

Sociology 1301 – Introduction to Sociology

Faculty Information



Name: Professor Name Here
E-Mail: Professor@odessa.edu
Phone: 432-###-####
Office: ####

Office Hours	
Campus Office Hours:	(Office Hours Here)
Online Office Hours:	(Online Office Hours Here)

About Your Instructor

(Enter information about yourself here.)

Preferred Method of Communication:

(Use this section to define what method of communication you would prefer to get from students. If you want them to email you, tell them to use the email address given above. If you want them to call you, tell them to call you on your office phone during the hours you will be in your office, or your cell phone, etc.)

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

1. provide my contact information at the beginning of the syllabus;
2. respond to all messages within 24 hours if received Monday through Thursday, and within 48 hours if received Friday through Sunday; and,
3. 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

1. provide clear information about grading policies and assignment requirements in the course syllabus, and
2. communicate any changes to assignments 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

1. post grades for discussion postings within one week of the discussion thread closing.
2. 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):

The Sociology Project and companion MySocLab. This is an online homework, tutorial, and assessment program that truly engages students in learning. MySocLab helps students better prepare for class, quizzes, and exams.

1. Purchase the book/package - ISBN for purchasing/ordering is 126923269x;
2. You get an access code with the package and then you use MYSOCLAB/Sociology Project. Course id is given when semester begins.

Hardware: See <http://www.odessa.edu/dept/it/web/requirements.htm>

(Access to the following):

Computer: A minimum of 2GB RAM, 1.7 GHz or higher recommended, and a monitor of at least 800 X 600 resolution.

Peripherals: Speakers or headphones will be needed to listen to audio files. You should have access to a microphone and webcam if needed for assignments.

Internet Connection: A high-speed Internet connection (Cable or DSL) is necessary for this course. If you do not have a broadband connection you can use a computer on campus for assignments.

Software:

Anti-virus software is highly recommended. Windows Media Player, Quick Time, Real Player, or Adobe Shockwave is recommended for playing audio or video files.

Email: Students enrolled in OC courses **MUST use** their **OC Gmail account** for all email correspondence. **DO NOT** use the email link that is available within Blackboard when sending email to your professor.

Browsers and Settings: Blackboard may be accessed from most modern web browsers: Apple's Safari, Google's Chrome, Mozilla's Firefox, Mozilla's Camino, or Microsoft's Internet Explorer. Users have noted some compatibility issues with the latest version of Internet Explorer. Make sure to enable cookies and disable all pop-up blockers, especially those that come with Yahoo and Google toolbars.

Websites:

The Census Bureau
The Centers for Disease Control and Prevention
The PEW Research Center
United Nations
Population Connections
Population Reference Bureau
The Sentencing Project
The Sexuality Information and Education Council of the US
The FBI - Uniform Crime Reports
The Bureau of Justice Statistics
Pro.Con.Org
Globalization 101

Information About the Course

Course Description

Sociology is the scientific study of human society, including ways in which groups, social institutions, and individuals affect each other. Causes of social stability and social change are explored through the application of various theoretical perspectives, key concepts, and related research methods of sociology. Analysis of social issues in their institutional context may include topics such as social stratification, gender, race/ethnicity, and deviance. (COs 1, 2, 3, 5)

Course Prerequisites: NONE.

Course Topics:

1. The Sociological Imagination
2. Studying the Social World
3. Culture, Media and Communication
4. Social Interaction
5. Social Structure
6. Crime, Deviance and Social Control
7. Social Stratification
8. Race and Ethnicity
9. Immigration
10. Gender and Sexuality
11. Families and Family Life
12. Sociology of Religion
13. Education
14. Population, aging and Health
15. Environmental Sociology
16. Globalization

Grading

Type of Assignment	Points	Learning Objective
1. Introduction Post	20	
2. Scavenger Hunt	60	6, 7
3. Multiple choice quizzes (8 at 30 points each) 240 points	240	1, 2, 3, 4, 5, 6
4. Writing assignments/essays (6 at 80 points each)	480	1, 2, 3, 4, 5, 6, 7

5. Small group discussions (5 * 40)	200	1, 2, 3, 4, 5, 6, 7
	1000	
		TOTAL

Grading Scale:

880 - 1000 points =	A
780 - 879 points =	B
680 - 779 points =	C
580 - 679 points =	D
Under 579 points =	F

Grading Policy:

Multiple Choice quizzes are graded automatically. Group discussion, and essays and exercises take about a week to grade and return to students. Students can and should check grads any time during the semester under the MY GRADES button.

Student Course Participation

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

1. identify alternative computer and internet access in case my primary computer crashes or my internet service is unavailable;
2. recognize that the college provides free wifi and computer labs during regular campus hours to help me with accessing my course; and,
3. 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

1. getting "kicked off" of the system during tests or quizzes;
2. having trouble submitting assignments; and
3. 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

1. seek out help from my instructor and/or from tutors;
2. ask questions if I don't understand; and
3. access my course several times during the week to keep up with assignments and announcements.

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.

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 must check into Blackboard at least 3 times each week - look at both the Announcements page and General Discussion board. For Small Group discussion, see Modules for access to your group.

AVID (Achievement Via Individual Determination)

This course has been identified as a course by the Arts and Sciences Division at Odessa College as one in which teaching and learning strategies adopted by AVID will be implemented.

"AVID, Advancement Via Individual Determination, is a college readiness system for elementary through higher education that is designed to increase school wide learning and performance. The AVID College Readiness System (ACRS) accelerates student learning, uses research based methods of effective instruction, provides meaningful and motivational professional learning, and acts as a catalyst for systemic reform and change."

Grade Inquiry Policy

Students can find their grades any time during the semester under the "My Grades" button to the left. It is the responsibility of the student to maintain track of assignment submissions and grades. You can meet anytime with the instructor to discuss your academic progress. Just call 335-6555; 413-4612 or contact instructor using Course Messages.

General Course Requirements

1. Attend class and participate.
2. Contribute and cooperate with civility.
3. 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.

Incomplete Policy

An 'Incomplete' grade may be given only if:

1. The student has passed all completed work
2. 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.

Ethics/Cheating/Plagiarism

Ethics, Cheating and Plagiarism "Using someone else's ideas or phrasing and representing those ideas or phrasing as our own, either on purpose or through carelessness, is a serious offense known as plagiarism. "Ideas or phrasing" includes written or spoken material, of course, from whole papers and paragraphs to sentences, and, indeed, phrases. Plagiarism also includes statistics, lab results, art work, etc. "Someone else" can mean a professional source, such as a published writer or critic in a book, magazine, encyclopedia, or journal; an electronic resource such as material we discover on the World Wide Web; another student at our school or anywhere else; a paper-writing "service" (online or otherwise), which offers to sell written papers for a fee." (statement taken from <http://webster.commnet.edu/mla/plagiarism.shtml>)

I do not tolerate cheating in any form. If you plagiarize on an essay, copy from another student or cheat on an exam once, that assignment will receive a "0." If you plagiarize copy or cheat the second time, you will receive an "F" in the course.

Cutting and pasting any information from any Internet source is considered cyber plagiarism and will result on a 0 for the first offense and an F in the course for any subsequent offenses.

See the section on "Scholastic Dishonesty" in the updated Odessa College Student Handbook.

About MYSOCLAB Assignments

1. The work in MYSOCLAB is to supplement student learning;
2. The grades in MYSOCLAB for any assignments, WILL NOT be part of the final grade;
3. Some assignments in MYSOCLAB will be assigned as essay/exercise assignments, but you will be specifically instructed about them;
4. All grades are in Blackboard, under MYGRADES button.

About Small Group Discussion

1. Each Topic runs for a 2 week period as indicated on syllabus;
2. Each topic is worth 40 points;
3. Students must post 1 original post to instructor question AND at least 2 other posts in response to other student posts during the 2 week period = 3 posts total.
4. Posts MUST be on at least 2 different days;
5. Post like "I agree"... "fluff" don't get credit;
6. Like all good sociologists, your responses to others and in discussion overall, are to encourage critical thinking and asking questions of one another;
7. Cutting and pasting from any source is plagiarism and gets 0 credit.

About Quizzes

1. Are multiple choice;
2. Have 30 questions; you get 45 minutes to take;
3. You can retake ONE quiz during the semester;
4. Taking pre and post tests in MYSOCLAB is a good thing

Core Objectives (COs)

Description of Core Objectives (COs)

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 Core Objectives (COs):





1. *Critical Thinking Skills (CT)* - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
2. *Communication Skills (COM)* - to include effective development, interpretation and expression of ideas through written, oral and visual communication
3. *Empirical and Quantitative Skills (EQS)* - to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions
4. *Teamwork (TW)* - to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal
5. *Social Responsibility (SR)* - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities
6. *Personal Responsibility (PR)* - to include the ability to connect choices, actions and consequences to ethical decision-making

Discipline Core Statement

SOCIOLOGY

Sociology 1301 utilizes the scientific method to study and explain human behavior. All courses include instruction of the scientific method, empirical data analyses and relevant theoretical and conceptual application. All courses require students to critically analyze the impact of society and culture on many aspects of human behavior, and require students to illustrate their understanding of course content using written and/or verbal communication skills. Students also explore social issues, their consequences for society and the world, and their own values, actions and responsibilities surrounding these issues.

 = Required Core Objectives

Foundational Component Area	SCH	CT	COM	EQS	TW	SR	PR
Social/Behavioral Sciences	3						
<p>Courses in this category focus on the application of empirical and scientific methods that contribute to the understanding of what makes us human. Courses involve the exploration of behavior and interactions among individuals, groups, institutions, and events, examining their impact on the individual, society, and culture.</p>							

Course Objectives

1. Compare and contrast the basic theoretical perspectives of sociology.
2. Identify the various methodological approaches to the collection and analysis of data in sociology.
3. Describe key concepts in sociology.
4. Describe the empirical findings of various subfields of sociology.
5. Explain the complex links between individual experiences and broader institutional forces.
6. Be familiar with numerous organizations and websites that are relevant to the field of sociology.
7. Report having improved Internet research skills, data analysis, and academic writing skills.

Learning Outcomes

Outcome	CO
1, 3, 4, 5	<i>Critical Thinking Skills</i> – to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
4, 7	<i>Communication Skills</i> – to include effective development, interpretation and expression of ideas through written, oral and visual communication
1, 2, 4	<i>Empirical and Quantitative Skills</i> – to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions
	<i>Teamwork</i> – to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal
6	<i>Social Responsibility</i> - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities

	<i>Personal Responsibility</i> - to include the ability to connect choices, actions and consequences to ethical decision-making
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Odessa College Policies

Tuition Discounts

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:

1. Copying from another student's test paper
2. Using test materials not authorized by the person administering the test.
3. Collaborating with or seeking aid from another student during a test without permission from the test administrator.
4. Knowingly using, buying, selling, stealing or soliciting, in whole or in part, the contents of an unadministered test.
5. The unauthorized transporting or removal, in whole or in part, of the contents of the unadministered test.
6. Substituting for another student, or permitting another student to substitute for one's self, to take a test.
7. Bribing another person to obtain an unadministered test or information about an unadministered test.
8. "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.
9. "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

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?

Main Number	432-335-6861
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>

Learning Resources Center (LRC; Library)
How do I contact the Learning Resource Center?

Main Number	432-335-6640
FAQ Service	LibAnswers: http://libanswers.odessa.edu
Contact a Specific OC Librarian	Pat Quintero at 432/335-6350 or pquintero@odessa.edu Donna Clark at 432/335-6645 or dclark@odessa.edu Carolyn Petersen at 432/335-6641 or cpetersen@odessa.edu
LRC Services and Guidelines Website	https://www.odessa.edu/dept/library/services/index.htm

Equipment and Services Provided:

The Murry H. Fly Learning Resources Center (LRC) supports the college's curriculum resulting in a primary emphasis on each student's individual study and research needs. The faculty and staff work with the LRC's Technical Services and Public Services Departments in choosing materials to support all college programs. More than 59,000 books, 50,000 electronic books, 350 current periodicals, 6,700 media holdings, eight newspapers, and 60 databases are available to enhance the educational process.

Equipment/Services Available	Used For	Available
Books, videos, CDs	Research	On Campus and Online
Specialized databases not available online for free	Research	On Campus and Online
Magazines, newspapers, & scholarly journals	Research	On Campus and Online
Computers	Research & word processing	On Campus
Selected textbooks for short-term use	Course work	On Campus
Trained staff	Answer "where do I find?"	On Campus and Online
Tutorials	Tips for research strategies	On Campus and Online
Photocopiers, VHS/DVD players, FAX service	For course work	On Campus
Quiet study areas	For course work	On Campus

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, science, etc.	On Campus and 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