

Principles of Nail Technology
Fall II 2015

Dana Powell

Office Number 432-335-6450

Office 105

Office Hours : Tues- Thurs 11:30-1

About Your Instructor

I have been a part of the beauty industry most of my life. I was in Cosmetology at Midland High School and completed the Nail Technology Program at Odessa College in 1993. After that I did as most young women do, I began a family. I stayed close to the industry as a Beauty Consultant and owned a home based business. In 2008 I had the opportunity to go back to Odessa College and complete the hours required to obtain my Cosmetology License. In 2009 I became the Advisory Board Chairman for the Odessa College Cosmetology Department. I went to work in a Salon in Midland right away. I realized on this journey what a passion I have for this program and the success and growth of the students who come to school here. So while I was still working in the Salon, I began the Instructor's Program here at Odessa College and received my Instructor's License in 2010. I went to work as a Substitute Instructor the day after my license arrived in the mail and have not looked back. I continued taking classes here at Odessa College and I have an Associates Degree in Applied Science for Cosmetology Instructor. I am also a member of the Phi Theta Kappa National Honor Society Eta Tau Chapter. I am very blessed to now be part of Odessa College and work with such wonderful uplifting people everyday.

Preferred Method of Communication:

I prefer to be contacted through email, however I am not able during the day to check my emails due to lab time so if you need me before that come up to cosmetology or call front desk (432-335-6452) and ask for me.

Expectations for Engagement for Instructor:

As an instructor, I understand the importance of clear, timely communication with my students. In order to maintain sufficient communication, I will provide my contact information at the beginning of the syllabus; respond to all messages within 24 hours if received Monday through Thursday, and within 48 hours if received Friday through Sunday; and, notify students of any extended times that I will be unavailable and provide them with alternative contact information (for me or for my supervisor) in case of during the time I am unavailable.

As an instructor, I understand that my students will work to the best of their abilities to fulfill the course requirements. In order to help them in this area, I will provide clear information about grading policies and assignment requirements in the course syllabus, and communicate any changes to assignments

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and/or to the course calendar to students as quickly as possible.

As an instructor, I understand that I need to provide regular, timely feedback to students about their performance in the course. To keep students informed about their progress, I will post grades for discussion postings within one week of the discussion thread closing. I will

provide grades for major assignments within 2 weeks of the due date or at least 3 days before the next major assignment is due, whichever comes first.

Textbook Information and Required Hardware/Software

Textbook(s):

Milady's Standard Nail Technology 7th Edition

Website:

www.tdlr.state.tx.us

Information About the Course

Course Description

A continuation of the concepts and principles of nail technology. Topics include professional ethics, salon management, client relations, and related skills of nail technology.

Course Prerequisites or Corequisite:

Orientation to Nail Technology

Course Topics:

Nail Technology Chapters 7-14

Grading

| Type of Assignment | Percentage/Points | Learning Objective |
|--------------------|-------------------|--------------------|
| Theory | 20% | |
| State Board | 20% | |
| Exams | 20% | |

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| Attendance/Professionalism | 20% | |
| Skill Sheets/Journals | 20% | |
| 100 | | TOTAL |

Grading Scale:

"A" = 90-100

"B" = 80-89

"C" = 70-79

"D" = 60-69

"F" = 0-59

Grading Policy:

Please understand that this is a required course for the Cosmetology program in order to prepare you to take your licensing exam. **Quality work and active participation is expected and not to be negotiated.**

As a general policy, grades will be taken in class. Any written assignments or tests will be graded outside of class. You can expect feedback on assignments within a week's time.

Student Course Participation

As a student, I understand that I am responsible for keeping up with the course. To help with this, I will

identify alternative computer and internet access in case my primary computer crashes or my internet service is unavailable; recognize that the college provides free wi-fi and computer labs during regular campus hours to help me with accessing my course; and, understand that my instructor does not have to accept my technical issues as a legitimate reason for late or missing work if my equipment or service is unreliable.

As a student, I understand that it is my responsibility to communicate quickly with the instructor any issue or emergency that will impact my involvement with or performance in the class. This includes, but is not limited to getting "kicked off" of the system during tests or quizzes; having trouble submitting assignments; and dealing with a traumatic personal event.

As a student, I understand that it is my responsibility to understand course material and requirements and to keep up with **the course calendar**. While my instructor is available for help and clarification, I will seek out help from my instructor and/or from tutors;

ask questions if I don't understand; and

access my course several times during the week to keep up with assignments and announcements.

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Course Policies

Disclaimer

This syllabus is tentative and subject to change in any part at the discretion of the instructor. Any changes will be in accordance with Odessa College policies. Students will be notified of changes, if any, in timely manner.

Original Effort

The work submitted for this course must be original work prepared by the student enrolled in this course. Efforts will be recognized and graded in terms of individual participation and in terms of ability to collaborate with other students in this course.

Course Alignment with Industry Standards

Course is aligned with the Texas Department of Licensing and Regulation curriculum for Cosmetologist.

Digital Protocol

Cell phones must be placed on either vibrate or silent mode and are to be accessed in emergency cases only. The use of laptops or any other digital device is permitted in order to facilitate note-taking relative to instruction. **Any written assignments will be submitted electronically on Blackboard.** The electronic recording of the time on Blackboard will be considered the time of assignment submission. Take necessary steps to ensure that your assignments are submitted on "Blackboard" time. Back-up and/or additional copies of all assignments submitted is encouraged. **Computers/printers are available to OC students in the LRC (301-303); therefore, not having access to a computer due to technical issues (crash; corrupted files) will not be considered as an acceptable reason for not completing assignments.** If there is a loss of server connection with Odessa College due to maintenance, then an email will be sent to student with pertinent information and status reports. Assignments submitted electronically need to be WORD documents (doc or docx).

Attendance Policy

Students are expected to attend class regularly. Attendance will be recorded using a "sign-in" sheet. Excessive absences will be grounds for disciplinary action, and will be determined on a case-by-case basis. **If you are more than 15 minutes late to class or leave class early without notifying the instructor, this will count as an absence.** Students are permitted 3 absences before a loss of credit.

Regular, punctual attendance is required for all classes in the Cosmetology program. The Cosmetology faculty believes that attendance and punctuality is required at every session of each course for which the student is enrolled. Therefore, you **MUST** be present at your assigned time. An attendance policy is included in every course syllabus. When unavoidable circumstances make attendance impossible, students must provide a satisfactory explanation of their absences to their instructor verbally and in

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writing. Unavoidable circumstances are considered but not limited to: accidents, death, and hospitalization of immediate family members and court ordered subpoenas.

As an Odessa College Cosmetology student, you will be expected to maintain a minimum of 90% attendance for the semester. You will be dropped from the program if you are absent for more than 3 days (18 hours) this semester.

A "tardy" will be defined as:

- attending class 5 minutes after hour of class starting
- Two (2) tardies will equal 1(one) full absence.

When a Cosmetology student is absent, he/she will receive a recorded absence, against the 90% attendance requirement. If you are not present for roll call you will be counted absent on your professionalism grade.

Clinic experiences are a vital component of Cosmetology, Clinic absences are not acceptable. If the student is absent the clinic instructor must be personally notified at least one hour prior to the start of each day.

Make up lab days: Make up lab times are made available to the student that has fallen below the 90% attendance policy (more than 3 absences). This time is required to be made **up before the end of the semester**. These make up times will be announced throughout the semester and will be either on or off campus.

If a student completes the credits, but does not maintain the 90% attendance due to extreme absences and little or no time make up days completed, will have to return the following semester to complete the missed time, by taking a Continuing Ed. Course. The credit completion will not be turned into the Texas Department of Licensing & Regulations, until the TDLR attendance requirements are met.

AVID

This course has been identified as a course by Career, Technical, and Workforce Education as one in which teaching and learning strategies adopted by AVID will be implemented. As a student in the legal program, you will be expected to develop an understanding of the strategies, to model the strategies, to maintain fidelity of implementation, and to examine how these strategies may impact your effectiveness as a professional in your chosen area of occupation, either through coursework or practicum experience as outlined by the course instructor.

Grade Inquiry Policy

It is the responsibility of the individual taking this course to maintain accurate track of assignment submissions and grades. There will be opportunities during the semester to meet with the instructor to discuss your academic progress. Contact the instructor to schedule an appointment. Class time will not be used for grade inquiries. All grades are final.

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General Course Requirements

- Attend class and participate.
- Contribute and cooperate with civility.
- **Submit assignments on time. Late work will not be accepted.** Medical and/or family circumstances that warrant an extension on assignments need to be presented to the instructor. **Extensions will be allowed at the instructor's discretion.**

As a courtesy assignments will be left open on blackboard 5 days after the due date. There will be no other extensions available.

Incomplete Policy

An 'Incomplete' grade may be given only if:

The student has passed all completed work

If he/she has completed a minimum of 75% of the required coursework. A grade of an "I" will only be assigned when the conditions for completions have been discussed and agreed upon by the instructor and the student.

Course Schedule

(Tentative and Subject to Change)

| Date | Class | Assignments |
|--------|-------|---|
| Week 1 | | Chapter 13 and 14 Review Questions Vocabulary Test |
| Week 2 | | Chapter 7 Review Questions Vocabulary Test |
| Week 3 | | Chapter 8 Review Questions Vocabulary Test |
| Week 4 | | Chapter 9 Review Questions Vocabulary Test |

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| Week 5 | | Chapter 10 Review Questions Vocabulary Test |
| Week 6 | | Chapter 11 Review Questions Vocabulary Test |
| Week 7 | | Chapter 12 Review Questions Vocabulary Test |
| Week 8 | Finals Week Practical on Monday Written on Wednesday | Review Final |

Institutional Core Objectives (ICOs)

Description of Institutional Core Objectives (ICO's)

Given the rapid evolution of necessary knowledge and skills and the need to take into account global, national, state, and local cultures, the core curriculum must ensure that students will develop the essential knowledge and skills they need to be successful in college, in a career, in their communities, and in life. Therefore, with the assistance of the Undergraduate Education Advisory Committee, the Coordinating Board has approved guidelines for a core curriculum for all undergraduate students in Texas.

Through the application and assessment of objectives within the institution's core curriculum, students will gain a foundation of knowledge of human cultures and the physical and natural world; develop principles of personal and social responsibility for living in a diverse world; and advance intellectual and practical skills that are essential for all learning. Appropriate Odessa College faculty periodically evaluates all of the courses listed in the descriptions on the following pages of this catalog and keys them to Odessa College's Institutional Core Objectives (ICOs), as defined by the Texas Higher Education Coordinating Board (THECB). (Source: Odessa College Catalog of Courses 2012-2013, page 73)

Odessa College's Institutional Core Objectives (ICOs):

Critical Thinking Skills - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information

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Communication Skills - to include effective development, interpretation and expression of ideas through written, oral and visual communication

Empirical and Quantitative Skills - to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions

Teamwork - to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal

Personal Responsibility - to include the ability to connect choices, actions and consequences to ethical decision-making

Social Responsibility - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities

Learning Outcomes

| Outcome | ICO |
|---|---|
| | Critical Thinking Skills - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information |
| Students will role play on how to communicate with their client. A rubric will be provided to document, student will do oral and writing documentation. | Communication Skills - to include effective development, interpretation and expression of ideas through written, oral and visual communication |
| | Empirical and Quantitative Skills - to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions |
| | Teamwork - to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal |
| | Personal Responsibility - to include the ability to connect choices, actions and consequences to ethical decision-making |
| | Social Responsibility - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities |

Odessa College Policies

Tuition Discounts

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The "First Course is Free" discount waives standard tuition and fees for the first 3 credit hours taken at Odessa College. The discount applies to high school graduates taking their first class at Odessa College as well as transfer students taking their first class at Odessa College.

The "Academic Progress Discount" provides a 10% tuition discount upon completion of 30 credit hours until reaching 45 credit hours. It provides a 20% discount upon completion of 45 credit hours until reaching 60 credit hours. Student must maintain a 2.0 GPA to remain eligible for the discount.

Academic Policies

Note that the OC Student Handbook states (page 32) that "[i]n cases of academic dishonesty, the instructor has the authority to impose appropriate scholastic penalties. Complaints or appeals of disciplinary sanctions may be filed in accordance with the college due process procedure. Copies of the college due process procedure are available in the office of The Director of Student Life (CC104)."

For more information on your rights and responsibilities as a student at Odessa College, please refer to the following: The 411 of OC: Student Handbook 2012-2013; Student Rights & Responsibilities
<http://www.odessa.edu/dept/studenthandbook/handbook.pdf>

Scholastic Dishonesty

Scholastic dishonesty shall constitute a violation of these rules and regulations and is punishable as prescribed by board policies. Scholastic dishonesty shall include, but not be limited to, cheating on a test, plagiarism and collusion.

"Cheating on a test" shall include:

Copying from another student's test paper

Using test materials not authorized by the person administering the test.

Collaborating with or seeking aid from another student during a test without permission from the test administrator.

Knowingly using, buying, selling, stealing or soliciting, in whole or in part, the contents of an unadministered test.

The unauthorized transporting or removal, in whole or in part, of the contents of the unadministered test.

Substituting for another student, or permitting another student to substitute for one's self, to take a test.

Bribing another person to obtain an unadministered test or information about an unadministered test.

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"Plagiarism" shall be defined as the appropriating, buying, receiving as a gift, or obtaining by any means another's work and the unacknowledged submission or incorporation of it in one's own written work.

"Collusion" shall be defined as the unauthorized collaboration with another person in preparing written work for fulfillment of course requirements. (Source: Odessa College Student Handbook 2012-2013, page 29-30)

Special Populations/Disability Services/Learning Assistance

Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this or any other class at Odessa College, please feel free to contact me to discuss your concerns. You may also call the Office of Disability services at 432-335-6861 to request assistance and accommodations.

Odessa College affirms that it will provide access to programs, services and activities to qualified individuals with known disabilities as required by Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990 (ADA), unless doing so poses an undue hardship or fundamentally alters the nature of the program or activity. Disabilities may include hearing, mobility or visual impairments as well as hidden disabilities such as chronic medical conditions (arthritis, cancer, diabetes, heart disease, kidney disorders, lupus, seizure disorders, etc.), learning disabilities or psychiatric or emotional disabilities. A student who comes to Odessa College with diagnosed disabilities which may interfere with learning may receive accommodations when the student requests them and submits proper documentation of the diagnosis. A Request for Accommodations form and guidelines for beginning the request process are available in the OC Help Center or on the Odessa College web site at <http://www.odessa.edu/dept/counseling/disabilities/index.htm>. The college strives to provide a complete and appropriate range of services for students with disabilities such as assistance with testing, registration, information on adaptive and assistive equipment, tutoring, assistance with access and accommodations for the classroom where appropriate. For information regarding services, students with disabilities should contact the Office of Disability Services in the OC Help Center located in Room 204 of the Student Union Building or call 432-335-6433. (Source: Odessa College Catalog of Courses 2012-2013, page 52)

Dropping a Course or Withdrawing from College

Students wishing to drop a non-developmental course may do so online using WebAdvisor, at the Wrangler Express, or Registrar's Office. A student wishing to drop a developmental course or withdraw from college should obtain a drop or withdrawal form from the Wrangler Express or the Registrar's Office. Students are encouraged to consult with instructors prior to dropping a class. Students may not completely withdraw from the college by use of the Web. Students must drop a class or withdraw from college before the official withdrawal date stated in the class schedule. Students who are part of the Armed Forces Reserves may withdraw with a full refund if the withdrawal is due to their being ordered into active duty. A copy of the student's orders must be presented to the Registrar's Office at the time of the withdrawal. For details, please contact the Office of the Registrar. No longer attending class does not automatically constitute withdrawal from that class, nor does a student's notification to an instructor that the student wishes to be dropped. Failure of a student to complete the drop/withdrawal process will result in a grade of "F." (Source: Odessa College Catalog of Courses 2012-2013, page 36)

Student Support Services and Technical Support

Blackboard Support

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I can't log into my Blackboard Course, who do I contact?

Contact the Student Success Center: 432-335-6673 or online at

https://www.odessa.edu/dept/ssc/helpdesk_form.htm. The SSC can provide you with your Blackboard login name.

If you are not sure what your password is, they can reset your password.

I'm having a problem in my Blackboard Course, who do I contact?

For any problem that you have in your online course, always contact your Instructor first. Refer to the Instructor's

Contact Information area of the Syllabus for their preferred method of contact and the expected response time.

Additional Blackboard Help Resources:

| Service | Assistance Provided | Available |
|---|---|-----------------------|
| Blackboard Help for Students | Website with a searchable list of topics on how to navigate and use Blackboard for online courses. | Online Click here. |
| Blackboard On Demand Learning Center for Students | This website provides an extensive list of short tutorial videos for student activities performed in Blackboard. | Online Click here. |
| Blackboard Collaborate: First Time Users | If you have never used Blackboard Collaborate before, this website provides a system requirements check, configuration instructions, and training and resources area. | Online Click here. |
| Blackboard Collaborate: Essentials for Participants | This website provides essential information for Participants of Collaborate sessions. Any Collaborate user, whether first-time or experienced, would benefit from reviewing the information here. | Online Click here. |

Student E-mail Support

How do I set up, access, or update my Odessa College Student E-mail account?

Go to this website and follow the directions on the page: <http://www.odessa.edu/gmail/>.

I can't access my student email! I forgot my password!

Contact the Student Success Center: 432-335-6673 or online at

https://www.odessa.edu/dept/ssc/helpdesk_form.htm. They can provide you with assistance in accessing your student email (created by OC) and can also assist with resetting your student email password. Make sure to have your student ID number available!

Your Blackboard login name is associated with your OC created student email account. All Correspondence for this course will be submitted using your Odessa College student email address.

Support for Students with Disabilities

How do I contact the Office of Special Populations?

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| Main Number | 432-335-6861 |
|-------------|--------------|

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| Campus Location | SUB 204N in the Student Union Building |
| Email | Becky Rivera-Weiss - brivera@odessa.edu |
| Website | To find out more about services provided by the Special Populations office, please visit: http://www.odessa.edu/dept/counseling/disabilities/index.htm |
| Website with Additional Help and Information | http://www.odessa.edu/dept/ssc/ |
| Live Online Assistance / Chat | Click Here (If no one is currently available, please put your email and question(s) in the appropriate areas of the form and hit 'send.' Your question(s) will be addressed as soon as an SSC staff member becomes available.) |

• **MURRY H. FLY LIBRARY**

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|---|---|
| Main Number | 432-335-6640 |
| Email | library@odessa.edu |
| Campus Location | 1 st floor of the Learning Resources Center (LRC) |
| Website with Additional Help and Information | http://www.odessa.edu/dept/library Ask A Librarian: https://www.odessa.edu/dept/library/askalibrarian.htm |

Equipment and Services Provided:

The Murry H. Fly Library, located in the Learning Resources Center, is a full-service academic library whose mission is to provide research and other educational resources to the Odessa College community.

- Super Search, the library's centralized search engine, offers easy access locating materials in the library's collection. The following resources are available through the library.
- **Books, Videos, CDs** – 30,000+ books and 4,000+ media holdings
- **Ebooks** – 50,000+
- **Specialized databases** for current students – 60+
*Remote access requires OC login

- **Magazines, newspapers, & scholarly journals**
- **Interlibrary loan services** of material from participating Texas libraries
- **Online Tutorials**
 - *Tips for research strategies
- **Computers for online research, homework, and printing**
- **Selected textbooks** for short-term use in the library only
- **Photocopier and FAX service** – There is a charge associated with these services
- **VHS/DVDs** – in library use only
- **Quiet study rooms** for individual and group study
 - *Must check in at the main desk
- **Larger meeting rooms** – for events, educational workshops, and group computer use. Reservations required

TUTORING SERVICES

Odessa College provides tutoring services to assist students in meeting their academic and career goals. The College strives to provide new and updated resources and services at no charge to OC students. Computers provide Internet access, Microsoft Office, and software resources to assist OC students in improving their reading, writing, and mathematical skills.

Appointments are preferred, but walk-ins are accepted as availability allows. Tutoring services are offered in a number of locations on and off campus. For more information or to make an appointment:

Student Success Center, located in the Learning Resources Center, provides support for a variety of academic subjects as well as TSI test prep, AVID, study skills training, workshops, assistance with Blackboard, student email, OC portal, student orientation tours, and more.

| | |
|---|--|
| Main Number | 432-335-6878 |
| Email | studentsuccesscenter@odessa.edu |
| Campus Location | 1st floor of the Learning Resources Center (LRC) |
| Website with Additional Help and Information | http://www.odessa.edu/dept/ssc/ |
| Live Online Chat Assistance | Click Here Subject to availability. <i>(If no one is currently available, call or email)</i> |

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Math Lab, located on the second floor of the Wood Math and Science building, provides support for all math-related tutoring

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|---|---|
| Math Lab Main Number | 432-335-6537 |
| Email | mymathlab@odessa.edu |
| Campus Location | Wood Math and Science building, Room 201 |
| Website with Additional Help and Information | http://www.odessa.edu/dept/ssc/math_lab.htm Provides support for all math related tutoring |

Synapse Lab, located on the third floor of the Wood Math and Science building, provides support for all science-related tutoring

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|---|--|
| Synapse Lab Main Number | Coming soon |
| Email | SynapseLab@odessa.edu |
| Campus Location | Wood Math and Science building, Room 308 |
| Website with Additional Help and Information | http://www.odessa.edu/dept/biology/tutoring.htm Provides support for all science related tutoring |

Writing Center, located on the first floor of Wilkerson Hall, provides support for all writing-related tutoring

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|---|--|
| Writing Center Main Number | Coming soon |
| Email | writingcenter@odessa.edu |
| Campus Location | Wilkerson Hall, 106 |
| Website with Additional Help and Information | <u>Coming soon</u> Provides support for writing related tutoring |

Offsite tutoring services are available in the Rodeo and Agriculture Graham Center located in Gardendale

Online tutoring is available 24/7 through Upswing, which will start Fall II, a web-based, student-friendly service

Student Success Center (SSC) / AVID Center

How do I contact the Student Success Center?

Appointments are preferred, but walk-ins will be served as soon as possible.

| | |
|---|--|
| Main Number | 432-335-6673 |
| Campus Location | 1st floor of the Library |
| Website with Additional Help and Information | http://www.odessa.edu/dept/ssc/ |
| Live Online Assistance / Chat | Click Here <i>(If no one is currently available, please put your email and question(s) in the appropriate areas of the form and hit 'send.' Your question(s) will be addressed as soon as an SSC staff member becomes available.)</i> |

Equipment and Services Provided:

The purpose of the Odessa College Student Success Center is to provide assistance to students in meeting their academic and career goals. The SSC strives to continually provide new and updated resources that will empower all Odessa College students to succeed at OC and beyond.

| Equipment/Services Available | Used For | Available |
|--|--|--|
| Tutoring by CRLA & Avid trained tutors | Understanding course work and motivation | On Campus and Online Click here for more information. |
| Student Information Seminars (SIS) | Demo email, Blackboard and SSC resources | On Campus and Online Click here for more information. |
| Study Skills | Tools needed to succeed | On Campus and Online Click here for more information. |
| Basic Technology | To navigate classes, email, etc. | On Campus and Online |
| Plato Web | Practice for TEAS test and basic math, | On Campus and |

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| | science, etc. | Online Click here for more information. |
| Project T.I.E. | Practice for GED/COMPASS | On Campus and Online Click here for more information. |
| Student Orientation/Tour | Show individual students where their classes will be. SIS presentation | On Campus |
| M.O.R.E. Mentoring Program | Networking, tips to navigate college life successfully | On Campus Click here for more information. |
| Smart thinking | Online tutoring service. Connect with an e-structor and interact with a live tutor. | Online Click here for more information. |

Veterans Support

How do I contact the office for Veteran's Outreach?

| | |
|-----------------|---|
| Main Number | 432-335-6833 |
| Campus Location | 204M (Help Center) in the Student Union Building |
| Email | Gloria Rangel - grangel@odessa.edu |
| Website | To find out more about services provided by the Veteran's Outreach office, please visit: http://www.odessa.edu/dept/counseling/veterans/index.htm |