
3. Continuing to work on an examination or project after the time specified for the student has elapsed.
4. Using unauthorized materials, prepared answers, written notes, or other information during an examination.
5. Selling or giving away all or part of an unadministered test including answers to an unadministered test.
6. Using electronic devices, including but not limited to phones, iPads, smart watches, etc. during the examination.

Dishonest Conduct

1. Stealing or attempting to steal and examination or answer key from the instructor.
2. Submitting substantial portions of the same work for credit in more than one course without consulting all instructors involved.
3. Falsifying or forging academic documents or records.

Plagiarism

Plagiarism is intellectual theft. It means the use of the intellectual creations of another without proper attribution. Plagiarism may take two main forms, which are clearly related:

1. To steal or pass off as one's own ideas or words, images, or other creative works of another.
2. To use a creative production without crediting the source, even if only minimal information is available to identify it for citation.
3. Unauthorized use of artificial intelligence (AI) tools or submission of AI-generated content without proper citation constitutes plagiarism

(see Valley College Institutional Statement on Artificial Intelligence for further information)

Collusion

Any student who knowingly or intentionally helps another student perform any of the above acts of cheating, dishonesty or plagiarism is subject to discipline under the Academic Integrity Policy. Examples of collusion include but not limited to:

1. Allowing another student to copy one's own work during a test or take-home assignment.
2. Writing a paper or other project for another student.

## Valley College Institutional Statement on Artificial Intelligence (AI)

At Valley College, we recognize the transformative role Artificial Intelligence (AI) is playing across industries, education, and everyday life. As an institution committed to preparing students for the future, we embrace the responsible integration of AI as a tool that can enhance learning, foster innovation, and support the development of critical 21st-century skills.

Our Approach to AI at Valley College:

- Educational Use: AI tools may be used to support instruction, streamline administrative functions, and assist students in their academic journey when used appropriately and ethically. Students and faculty are encouraged to explore AI's potential in alignment with course objectives and professional standards.

- Academic Integrity: While AI can be a valuable resource, it must not replace original thought, effort, or learning. Unauthorized use of AI to complete assignments, exams, or other academic requirements will be treated as a violation of our academic integrity policy. Students are expected to clearly disclose any use of AI tools in their academic work when permitted by instructors. AI should be a thought partner but not a sole provider of produced submissions.

- Faculty Guidance: Instructors have the discretion to determine when and how AI tools may be used in their courses. Expectations around AI usage will be communicated in the course of expectations. When in doubt, students should consult their instructors for clarification.

- Ongoing Learning & Adaptation: As AI technologies continue to evolve, Valley College will review its policies and practices to ensure they reflect current realities, support academic success, and align with our mission of empowering students for career success.

We believe that when used responsibly, AI can be a powerful partner in education, one that complements human creativity, critical thinking, and personal growth. Valley College remains committed to preparing students not just to keep pace with innovation, but to lead with integrity in a changing world.

Please note: As technology continues to evolve, we will be adapting with a purpose to meet the needs of an ever-changing world.

## Attendance

Students absent for approximately two (2) consecutive class days without notification to the College will be contacted by the College to ascertain the reason for the absence. The College will attempt to contact the student via various means of communication which may include, but are not limited to, text messaging, email, phone, written letter or social media. Valley College may contact the references (contact people) that the student provided to the College during the enrollment period. If the College is unable to reach the student, or the student does not earn attendance through educational activity up to 14 days from the last earned attendance, then the student is subject to termination from their program.

Valley College's no-start period is the first eight calendar days from the class start date. New students who do not attend their first class regularly during these first eight calendar days of class may be reclassified as in a No-Start status and withdrawn from the program. The Campus Director or designated Campus Leader will review both the academic progress and if the new student has completed all pending admissions/financial aid requirements.

14 Day-Out Policy: Valley College takes attendance and has a procedure in place for routinely monitoring attendance records and can be determined in a timely manner when a student withdraws. Except in unusual instances, the date of the institution's determination that the student withdrew should be no later than 14 days after the student's last date of attendance (or educational activity for online students) as recorded by the college.

Blended programs: Some Valley College programs contain both ground/blended or 100% online courses. This is called a Blended Program. All students are expected to adhere to the 14-day out policy. The 14 days can be in any one class, or a combination of two classes, regardless of the delivery method.

**Attendance & Make-Up Policy**

Regular attendance and punctuality are essential to success in the Veterinary Technician Program. Students are expected to attend all scheduled classes, labs, and clinical/externship experiences on time and prepared to participate. Missing instructional time affects academic progress, skill development, and the ability to provide safe and competent animal care. Consistent attendance reflects professional accountability and is required for successful progression through the program.

- Reporting Absences: Students must notify their instructor as soon as possible if they will be late or absent via approved communication form from the instructor.
- Excused Absences: Extenuating circumstances (e.g., illness, medical emergencies, bereavement, court dates, military service) may be considered excused with proper documentation submitted promptly upon return.
- Make-Up Work: Missed time in lecture, labs or clinical/externship must be made up during scheduled make-up sessions, if available. Students are responsible for all missed content, assignments, and skills. The student is responsible for making up missed work upon returning to class.
- Consequences: Unexcused absences, tardiness, or failure to complete make-up requirements may result in loss of participation points, lower grades, incomplete skills, and/or failure of the course. Repeated or excessive absences can result in dismissal from the program.

**Dress Code Standards**

Classroom and Lab: Students will promote a professional atmosphere in the veterinary program and will be required to follow the rules:

- Uniform scrub attire must fit properly so the midriff and buttocks are not shown while engaging in normal activities and exercises. Bottoms should not excessively touch the floor. Tops should not expose cleavage.
- Students are to always wear school identification badges when in the school, lab/classroom and at the externship setting.
- Leather tennis shoes or sneakers of any color are permitted for classroom attire, provided they have minimal mesh and no fabric material. (Boots, slides, and crocs are not acceptable.)
- Lab coats are the acceptable article of clothing that is worn over the uniform, including during testing. If the student wants to wear an additional layer of clothing with long sleeves. such as a sweater or sweatshirt, it must be worn under the lab coat. NO HOODIES are permitted. Students must follow the dress code policy at their externship sites.
- Hair: While hair may be worn down during lecture class, it must be securely tied up and contained during labs and hands on classes without exception.
- The only permitted head-coverings are nursing or surgical caps and hair-wraps that in no way resemble a bonnet, du-rag or outside hat. Head coverings worn consistently for religious reasons are acceptable. Faculty has the final decision on the appropriateness of head-coverings.
- In keeping with professional workplace expectations, any **offensive tattoos** that are not already covered by appropriate clothing must be concealed with a sleeve, bandage, or similar covering so they are not visible in the classroom, lab, clinical settings, or any Valley College–organized activity.
- Any facial piercings and jewelry of the dangling style, such as bracelets, necklaces, dangle earrings or chain piercings, must be removed and/or plugged while in the classroom, lab, clinical setting, and any other function organized through Valley College. Small stud style earrings and piercings are acceptable.
- False eyelashes or extensions are not permitted, of any style.
- The CDC (Center for Disease Control) recommends NO artificial nails or extensions. Nail polish, including nude colors or clear, is also prohibited as per CDC guidelines. Valley College Veterinary Program will also adhere to these recommendations.
- Furthermore, nails must be kept short and not extend beyond the tips of the fingers.
- Please be respectful of perfume, oils and or cologne in the classroom regarding other students with allergies.
- Handling/Restraint class, Surgery class, & Externship and Off-Site learning: may require stricter dress code policies

**Veterinary Assistant and Veterinary Technician Standard of Dress (Uniform)**

- Students in the Veterinary Assistant program and Year 1 Veterinary Technician program wear navy blue scrubs (top and bottom). Shoes must be closed-toe, closed-heel, solid-style footwear with no holes.
- Year 2 Veterinary Technician students wear maroon scrubs. Shoes must be closed-toe, closed-heel, solid-style footwear with no holes.

## Withdrawal Polices

Withdrawal (Official) : Official notification to the institution is a notice of intent to withdraw that a student provides to a department designated by Valley College. Valley College has designated the Academics department as the department that a student may readily contact to provide official notification of withdrawal. The point of contact from the student's program Academics team is the Director of Academics Affairs or the Program Administrator. The withdrawal date and the date of notification to the school correspond to the day when the Register office receives the withdrawal notice, whether it is communicated verbally or in writing.

Withdrawal (Unofficial) If a student ceases attendance without providing official notification, the student's withdrawal date will be no later than 14 days after the last day of academic attendance as recorded by academic records.

## Readmittance Policy

Readmission to the Veterinary program is not guaranteed. Students who have been withdrawn from the program, whether voluntarily or by administrative action, may request readmission in accordance with the College's standard procedures. A maximum of two readmission requests will be considered. If a first request is not approved, a second request may be submitted only if it includes new, relevant information for the Readmission Committee to review. Requests that do not include new and substantive information will not be considered.

**The Readmission process for the VET program is outlined below:**

1. The student will be individually interviewed by an Academic Staff Member.
2. The student will complete a Student Request Form. The form requests that the student provide a reason for the withdrawal from the program and what has changed in the student's life circumstances that will allow the student to be successful this time.
3. The College may require that the student agrees to the terms of a written Academic Plan. The student's GPA and attendance may be addressed in the plan. Repeating courses may also be discussed along with any associated costs.
4. The returning or re-entry student is only required to retake the entrance exam if the student's exam score is dated over 24 months. The student will also need to take the Online Readiness Assessment regardless of the time from withdrawal to readmission.
5. The Academics Team (and Student Records Department) will perform a credit evaluation and review the student's rotation schedule. The date of return may be delayed until a course is available for the student to take. Any official transcripts for credit evaluations must be available at the time of the course evaluation.
6. The student must be in good financial standing as determined by the College.
7. The student will meet with a Financial Aid Advisor and agree to the terms as written on the Reentry Form.
8. Courses that must be retaken because of "F" or "WF" grades are subject to a Retake Processing fee and may not be eligible for Student Financial Aid (Title IV funds). "WP" courses will also be discussed.
9. Students who are returning to retake VTA250 may be required to retake courses, even though the students have passed those courses with a letter grade of "C" or higher. Retake Processing Fees apply for all courses that the College requires that the student retakes.
10. Final approval of the return enrollment is demonstrated by a new enrollment agreement signed by the authorized Valley College staff member.

## Code of Conduct (Appeals Process)

Valley College (VC) strives to provide the best learning environment possible. VC has established this Code of Conduct policy and procedure to ensure students and employees are treated in a fair and consistent manner. This Code of Conduct applies to all students, including those who are applying for admissions, employees, and visitors/vendors. VC has authority to enforce this Code of Conduct on college property or in connection with official

college programs or functions whether on or off VC property. VC prohibits retaliation against any student who engages in the appeals process.

Students and employees are expected to conduct themselves in a manner consistent with the best interests of VC and of the student body and employees. Any behavior that threatens safety or disrupts the educational process is grounds for disciplinary action, up to and including dismissal. VC expects students and staff to exhibit courteous behavior and professional conduct, appropriate to an educational environment, while on campus, off site learning sites (such as externship, clinic, or field trip sites), and school-sponsored events.

VC's administration reserves the right to modify any of its policies or take any action(s) deemed appropriate to maintain the safety and well-being of any or all students or employees. Code of Conduct offenses may be related to persons, property, campus operations, and welfare, and the health or safety of students, faculty and staff while on campus. VC reserves the right to discipline and/or dismiss a student, visitor, or employee for any of the following reasons:

- Failure to comply with the policies and procedures of VC, including those posted in the VC Student Catalog, Consumer Information website, classroom rules that are posted in the classroom/lab classrooms, programmatic handbook or course syllabus.
- Failure to comply with the policies and procedures of Externship sites, Clinical Sites or other external educational sites that VC uses to carry out their educational programs.
- Suspension or dismissal from or refusal of Externship, Clinical or Practicum experience site for any reason, subject to the specifics of the incident.
- Intentionally mishandling or misusing lab equipment and/or ignoring safety protocols in laboratory settings, which may lead to bodily injury or damage to the equipment.
- Violation of VC's Academic Integrity Policy.
- Falsification, misrepresentation, or omission of significant facts at the time of enrollment or during the student's tenure at the school.
- Disruptive behavior, which includes but is not limited to, continued willful noncompliance, open and/or persistent defiance of authority, disrespect towards employees or students, cursing, verbal threats, or any other forms of aggressive or inappropriate communication.
- Operation of any camera, audio or video recording device without prior approval.
- Posing a threat or danger to the health or welfare of students or other members of the campus community.
- Theft, on campus.
- Intentionally or negligently damages or destroys property owned or in the possession of another person or of VC.
- Any form of assault on campus property.
- Electronic or social media violations on campus property. which include but are not limited to, cyberbullying, unauthorized sharing of private information, impersonation, academic dishonesty, and the use of social media to disrupt college operations or harm members of the college community
- Using, possessing, distributing, selling, purchasing or being under the influence of alcohol, narcotics, hallucinogens, dangerous drugs, or controlled substances.
- Possession of firearms on campus property.
- Committing a computer-related offense, including, but not limited to, use of a VC computer to access sexually explicit images of persons and/or children.
- Failure to leave a building, streets, walks, driveways or other facilities of VC when directed to do so by an official of the campus.
- Engaging in discrimination based on race, gender, sexual orientation, religion, disability, or any other protected status. Promoting hate speech or engaging in hate crimes.

The list of examples above is not intended to be all-inclusive, and VC reserves the right to act in the best interest of the students, faculty, and staff and may deem actions committed by a student/employee to be a conduct violation, although the action does not appear on a list of examples.

The Campus Director (or other employee with designated authority) reserves the right to take any action(s) deemed appropriate to ensure the immediate safety and well-being of any or all students, faculty, and staff.

Infringements of the Student Code of Conduct are addressed by designated Valley College personnel, such as the Campus Director, Director of Academic Affairs, or the Program Administrator. Students may request a further review of any conduct decision in accordance with the College's Code of Conduct Appeals Process (below) and the Student Complaint/Grievance Policy outlined in the Student Catalog or on the Consumer Information web page. Student Grievance Procedure. These policies explain the steps, timelines, and documentation required for students who wish to pursue an additional review.

**Student Appeals Process for Code of Conduct**

If a student believes their dismissal from the program was unjustified and related specifically to alleged Code of Conduct violations, the student should submit a written appeal. This statement should clearly articulate the reason why the student feels that they should not have been dismissed. The appeal should be submitted to

Shelly Smith, J.D., Provost and Vice President of Academic Affairs
Valley College Administration, 287 Aikens Center, Martinsburg WV 25404
ssmith@valley.edu

The student will receive an acknowledgement from the Provost and Vice President of Academic Affairs within ten (10) calendar days. After, the Provost reviews and/or investigates the circumstances, and the student will be notified in writing of that decision. The decision will be made within thirty (30) calendar days.

The written notification will outline the next steps, which may include the process of reinstatement, if applicable. However, reinstatement is contingent upon the specifics of the case and may not be appropriate in instances involving severe violations of the Code of Conduct.

If the student believes that the Provost's decision is unsatisfactory, the student may submit their final written appeal to the Chief Strategy Officer.

Matthew Jenkins, Chief Strategy Officer
Valley College Administration, 287 Aikens Center, Martinsburg WV 25404
mjenkins@valley.edu

The Chief Strategy Officer will send an acknowledgement of receipt to the student within ten (10) calendar days and will review the circumstances of the dismissal. The student will receive the results of that review and/or investigation within thirty (30) calendar days. The written notification will outline the next steps, which may include the process of reinstatement, if applicable. However, reinstatement is contingent upon the specifics of the case and may not be appropriate in instances involving severe violations of the Code of Conduct. The Chief Strategy Officer's decision is final.

**Consequences for Conduct Violations**

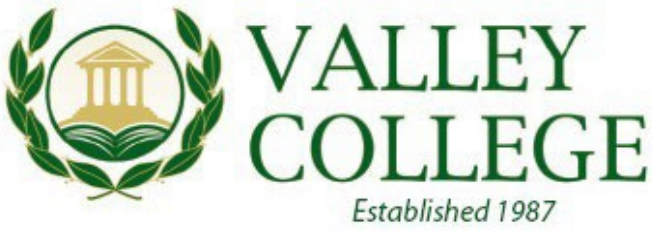
Administrative Withdrawal: Students who are terminated will be notified in writing and are refunded prepaid tuition in accordance with the refund policy.

Suspension: A student may be suspended for inappropriate behavior for a period of one hour to five calendar days. The student will be marked absent from class. Upon their return to class, the students will be allowed to make- up class hours (work) within the guidelines of Valley College Attendance Policy. If the student fails to successfully complete the class, the student will need to retake the course and will be charged a Retake Processing Fee.

Locked out of current class: The Campus Director may approval a request from the Financial Aid or Academics departments to lock a student out of a current class if the student has not submitted required documents. The student will be readmitted when the documents have been received by Valley College. The student will be allowed to make up class hours (work) within the guidance of Valley College Attendance Policy. If the student fails to successfully complete the class, the student will need to retake the course and will be charged a Retake Processing Fee.

**Reinstatement**

Reinstatement is not automatic. If it is determined that the circumstances presented by the student were mitigating, the student may be allowed to be reinstated in their program. The student will be notified when they may return to class. The student should arrange to meet with the Financial Aid Advisor to determine the status of their financial aid award and continued eligibility. If the student is readmitted with conditions, such as Academic Probation, the student's progress will be monitored closely. If it is determined that the student will not meet the conditions of the reinstatement during the monitoring period, they will be administratively removed from the program again. They may reapply for admission 181 calendar days after the student's last day of attendance.




# Veterinary Technician Externship

# Handbook

# Veterinary Technician

# Externship Handbook

EXTERNSHIP POLICY and PROCEDURES

What is Expected of the Student?

VTA250, Veterinary Technician Externship is the final class in the Veterinary Technician program. Veterinary Technician Externship (referred to VTA250) provides students with an opportunity to be assigned to a suitable veterinary hospital, clinic, or other animal facility where they will demonstrate the core competencies that they learned throughout the Veterinary Technician program. Students will be under the supervision of the Extern Site Preceptor. At the site, students will be asked to complete 240 hours of supervised activity. Externship sites may have different requirements. Information regarding externship requirements is available in the Program Administrator office and will be presented to students during Orientation.

Externship Requirements[2]: The Valley College staff that places students in externships must consider the students' final grades, attendance, AVMA recommended Essential Skills List (ESL), and feedback from faculty members. Instructor's approval is necessary before a student can begin their externship. Using the ESL and their professional judgement, instructors determine whether a student has met the requirements and is prepared to begin the externship. The student must have a 2.0 or 70% C GPA or higher and a 76% or higher attendance rate. The student must be 18 years of age to participate in the externship. The class schedule has been prepared in coordination with a scheduled 8-week externship. The students will be scheduled 30 hours per week to complete the 240 in eight weeks.

Valley College will provide proof that professional liability insurance has been purchased for the student. Students are required to wear their Valley College Uniforms and provide their own transportation to the externship site. Students may be required to sign a Confidentiality Statement before starting their externship.

Selecting an Externship Site: The Valley College Extern Coordinator will work with the student to place the student in the best available externship site. If at the time the student is to start his or her externship and a site is not available, or the site will not accept a student due to any factor that is not related to the Valley College student code of conduct or the student's ability to complete any pre-externship program requirement, Valley College will actively work with the student to place him or her at an externship site as soon as possible. Once a site has been identified, the student will be placed at the site and provided with an opportunity to finalize the program. The student will not be penalized regarding attendance or academic progress.

If no site will accept the student due to factors related to Valley College student code of conduct or the student's ability to complete a pre-externship program requirement, the student will be terminated from the program. Students who are terminated will be notified in writing and are refunded prepaid tuition in accordance with the refund policy.

Externship Attendance Requirements: To successfully complete the externship, students will complete 240 hours of supervised activity at the site. Students should contact his or her externship site and the Valley College Extern Coordinator if he or she absolutely must be absent (written excuse may be required). The student must make up any missed hours during externship, regardless of the reason. Students who are habitually late or absent from their externship may be dismissed and as a result, fail their externship (course) because they may not meet the attendance requirement.

This student's externship schedule has been prepared to run for a period of 8-weeks (30 hours per week to complete the required 240 hours). If a student needs additional time to complete their externship above and beyond the scheduled 8 weeks, the student must complete their externship within the maximum timeframe established as an element of the SAP Policy.

[2] The Academics Team reserves the right to evaluate each student's record to determine if there are mitigating circumstances that should be considered if the student has not met GPA or attendance pre-requisite requirements. If the student is approved to continue in the program, the student will be notified in writing. If the student cannot mathematically meet the requirements or there are no mitigating circumstances, the student will be notified in writing that they have been withdrawn from the program**.**

Textbook Activities, Assignments, and Licensure Test Prep through Pocket Prep Course: Students will be provided with a weekly reading assignment from the textbook illustrated in this syllabus. These suggested reading activities will help the student review and prepare for their upcoming licensure exam. Students will also receive a subscription to Pocket Prep an online program designed to prepare the student for the Veterinary Technician National Exam.

In addition, the student may have additional assignments and/or activities to review key points. The reading assignments, etc. are listed on the course syllabus and will be distributed to the student by the first day of class. The schedule may vary based on scheduling and the activities coordinated with the Site and/or Extern Coordinator.

Concluding the externship course, 240-hour mark, students will be given a schedule for all practice exam and certification prep materials that accompany their textbook from the Extern Coordinator. Students will be graded on their ability to complete the test prep activities within the stipulated timeframe established by the Extern Coordinator.

Students will be asked to review the results of their certification test prep materials with the Extern Coordinator and then continue with any suggested review of key topics and continue to focus of key subject areas in their textbooks.

## Supervision and Evaluation

During the externship, the Preceptor is a selected staff member (employee of the externship site) who will serve as a mentor and will be available to explain procedures and policies and to give constructive feedback about the student's performance. The Preceptor will provide most of the supervision, most of the instruction and will oversee and evaluate a student's progress while at the externship and submit evaluations to the Instructor at Valley College. The Veterinary Technician Extern Coordinator will periodically make rounds at the externship facility.

Throughout externship training, the student will be evaluated informally by the Preceptor. (It is also possible that other staff and customers will provide feedback to the students.) Areas of strength and areas for development will also be brought to the student's attention as soon as identified. Students are expected to receive all feedback, including constructive criticism, in a professional manner, no matter how it is delivered by the Preceptor, Extern Coordinator, staff personnel, or customers. In the event of any problem related to clinical performance, the Preceptor shall notify the Extern Coordinator. If the Preceptor and Extern Coordinator agree that the student needs more practice on skills at the college, the student will be asked to return to their campus and based on feedback from the Veterinary Program Administrator, participate in a series of designated activities. This is not looked upon as a dismissal from the externship site or a failing grade but rather, a request for additional skill development.

Site Evaluations: Valley College Externship checklists are provided to the Externship Site Preceptor to complete and submit to the Extern Coordinator. Students will be evaluated by their Preceptor on two separate occasions. The first evaluation will be conducted at approximately the mid-point of the externship (120 hours). The second evaluation will be conducted at the conclusion of the student's externship. The formal evaluations are written performance evaluations, which will be completed using the school's performance standards that identify strengths and deficiencies that the student is exhibiting during their externship. The results of the evaluations will be used to calculate the student's overall grade. Even though the Preceptor is providing much of the feedback to the Extern Coordinator, the Extern Coordinator will assign the grade for both the midpoint and final evaluation. The Evaluation grades are part of the overall final grade.

Scores on the site evaluation range from 2 to 5 with N/A to demonstrate "not applicable". All scores will be totaled and then, an average of all scores from the evaluation will be considered for the student's final grade for the evaluation using the following scale:

- 4.5 to 5.0 = A
- 4.0 to 4.4 = B
- 3.0 to 3.9 = C
- Below 3.0 = Failing Grade

Weekly Review Sessions: Externs will be required to complete a weekly review session at a mutually agreed time with the Extern Coordinator. The weekly review session is in person and cannot be done via email or any other form of non-verbal communication. Students will be asked to review items that include their work on the text assignments, Timesheets, key learning outcomes, questions, progress on action items established from previous calls, and other items related to their ability to productively perform as an Extern.

Weekly Chapter Review Assignments: Externs will be required to complete weekly chapter review assignment as part of your externship. The externship coordinator will assign a set of multiple-choice questions from the Prendergast Review textbook, which are designed to reinforce your understanding of the material covered in the chapter. These questions will be available online, and you are required to complete them and submit your responses prior to class time every Friday. The assignment is intended to help you stay engaged with the course content and ensure you are prepared for class discussions and activities. By completing these weekly reviews, you'll strengthen your grasp of the material and stay on track with your externship learning.

AVMA Recommended Essential Skills List (ESL): Attached as Exhibit A to the Externship Resource Booklet, students will find the AVMA recommended Essential Skills List (ESL). The ESL contains a list of essential practical based skills that students will be taught and assessed on at various points of the Veterinary Technology curriculum. All lessons will be presented using the Methods of Instruction as noted in the syllabus and will also include a series of processes and/or procedures.

Students will be assessed on their ability to demonstrate their mastery of the processes and procedures associated with each Required Essential skill. You will be expected to be familiar with most AVMA Essential Skills performed throughout your curriculum. An ESL has been attached and is focused on the most applicable and common skills needed in a veterinary clinical setting.

The student is expected to have an RVT or a DVM sign off on the skills to successfully pass your Veterinary Technology Site Evaluation. The student will have a mid-point evaluation and a final evaluation to turn in at the completion of the 240 hours. This document will be signed by the RVT / DVM evaluator on site.

Case Study: Based on the student's experience in the VT AAS program, students will be asked to present a minimum of 5 slides in Case Study format on a Veterinary medical subject of their choice. The Case Study should be prepared using a series of instructor provided guidelines that includes slide setup, font, and resources/references. The Case Study will be due at the conclusion of their Externship and should be turned into the Veterinary Technician at the campus to review the content of the Case Study and the final Student Evaluation submitted by the site on the student's performance. Case study will be presented to the externship class.

Grading: The Externship Handbook, Externship Site, and Extern Coordinator will establish grading criteria for weekly review session, and site/self-evaluation. Each applicable individual will explain the grading criteria as part of each assignment and/or evaluation. Students will be graded using a numeric grade that will then be transferred into the following alphabetic grading scale.

| | |
|---|---|
| A: | 90 – 100% |
| B: | 80 – 89% |
| C: | 70 – 79% |
| F: | 69 or below% |

Grading Scale: The following scale will also be used to determine the student's final grade:

- Evaluations: 60%
    - Each evaluation conducted at approximately the midpoint (120 hours) and conclusion of the Externship (240 hours) will each count for 32.5% of the student's total grade.
- Case Study: 5%
- Mock VTNE Exams 10%
    - 3 Mock Exams will be completed during the duration of the students externship
- VTNE Prep: 20%
- Participation: 5%

Student Evaluation of Clinical Setting: At the conclusion of Externship, the student will complete an evaluation of the clinical setting. This document should be turned into the Extern Coordinator on the last day of their Externship. The template for this evaluation is part of the Externship Resource Booklet. This will be a graded assignment and failure to turn in at the stipulated due date will result in a deduction in points for this activity.

## Contagious Respiratory Diseases and Rabies Guidelines

Valley College is obligated to abide by the requirements imposed by our off-site partners used for clinical, externship, field trips, or other Valley College sponsored events. The off-site partners may require vaccinations for contagious respiratory diseases. Any waivers or exemptions are set by the off-site partners. We cannot guarantee alternate site placement for students who do not meet the sites' requirements. This is the reason why vaccinations may be required for students who are in health-related programs.

Rabies: The College is approved by the Committee on Veterinary Technician Education and Activities (CVTEA) and must adhere to their standards. The Committee on Veterinary Technician Education and Activities (CVTEA)'s Policies and Procedures of the AVMA CVTEA, Section VII: 4e. states that the safety of students, program personnel, and animals must be of prime consideration. Veterinary Technician students must be vaccinated against rabies prior to working with live animals as a student and there are no exceptions or waivers available.

## Professional Behavior and Assistance to Patients in General

Below are behaviors that the student is expected to demonstrate throughout their externship.

General Professional Behavior

- Treat pet owners/customers promptly and courteously in a caring manner, making eye contact and use a pleasant expression and tone of voice.
- Introduce yourself by name and title or department. Address patients by their proper title and last name.
- Communicate clearly with pet owners/customers and keep them informed.
- When pet owners/customers need assistance, either provide it (if appropriate) or direct him/her to someone who can help.
- Respect the privacy of the pet owners/customers and the confidentiality of their records. Do not disclose personal or medical information, except when it is necessary in the regular course of business.
- Be attentive to pet owners/customers who are kept waiting for extended periods of time. When this occurs, inform pet owners/customers of the reason for the delay, and notify them if any further delay is anticipated. If appropriate, offer the pet owners/customers the option of rescheduling.

Professional Telephone Behavior

- Apply the same standards of courtesy and promptness to pet owners/customers on the telephone as in person.
- Give the caller the opportunity to respond before being placed on hold.
- Satisfy pet owners/customers' requests within one transfer call.
- Give emergency or urgent messages promptly to the health professional requested.
- Respond to messages that are not urgent within the same day they are received.

Professional Behavior Among Employees and Physicians

- Treat fellow externship staff members with respect and consideration.
- Do not conduct personal conversations when pet owners/customers are waiting for service.
- Do not discuss other staff members, organizational policies, problems, or medical care in public area.

Staff Relations

- You (the extern) should maintain a cooperative, always eager-to-learn attitude. The quality of your externship experience is dependent on the degree of enthusiasm exhibited to the clinical staff.
- Never hesitate to ask staff questions regarding any aspect of patient (animal) care.
- Never hesitate to ask questions of staff regarding customer service to pet owners.
- Do not argue with clinical staff. Should a disagreement that is not readily resolved, contact the Extern Coordinator.
- Follow all rules and regulations of the clinic.

Professional Appearance

- No exceptions – Students will wear appropriate uniform during their externship.
- Students are expected to present a professional appearance and demeanor in the clinical settings.
- Uniforms are to be clean and pressed each clinical day and shoes are to be polished/clean.
- Hair is to be clean, short, or pulled back and contained completely off the neck and shoulders so that it does not fall forward.

- Hair color should be within the natural color range (blondes, browns, blacks, grays).
- Sideburns, mustaches and/or beards are to be clean, short, and neat.
- Fingernails are to be short and clean. Nail polish and artificial nails are prohibited.
- Fragrances and odors that are to be avoided because of offensiveness and/or because they may be medically dangerous to others and include:
    - Sprays, Lotions, Perfumes, Colognes, Powders
    - Body/perspiration odors
    - Halitosis (coffee, strong foods, tobacco odors)
- The following are considered unprofessional and are not allowed during any clinical activity:
    - Jeans, Sweatshirts, sweatpants, shorts and tee-shirts, Tight clothing, leggings, and spandex, Sheer fabrics, Revealing styles such as low necklines, short dress or skirt lengths, Exposed midriffs, or high slit skirts.
    - Visible body piercing except as noted for earrings.
    - Visible tattoos
    - Gum chewing
    - Smoking or use of any tobacco products (not allowed when in uniform as well)

Cell Phone Usage

- Students are not to receive phone calls in the externship facilities unless it is an emergency. Cell phones are to be turned off or switched to a non-ring mode during externship hours.

## Dismissal from the Externship

The student may not graduate from the program if he or she fails to successfully complete the externship course. The externship is a required component (course) of the program. A student cannot participate in the externship course if the student has not met satisfactory academic requirements, programmatic attendance requirements, or followed the code of conduct (followed classroom rules/regulations).

Reasons for suspension or dismissal from the externship may include, but are not limited to:

- Externship Site's Refusal of Student for Externship: A site's refusal of a student for externship participation or refusal to allow a student to return to the site to complete externship requirements.
- Demonstrated Inability to Provide Safe Medical/Veterinary Assisting Care: A student who demonstrates repeated unsatisfactory medical/veterinary assisting care, a significant unsafe event jeopardizing a patient's safety, repeated lack of or inappropriate preparation for patient care, and/or inadequate physical or mental abilities to provide safe medical/veterinary assisting care.
- Policy Violation in the Student Catalog: Any violation of Valley College's Policies as discussed in the Valley College Student Catalog.

The college respects the Preceptor's right to refuse to allow a student to participate at their site. This means that Valley College may immediately remove a student from an externship site based solely on the recommendation of the Preceptor. After the student has been removed, the Campus Director, Director of Academic Affairs (or designated staff member) and Extern Coordinator will investigate the situation and determine the best course of action. After the investigation, the following options may occur once the student is counseled and given a written corrective action plan and follow up plan:

1. The student will be allowed to return to the externship site. The student will sign an Externship Reinstatement Agreement. (OR)
2. If the student cannot return to the same site but will be allowed to continue in the program provided that an alternate site is available. The student will sign an Externship Reinstatement Agreement. If an alternative site is not immediately available, the student will be expected to audit another class until an externship site is available. (OR)
3. The student will be suspended from the program with the opportunity to return to an alternative site after a period designated. The student will sign an Externship Reinstatement Agreement. Up to ten points will be deducted from the student's final grade.

If after the investigation, it is determined by the Campus Director, Program Administrator (or designated staff member) and Extern Coordinator that the student is no longer a candidate for an externship, the student will fail the externship course and be terminated from the program. The student may follow the re-entry or returning student process as described in the Valley College Student Catalog. The Campus Director, with guidance from The Vice President overseeing Academics, will make the final determination if a student will be accepted back in the program.

The process will be followed if a student is asked to be removed from a second site. A student will not be allowed to continue in the program if they are asked to be removed from a third site.

If a student voluntarily withdraws from their externship (VTA250, Veterinary Technician Externship) for personal circumstances, he or she will not be able to complete the Veterinary Technician program. The student will receive a grade of “WP” or “WF” depending on the reason and how many externship hours the student has completed at the time of withdrawal. Students who voluntarily withdraw from their externship and wish to return to finish the program must follow the Re-entry/ Returning Student process discussed in the Admissions section of the Valley College Student Catalog.

# Appendix

## Forms

List of Forms

- Current Contact Information
- Confidentiality Statement
- Informed Consent
- Note for Preceptor – This form will be given to the Preceptor at the site.
- Externship Evaluation Forms - These forms will be used by the staff at the externship site to evaluate the skills you either perform or observe during your externship.
- Student Evaluation of Externship Setting
- Time Sheets - Each day of the externship should be documented and signed for a total of 240 hours for the course.

To successfully complete the Externship:
Site Preceptor must turn in:

- Signed Timesheet(s) that show you have completed 240 hours of site experience.
- Signed Student Externship Evaluations
- Completed *Veterinary Technician Skills Evaluation.*

Valley College must have on file:

- Completed *Veterinary Technician Skills Evaluation* at Midpoint and Final
- Timesheets that prove that the student completes at least 240 hours at the externship site

If a student's file is missing proof of weekly assignments or an evaluation of the site or other externship related documents, the appropriate points will be deducted from the student's final grade.

# VALLEY COLLEGE

## Contact Information

Students are required to submit the address (and immediate notification of change of address), home and cell phone numbers, and email address to their Extern Coordinator and Career Service Advisor at the beginning of their externship. Not only do externship sites require current phone numbers of all students participating in clinical activities, but also Valley College faculty and staff may need to contact students regarding clinical or class matters.

Please print clearly.

Student Name: _____

Student's current address: _____

_____

Student's current phone number:

Day: (____) _____

Cell: (____) _____

Eve: (____) _____

Student's Email Address: _____

Externship Site:

Facility Name: _____

Address: _____

_____

Phone: (____) _____

Preceptor Name: _____

# VALLEY COLLEGE

## Confidentiality Statement

Confidentiality of patient and employee medical information is a legal and ethical right. You are expected to maintain confidentiality of pet owners/customers information in accordance with state and federal law. Actively safeguarding pet owner/customer's rights is a responsibility that we all share. It is a responsibility that, if met, protects our own right to privacy. The patient confidentiality policy prohibits any unauthorized or indiscriminate access to or disclosure of pet owner/customer's personal or pet (animal) information.

No student will have access to or have the right to review any medical record, except where necessary in the regular course of the Veterinary Technician program. The discussion, transmission, or narration in any form by students of any pet owner's information (personal or related to the animal) obtained in the regular course of the clinical program is forbidden except as permitted by law.

Any violation of this policy will constitute grounds for immediate disciplinary action, up to and including discharge from the Veterinary Technician externship.

I understand the Confidentiality Statement and the implications in the Veterinary care setting.

I_____ have read and understand the meaning of this statement.

(Please print your name)

Signature_____ Date _____

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## Informed Consent

I,_____, understand that as a veterinary technician student, I may be exposed to environmental hazards, hazardous materials and radiation, dangerous animals, needlesticks, and infectious diseases including, but not limited to Covid-19, Rabies, and Tetanus, while in an externship facility. Neither Valley College nor any of the externship facilities used for clinical practice assumes liability if a student is injured on the campus or in the clinical facility/practicum during training unless the injury is a direct result of negligence by the college or clinical facility. I understand that I am responsible for the cost of health care for any personal injury I may suffer during my education. I understand that I should purchase private health insurance. I understand and assume responsibility for the practices, objectives, course requirements and inherent risk involved in the education of Veterinary Technician program students at Valley College.

Signature_____Date _____

Name (Please Print) _____

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## A Note for Preceptors

## My externship schedule is:

_____

_____

*A Note for Preceptors:*

Thank you for hosting a Valley College Veterinary Technician student. We appreciate your contribution to the success of our students. Please contact the Extern Coordinator immediately if you have any questions or concerns. This booklet contains all the paperwork required for the student to complete the program. Here is a list of what we ask of you:

- Skills Evaluation: Initial next to any skill the student either performs or observes in your clinic. We hope the student will experience as many of these skills as possible, however the student is not required to have all the skills signed off during the externship.
- Timesheets: Initial the form to show the dates/hours the student has attended/completed.
- Student Evaluation Form: Complete this at the end of the externship.

We ask that you submit the forms to the Valley College Extern Coordinator by one of the following methods: 1) fax or 2) email.

Contact Information:

Thank you,

Valley College Veterinary Technician Program

# VALLEY COLLEGE

## Evaluation Form

Optional Prior to Midpoint Skills Evaluation

Student: _____

Veterinary Technician

| Student appears to show strength in these areas: |
| --- |
| Student could benefit from suggestions for improvement in these areas: |

EVALUATOR SIGNATURE _____

CLINIC _____

DATE _____

COMMENTS

# VALLEY COLLEGE
## Midpoint Externship Evaluation

| | |
|---|---|
| Student's Name: _____ | Program: Veterinary Technician |
| Site Name: _____ | Date of Evaluation: _____ |
| Site Supervisor Name: _____ | Extern Coordinator / Program Administrator Name: _____ |

This evaluation is used for Extern Coordinator / Program Administrator, in conjunction with the Site Supervisor, to rate the performance of the student-extern during training at the externship site.

PROFESSIONALISM

| Evaluation Scale - 1= Needs Improvement 2 = Competent 3 = Skilled | | | |
|---|---|---|---|
| | Regularly adheres to Dress Code | | Takes direction from peers and superiors |
| | Displays a professional demeanor | | Works Independently when needed |
| | Communicates effectively and appropriately with peers and superiors | | Demonstrates problem solving skills when needed |
| | Interacts appropriately with patients/clients | | |

ATTENDANCE & PUNCTUALITY

| Evaluation Scale - 1 = 70 – 80% of the time 2 = 81-90% of the time 3 = 90% + of the time | |
|---|---|
| | Student Regularly arrives to externship site on time and ready to work |
| | Students regularly attends externship as scheduled |
| | Student regularly stays for the duration of the externship session as scheduled |

VETERINARY TECHNICIAN SKILLS

| Evaluation Scale - 0 = N/A 1= Needs Improvement 2 = Competent 3 = Skilled | | | | | |
|---|---|---|---|---|---|
| | Answer Phone Calls | | Read Fecal, Ear, and Blood cytology | | Anesthesia Inductions and surgical prep |
| | Check In and Out Clients | | Perform Radiographs | | Fill Prescription Drugs |
| | Client Education (Discuss preventive medicine) | | Blood Collection | | Calculate dosages for oral and injectable medications |
| | Restrain Dogs and Cats | | IV Catheter Placement | | Draw Up Vaccines |
| | Perform In house Lab work (heartworm, FIV/FeLV, Parvo, etc.) | | Perform Cat and Dog Nail Trims | | Perform Dental |
| | Perform packaging for samples for shipment or pickup | | Perform Monitoring Anesthesia | | Kennels (perform all aspects of animal care) |

Comments:_____

_____

_____ _____
Extern Coordinator / Program Administrator Signature Date

_____ _____
Site Supervisor Signature Date

# VALLEY COLLEGE

## Veterinary Technician Externship Final Evaluation
(Page 1 of 2)

Student's Name:_____Date: _____

Facility Name: _____

Evaluated by: _____

Position/Title: _____

Evaluator Signature: _____

Please rate the extern on characteristics listed below. Check the appropriate space indicating your evaluation of the student while under your supervision according to the Externship Agreement entered into earlier.

| | Outstanding | Very Good | Good | Average | Below Average | Poor | Incompetent |
|---|---|---|---|---|---|---|---|
| 1. Punctuality | | | | | | | |
| 2. Willingness to learn | | | | | | | |
| 3. Dependability/ Responsibility | | | | | | | |
| 4. Thoroughness of work | | | | | | | |
| 5. Acceptance of constructive criticism | | | | | | | |
| 6. Personal appearance | | | | | | | |
| 7. Cooperation with fellow workers | | | | | | | |
| 8. Communication Skills | | | | | | | |
| 9. Professionalism | | | | | | | |
| 10. Acceptance by supervisors | | | | | | | |

### Veterinary Technician Extern Task List

Evaluate the student's overall performance for each section.

Medication and Drugs: Understanding of common drugs in practice; their route, indications, side effects, and contraindications for their use.

| Evaluation (circle one): | Outstanding | Very Good | Good | Average | Below Average | Poor | Incompetent |
|---|---|---|---|---|---|---|---|

Surgery and Procedures: Understanding of common surgical procedures done in practice. Including prep, clean up and follow up.

| Evaluation (circle one): | Outstanding | Very Good | Good | Average | Below Average | Poor | Incompetent |
|---|---|---|---|---|---|---|---|

# Veterinary Technician Externship Final Evaluation (Page 2 of 2)

Anesthesia: Understand uses and risks of common methods of sedating and anesthetizing animals.

| Evaluation (circle one): | Outstanding | Very Good | Good | Average | Below Average | Poor | Incompetent |
|---|---|---|---|---|---|---|---|

Radiographs: Ability to produce good quality diagnostic radiographs.

| Evaluation (circle one): | Outstanding | Very Good | Good | Average | Below Average | Poor | Incompetent |
|---|---|---|---|---|---|---|---|

Laboratory: Perform or prepare sample for tests or shipping.

| Evaluation (circle one): | Outstanding | Very Good | Good | Average | Below Average | Poor | Incompetent |
|---|---|---|---|---|---|---|---|

Client Education: Ability to communicate with client in a manner easy to understand.

| Evaluation (circle one): | Outstanding | Very Good | Good | Average | Below Average | Poor | Incompetent |
|---|---|---|---|---|---|---|---|

Nursing Skills: Understands aspects of hospitalized animal care and outpatient care.

| Evaluation (circle one): | Outstanding | Very Good | Good | Average | Below Average | Poor | Incompetent |
|---|---|---|---|---|---|---|---|

Overall comments:

**When completed please fax to:**
**Attn: Extern Coordinator**
**Thank you.**

*To be completed by Extern Coordinator/Program Administrator*

**Pass ☐**

# VALLEY COLLEGE

## Student Evaluation of Externship Site

Course: VTA250, Veterinary Technician Externship

Name of Facility: _____

Assigned area or unit:

Instructions: Read each statement and mark your response on this form. Do not sign your name.

A = Strongly Agree
B = Agree
C = Disagree
D = Strongly Disagree
E = Not Applicable

| | A | B | C | D | E |
|---|---|---|---|---|---|
| 1. The number of animal patients in the clinical setting was sufficient to meet course objectives | | | | | |
| 2. The range of major health problems represented in the animal patient population was sufficient to meet course objectives. | | | | | |
| 3. The variety of learning opportunities was sufficient to meet course objectives. | | | | | |
| 4. The staff provided positive role models. | | | | | |
| 5. There were sufficient resources (personnel and supplies) available to meet course objectives. | | | | | |
| 6. The attitude of the staff on the unit contributes to a supportive learning environment. | | | | | |

Weekly Timesheet (sample)

This form will be submitted to the Valley College Extern Coordinator every Friday.

Student Name: _____

Externship Site: _____

Week Ending: _____

| Date | | Clock in for Day | Clock out for Lunch | Clock in from Lunch | Clock out for Day | Total Hours for Day | Preceptor Signature |
|---|---|---|---|---|---|---|---|
| Monday | | | | | | | |
| Tuesday | | | | | | | |
| Wednesday | | | | | | | |
| Thursday | | | | | | | |
| Friday | | | | | | | |
| Saturday | | | | | | | |
| Sunday | | | | | | | |
| TOTAL HOURS FOR WEEK | | | | | | | |

Valley College DOAA will confirm totals and enter hours in Campus-Vue. *A total of 240 Externship hours is needed to complete the course.*
Directions and Key Notes:

- Students should round to the nearest 15-minute clock hour, ex. of 12:12 is rounded to 12:15.
- The Site Preceptor is asked to sign each day to confirm the accuracy of the time and submit it to Valley College, c/o the Extern Coordinator every Friday.
- Externs are required to conduct a weekly discussion to review their progress with the Extern Coordinator as illustrated in the Externship Prep Workshop.
- Students are required to sign below confirming their agreement for all hours documented in this Timesheet.

Student Signature Line:

_____ _____

Student Name Date

# VALLEY COLLEGE

## Externship Agreement

I,_____,(student's name) have read and agree to follow all the policies and procedures set forth in the Veterinary Technician Externship Resource Booklet. I realize that I must obey these rules to ensure my own safety, and that of my patients and fellow staff members. I will fully cooperate and closely follow the oral and written instructions provided by the Extern Coordinator. I am aware that any violation of the policies and/or procedures that leads to unsafe actions, insubordinate conduct, or either suspension or dismissal from my externship site may result in being either suspended or termination from the program.

Signature_____Date_____