

College of The Albemarle

Dental Assisting Certificate Program Student Handbook

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Revised

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Welcome!

The COA Dental Assisting Certificate Program's faculty and staff are excited to assist you with your educational goals. This is a new era in your life and we are here to help you reach your goal as a dental assistant. This manual has been prepared to help orient you through the COA Dental Assisting Certificate Program.

Please keep this manual at your fingertips at all times!!! Students are expected to exercise good critical thinking skills and show responsibility by being knowledgeable of and compliant with all policies contained within this manual – whether they pertain to the classroom, lab, clinic, or external rotation sites.

The faculty and staff of the COA Dental Assisting Certificate Program wish you much success in your studies. By walking into class on the first day of dental assisting school, you have just accomplished one of the first milestones towards earning a Dental Assisting Certificate and the credentials associated with this most rewarding career.

***The policies/rules contained within this manual are not all inclusive; additional information will be relayed in class as necessary. Policies are subject to change with notice.**

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Mission

The mission of College of The Albemarle (COA) is to transform lives in an accessible, supportive educational environment that promotes academic excellence, lifelong learning, workforce development, and community relationships through exceptional service that fosters student success and improves the quality of life for all.

Vision

COA's vision is to transform lives by inspiring and empowering the individuals and communities of our region.

Core Values

Integrity: We value honesty, dignity and trust.

Respect: We value and care about people.

Diversity: We value equity and inclusion.

Community: We value relationships and service to others.

Collaboration: We value communication, unity and partnerships.

Equal Opportunity

COA is committed to the principle of equal opportunity and strives to treat all students, employees and applicants — for admission or employment — with respect. It's the college's policy to comply with the provisions of the Civil Rights Act of 1964 and other acts banning discrimination because of race, national origin, color, religion, gender, disability, age or political affiliation.

All of the policies, rules, and regulations of College of The Albemarle, as published in the College Catalog and Student Handbook, apply to Dental Assisting students in addition to the policies, rules, and regulations published in this program handbook. In instances where College policies may conflict with program policies, the policies, rules, and regulations of the program will take precedence. During clinical education, students are also subject to the policies, rules, and regulations of the clinical facilities to which they are assigned.

The Dental Assisting Certificate Program reserves the right to revise these policies at any time that it is deemed necessary for the proper function of the program. Students will be subject to any and all revisions upon receiving written notice stating the revision and its effective date.

DENTAL ASSISTING CERTIFICATE PROGRAM PHILOSOPHY

The philosophy of the dental assisting certificate program is based on providing excellence in teaching to the student, providing quality oral health care to all patients, and providing the community with a source for education and information on oral health.

The faculty members believe that learning is a life-long process and that the educational environment provides for intellectual development as well as personal growth. The Faculty members believe that each student is an individual who seeks to explore new avenues of learning and broaden their horizons and opportunities with education. The Faculty members recognize that students learn by different modalities and at different rates; that students present from a variety of backgrounds, circumstances, and needs; that learning is a process that involves sharing of information between the student and the faculty; and that both students and faculty contribute to the way in which the teaching/learning process occurs. The Faculty members also believe that the ultimate responsibility for learning rests with the student and that each individual is responsible for their own actions and decisions. Finally, the Faculty members believe that learning can only occur when there is mutual respect between the student and faculty.

The Faculty members hold the view that learning takes place from the simple to the complex and that dental assisting education is an inseparable combination of clinical skills and theoretical knowledge. Such knowledge and skills (clinical and didactic) are reflected through a combination of cognitive, psychomotor, and affective behaviors. The dental assisting student must possess those basic and expanded skills that allow them to meet the comprehensive needs of the individual patient and the community at large while performing within the jurisprudence of the state in which they practice and in accordance with a personal and professional code of ethics.

The dental assisting faculty will provide students with excellence in teaching in both classroom and clinical settings. Faculty members will be facilitators of learning who present the student with theoretical, clinical, and practical knowledge. Faculty members will emphasize critical thinking and problem solving, continued professional development, life-long learning and commitment to providing quality oral health care. Faculty will serve as positive role models for the student and will demonstrate professionalism, enthusiasm, and consideration when dealing with both patients and students.

Finally, the faculty members are committed to the continual review of information on which dental assisting education is based, to utilize evidence-based research for all phases of the program, and to encourage the student to commit to life-long learning after completion of the program

COA DENTAL ASSISTING CERTIFICATE PROGRAM

The Dental Assisting Certificate Program is a part-time program that consists of three terms. Classes are held at COA and external clinical sites affiliated with COA by contract.

The Dental Assisting Certificate Program prepares individuals for clinical dental assisting. Once an individual has completed the program, they are eligible to take the Dental Assisting National Board's (DANB) National Entry Level Dental Assisting (NELDA) certification.

Clinical dental assistants work under the direct supervision of a licensed dentist. Work environments include a variety of settings, which may include private dental offices, hospital clinics, health department facilities, governmental clinics, and correctional facilities.

DENTAL ASSISTING NATIONAL BOARD

The Dental Assisting Certificate Program is accepted by the Dental Assisting National Board, Inc. (DANB) for the National Entry Level Dental Assistant (NELDA) certification program and assigned COA the following program code: **4059** (students will use this code on their DANB exam applications). COA is listed on the DANB website: <https://www.danb.org/en/The-Dental-Community/Dental-Assistants/Dental-Assisting-Programs/DANB-Accepted-Programs-for-NELDA-Certification/Post-Secondary-Dental-Assisting-Programs.aspx>.

GRADING SCALE FOR THE DENTAL ASSISTING CERTIFICATE PROGRAM

Based on 100%, grades are determined as follows (COA standard grading scale):

- A = 90-100
- B = 80-89
- C = 70-79
- D = 60-69
- F = Below 60

Each course has specific requirements for which grades are calculated at indicated percentages.

DENTAL ASSISTING COURSE COMPONENTS

Dental Assisting courses may consist of the following three components:

Class: Lectures, quizzes, examinations, classroom presentations, classroom participation and assigned projects.

Laboratory/ Laboratory instruction, which involves the use of models, mannequins and peer patients. Instruction will take place in the laboratory, the radiology clinic and/or the main clinic. Evaluations of laboratory performance will be utilized for grading and progression in the program.

Clinical: Clinical instruction, which involves performing dental assisting skills (not paid) in a dental office under the guidance and direction of a preceptor. Evaluations of clinical performance will be utilized for grading and progression in the program.

PROGRAM PROGRESSION

The following criteria will be required for progression in the Dental Assisting Certificate Program:

1. Completion of all Dental Assisting courses in the sequence outlined in the Dental Assisting Curriculum Section with a minimum grade of "C" or better. In order to earn a "C" the student must earn a minimum numerical course grade as specified in the course syllabus.
2. Complete all requirements for each course as outlined in each course instructor syllabus.
3. Maintain ethical, professional and personal standards throughout the whole program.

Students who do not fulfill these requirements will not progress in the Dental Assisting Certificate Program.

DENTAL ASSISTING COURSES

Enrollment in these classes is limited only to those students who are admitted to the Dental Assisting program. These courses are offered once a cohort and cannot be taken out of sequence. All courses must be completed with a grade of "C" or above according to COA's grading scale and in accordance with the Program Progression section.

The Dental Assisting courses will provide opportunities for the student to:

1. Develop the skills necessary for current dental assisting practice and provide opportunities for the student to develop competencies that are based on cognitive, psychomotor, and affective behaviors.

2. Integrate basic scientific theory and the concept of evidence-based dentistry to patient care.
3. Conduct themselves in a manner which exemplifies high standards of ethical and professional conduct.
4. Develop clinical and interpersonal skills with a variety of patient populations and specialty dental offices.
5. Learn facts, principles, and skills in a sequence from the simple to the complex, using multiple learning modalities.
6. Consider the patient as a whole entity with the understanding that disease in the oral cavity reflects and can affect the health of the whole body.
7. Abide by the COA and dental assisting academic honesty policy stated in each course syllabus and all policies in the student handbook.

CLINICAL REQUIREMENTS

Refer to each course syllabus for clinical requirements.

Failure to complete **all** clinical requirements results in an “F” for the course. A final course grade of F will result in program dismissal.

CLINICAL COMPETENCIES/LAB SKILLS

Clinical and lab courses have a number of Clinical Competencies that must be performed by students. Some clinical competencies and lab skills may be completed while treating peer patients. The nature and deadlines for the clinical competencies and lab skills are included in the course syllabus for each clinic course and lab course. The passing grade for each clinical competency and lab skill will be addressed in the syllabus. Some specific clinical competencies and lab skills have a higher passing grade as specified in the course syllabus for the course.

If a student fails to obtain a passing grade in a clinical competency and/or lab skill, remediation for that particular procedure may be required. The clinical instructor will determine if remediation is necessary, but it is the student's responsibility to schedule remediation sessions at a time when the faculty is available. Faculty will not be available for remediation after regular clinical hours (8:30 pm EST).

After failing a clinical competency or lab skill, students have two additional opportunities to successfully complete it. The original grade earned will be the grade documented in the grade book.

If a student fails on the second try and has to retake a clinical competency or lab skill a third time, the collaborative grading process will be used. If the student earns a minimum passing grade, the recorded grade will be the first attempt grade. **Failure to pass a competency or lab skill on the third try will result in being dismissed from the program.** The course instructor and the Instructor will meet to discuss the student's performance.

If a student fails three competencies testing different skills or lab skills, during the same term, the faculty and the Instructor will evaluate the student's performance. Depending on individual circumstances, the student may be given additional remediation or be dismissed from the program.

Students who are deemed unsafe by the faculty while performing any Clinical Competency may not perform that procedure on peer patients until remediation has been performed. Consistent unsafe performance during remediation and Clinical Competencies will result in the student's dismissal from the program.

REMEDIATION

In some instances, a student may require additional instruction beyond that which is possible during the scheduled course or clinic time. In the event a student requires additional instruction in a specific course, clinic, or lab, **the student may request remediation** or advice from the appropriate course instructor. Although the course instructor may notify the student of lack of progress in a class, lab, and/or clinic, it is the student's responsibility to keep track of grades and clinical progress.

Remedial academic instruction is considered to be guided experience to improve the knowledge, competency, and/or skills of the student. Remediation may include:

- A. Assignment of additional homework;
- B. Assignment of additional reading;
- C. Required participation in individual review sessions with faculty;
- D. Required meetings with faculty during office hours;
- E. Referral to the academic counselor for study skills and time management techniques; and/or,
- F. Referral to the LAC center.

Remedial clinical instruction is considered to be guided experience to improve the clinical skills of the student. Remediation may include:

- A. Reviewing lab or clinical competency grade sheets with the student
- B. Practice perfecting the skills identified as inadequate on the competency grade sheet.
- C. Retesting on a failed proficiency can occur only after remediation has occurred.
- D. If the student should fail a competency the first time, review of the competency grade sheet and remediation must occur before a second or third attempt is made.

For all attempts at remediation, the results of that remediation or the failure to participate in remediation will be documented as part of the student's record. Failure to

participate in remediation when indicated can greatly diminish a student's ability to successfully complete the Dental Assisting Certificate Program and may result in the student's dismissal.

CLASS/CLINIC/LABORATORY ACCESS

If a student needs to use the clinic for any reason, other than open clinic or scheduled clinic sessions, he/she must previously arrange this time with the Director or an instructor. Students are not allowed in the clinic area without an instructor present or appropriate clinical attire.

EXTERNAL CLINICAL ROTATIONS

- Regular attendance is imperative in order for students to maximize instruction in this course. The student is encouraged to maximize learning through active participation and self-assessment.
- Students are required to attend all scheduled external clinical rotation in Term 3.
- If a student does not attend a rotation scheduled by Dental Assisting Certificate Program, he/she will not be able to continue in the Dental Assisting Certificate Program
- If a student must be absent due to illness or an emergency situation, the student or an immediate family member must contact the site supervisor AND the Instructor prior to the scheduled session.
 - In the event a student is absent due to illness or emergency situation, the student is encouraged to provide documentation regarding absence.
- In the event a student does not present to the external clinical rotation site during a scheduled time, the student must make-up all missed hours.
- Rescheduling any missed hours is at the discretion of the site supervisor and/or the Instructor.
- Students must remain on-site for all scheduled hours regardless if there is a patient or procedure scheduled.
- Those students who incur absences in excess of the attendance policy may be dropped from the course.
- Failure to complete requirements for any DEN 3300 course by the end of the term will result in a grade of F at the discretion of the clinical course director, which includes completing external rotations.

DEPARTMENT POLICIES

HEALTH AND PHYSICAL EXAMINATION REQUIREMENTS

A satisfactory health examination is required of Dental Assisting students prior to entrance in the program. The initial health form will be provided to you. The form must be returned by the designated date written. The health examination consists of a general physical examination, which includes a health history, a PPD skin test, vaccines and lab tests. The student must also provide proof of immunization as stated in the COA General Catalog, as required by the state of North Carolina.

Students should always rely on standard precautions to prevent the spread of infectious diseases.

It is recommended that those health care providers who come into contact with body fluids be vaccinated against Hepatitis B. All students will be required to do one of the following:

- a. Be vaccinated against Hepatitis-B or
 - b. Show evidence of having had the vaccine or
 - c. Sign a vaccination waiver due to an existing medical condition or
 - d. Sign an informed refusal waiver. Many clinical facilities affiliated with the college
- are now requiring that students be immunized against Hepatitis-B.

(This may prevent the student from progressing in completing their clinical rotations.)

Students must receive their first Hepatitis B vaccination by the first day of class in the first fall semester. The deadline for receiving all vaccinations (to include the 2nd HepB) is by the end of the 2nd term (prior to clinical rotations). Students must have the Hep B series completed by the completion of the program.

A titer is used to check immunity from a previous vaccination. After completion of the Hepatitis B vaccine, a titer must be completed (1-2 months after completing the vaccine series, this will be done after completion of the program).

Students will be required to have a **PPD test** evaluation of exposure to tuberculosis. Initially all students are required either a current 2-step TB skin test (two 1-Step TB skin test administered 1-3 weeks apart) or 2 consecutive annual TB skin tests (most recent test administered within the past 12 months). If a positive result, a student must provide documentation of a clear chest x-ray administered in the past 12 months (lab report required).

LIABILITY AND HEALTH INSURANCE

Liability Insurance: All Dental Assisting Students are required to maintain professional liability insurance. A policy is provided that consists of \$1,000,000/\$3,000,000 limits in any one year. The premium is paid at the beginning of the initial term in the Dental

Assisting Certificate Program. Students must pay the liability insurance fee at the time of registration. This payment will be reflected on the student's statement through the COA portal. This insurance only covers individuals while in their role as Dental Assisting students during clinic at COA and during external rotations.

Health Insurance: Students are encouraged to maintain their own health insurance and see the physician of their choice, as the college does not provide these services. Charges for health services in case of student illness or injury on the campus or clinical sites are generally the student's responsibility. Students may purchase accident insurance from the college.

General Accident Insurance: General accident insurance is included in college tuition fees. The cost of the insurance is \$1.25. This insurance does not cover needle stick injuries that may occur during patient care. It is a broad insurance policy that covers a physical injury that may occur on COA property.

ATTITUDE

A cheerful, dedicated dental auxiliary is an asset to the dental team. All personal problems should be left outside the doors of College of The Albemarle and clinical sites. Any personal problems that interfere with achieving the objectives of the Dental Assisting Certificate Program should be discussed with a faculty member or counselor. Academic problems or problems related to a specific course should be discussed with the lead instructor of the course. If a mutually agreeable solution is not found, the problem should be taken to the department head. All staff and faculty are concerned with the welfare of our students and will do anything possible to improve the learning experience.

GRADE POLICY

A final grade of a "C" is required for all courses in the Dental Assisting Certificate Program. A student will be dismissed from the program for any final grade less than a "C."

QUALITY STANDARDS FOR ONLINE COURSES

For all online courses, please review Appendix A - COA Appendix A Online Quality Standards. These standards are for online courses only.

FACULTY AVAILABILITY

Program officials of the Dental Assisting Certificate Program are sensitive to the challenges you face as a student and are willing to listen to your concerns. Program officials are committed to helping you achieve program excellence. The faculty members of the Dental Assisting Certificate Program are always willing to offer themselves available to students and will be happy to schedule appointments as needed. Faculty access hours and how to contact them are posted each term on their syllabus.

Faculty members typically respond to student e-mails within 24 hours Monday-Friday and

within 36 hours on weekends. Student e-mails during breaks and holidays are typically answered within 36 hours. These e-mail response times are during reasonable hours (i.e. e-mails sent late at night will not be answered until the next day).

The faculty member may only be contacted on his/her cell phone ONLY for (a) an emergency situation, (b) with prior permission, or (c) as instructed by the faculty member. However, personal calls, questions, & comments that can wait to be answered/addressed in the classroom/office are unacceptable.

Emergency (definition) a situation of a serious nature, developing suddenly and unexpectedly, and demanding immediate action. Students are never to call faculty during the faculty's personal time off (i.e. holidays, personal leave – vacation or sick days, off-contract).

CPR REQUIREMENTS

A CPR certification card with the date of certification and recommended renewal date or expiration date is required as proof of CPR certification. CPR certification will be scheduled prior to or during the first term by the Dental Assisting Certificate Program for all students. This is a 2-year certification.

PREPARATION FOR CLASS AND LEARNING ACTIVITIES

Student preparation for class or other learning experience is required to facilitate maximum benefits from planned learning activities. Students are expected to complete assigned readings **prior** to lecture/clinic. Failure to review material (written or media) may result in dismissal from that class until requirements are met. The student will be recorded as absent in this event. Students are expected to have all instruments, equipment, etc. present in preclinic/clinic as instructed. Failure to arrive to class/clinic/rotation site prepared to perform scheduled tasks will result in discipline penalties.

PATIENT PROCUREMENT

Patient Procurement: Individual courses such as radiography **require that students obtain their own patients** to fulfill specific requirements. Each instructor will inform the students of the patient requirements at the beginning of the course. Patient requirements will be stated in writing on the course syllabus. Students may use their relatives, friends, spouses, and students on campus, provided they meet the requirements of the course. It is the responsibility of the student to make sure they have such patients.

ATTENDANCE POLICY

It is the belief of the Dental Assisting faculty that regular attendance at scheduled classes, laboratories and clinic is necessary for the student to attain maximum success in the pursuit of his/her studies. If a student is absent, he/she is

responsible for securing handouts, notes, etc. for missed classes. Assignments, quizzes and tests may be made up at the faculty's discretion. Details of the policy will be provided in the instructor's course syllabus.

The student, if at all possible, must notify the faculty of the absence prior to the class meeting by calling the Department's secretary and/or the instructor's office number.

A record of all aspects of attendance will be kept in each class/clinic for each student. This information may be included when references are requested.

Serious extended illness or VERY unusual circumstances leading to absences will be further evaluated on an individual basis by the Instructor and faculty to determine the student's ability to progress in the program (i.e. dismissal from the program or a plan for student progression).

It is the student's responsibility to notify the Instructor, lead instructor, and the administrative assistant as soon as that student knows that he/she will be absent from clinic. The student may contact the beforementioned individuals via email. If the student has to leave a message, the following information is necessary:

- Student's name
- Purpose of call
- Reason for absenteeism, etc.
- Phone # where they can be reached

When a student is absent from class, lab, or clinic, it is recommended that the student provide documentation as to why the absence occurred.

TARDY and EARLY LEAVE POLICY

The tardy policy is used in all of the dental assisting classes, clinics, and labs. Students are expected to be in class on time - both at the beginning of the class period and after breaks. A student will be considered tardy if they arrive to class any time after class has started.

Students are expected to remain in class for the full class period. If a student leaves class early (1 minute or more) will also be counted as a tardy.

If a student misses half of the class, the student will receive an absence.

Missed instruction or work due to a tardy will not be explained during class time. Material covered during the time a student is absent from class due to a tardy will not be repeated. The student will have to get any information or missed work from a peer or make an appointment with the instructor during the instructor's assigned office hours. It is the student's responsibility to make up any missed work, assignments, or tests. It is up to the discretion of the instructor if a quiz can be made up. **Two tardies will be counted as one absence.**

PROFESSIONAL CONDUCT

Students are reminded they are entering a professional environment and expected to act accordingly when interacting with college administration, faculty, staff, and fellow students. The student is required to participate in all class and laboratory activities. Students in the program are expected to use good judgment, polite behavior and respect for those around them while in the classroom, lab, clinic, and external rotation sites. Students should be cautious about correcting others (i.e. faculty or other students) as this type of behavior is unprofessional and unjustified in the Dental Assisting Certificate Program.

It is the goal of program faculty to foster a healthy learning environment for all students so they may achieve the best possible outcomes. If a student has a conflict with a fellow student and/or faculty, the student is required to try to resolve the conflict **away from the clinical area**. If the conflict cannot be resolved, the student should consult the Instructor.

CLINICAL DRESS CODE

Clinical attire applies to all clinic and lab sessions including all rotations. Students not following policies concerning attire will be asked to leave the clinic immediately. If the situation cannot be remedied, the student will receive a **zero** for that lab/clinic session.

If a student is in the clinic area for any reason, they must wear scrubs at ALL times.

Workout attire and/or gym clothing is not acceptable to wear in the clinic area.

Uniform and Outer Protective Garments

Scrubs: Scrubs must be worn in clinic. Scrubs should be neat, clean, wrinkle-free, and without rips or tears. Scrub fabric must be substantial enough not to be seen through. Pants should fit comfortably (not too baggy or tight). Only COMPLETE scrub uniforms are to be worn. Parts of the uniform are not to be worn with street clothes. A solid color long sleeve or short sleeve tee shirt may be worn beneath scrub top. Whenever wearing clinic attire, all of the dress code must be followed.

- Scrub pants should be hemmed so they do not drag on the floor
- Low-riding pants are not allowed
- Skin should not be exposed at waist. Uniform top should overlap pants
- Scrubs should allow body movements necessary for patient care without exposing skin

Uniforms that are too tight are unacceptable. If a student's skin at the midriff area or an inappropriate area of the body is exposed during clinic, they will be dismissed until the problem is resolved.

Outer Protective Garment (autoclavable/semi-disposable): Over gowns must be worn while in the clinic. All outer protective garments must be removed and left hanging in the clinic when leaving for any errand outside the clinic facility, including the clinic's

parking area.

At the end of the day all outer protective garments will be discarded. The garment must also be disposed of immediately if blood/stains are present. The faculty has the discretion to require the student to replace the over gown.

Only faculty-approved scrub uniforms/outer protective garments may be worn.

Uniforms and outer protective garments are sold by Outfitters Uniforms (828-394-4240). You will be notified when to go to Outfitters Uniforms for a fitting and purchasing of scrubs. You may only purchase the designated color and fit of scrubs for the Dental Assisting Certificate Program.

Socks or hose will be worn with the scrub uniforms. Sock length should be sufficient to cover the leg when the operator is seated – crew or knee length only.

Wear adequate, modest undergarments. Outline of undergarments should not be evident. No pattern, decoration or color should be visible.

Student nametag: is required and will be worn at all times on the left side of the uniform and/or over gown. Can be purchased on Amazon. **Must be gold, have a magnetic back and have first name only in Arial font.**

Clinic Shoes

Clinic shoes that are rubber/leather in texture are required and may be any color. Good foot support or clogs with a closed front and back, are acceptable for clinic. If shoes become contaminated with blood or saliva, they must be wiped with a surface disinfectant. Shoes and shoestrings must be kept clean and well maintained.

Students should have a pair of shoes designated for clinical use. Clinic shoes must never be worn as “street shoes.” Students must change into their clinic shoes at school and at off-campus clinical sites. Students must wear “street shoes” to and from home, school, clinical sites, and work.

Jewelry

NO head or neck jewelry may be worn in clinic/lab.

NO rings are to be worn during laboratory or clinical sessions. Microorganisms can attach in areas of the setting or under rings and may present a risk of contamination.

NO wrist jewelry will be allowed except a small, conservative wrist watch. The watch should be water resistant in case it needs to be rinsed or disinfected. The watch should be covered by the outer protective garment (over gown) and gloves.

Hair

Hair styling should be simple, neat, clean, and worn away from the face in a moderate and

controlled style. Hair may not be dyed/sprayed colors that are judged extreme by the faculty, such as: purple, bright red, orange, yellow, green, gold, silver, etc.

Long hair MUST BE WORN UP, pulled back and OFF THE COLLAR. The student's hair must be secured to keep it out of the student's face since it can interfere with the ability to see or it might come in contact with the patient's face.

Hair clasps, clips, etc. should be small and appropriate. Small, thin headbands, barrettes, bobby pins, or clips may be used if they are conservative, in good taste and can be disinfected. No other types of hair ornaments will be allowed.

Hair is to be combed or brushed in the restroom/locker room, not in the clinic. Hair must be dried before styling, not put up wet.

Bouffant caps are required when performing procedures that generate aerosols.

Beards must be neatly trimmed and fit inside a mask.

Cosmetics, Tattoos, Fingernails, and Hand Care

Cosmetics should be used in moderation, and natural looking. **Avoid heavy make-up.**

Body tattoos are to be covered by clothing and/or clinical attire (over gowns, scrubs, facemasks, treatment gloves). The student is responsible to ensure coverage of tattoos or portions of tattoos that remain visible and are deemed unacceptable by the Instructor and/or the clinic instructor. Ex: lewd pictures, obscene words.

Perfume, cologne, or aromatic hand lotions will not be worn in clinic/lab/external rotations as many patients/individuals are allergic or sensitive to them.

- No hand lotions containing petroleum products can be used in the clinic. Petroleum products can degrade treatment gloves and may result in the formation of microscopic pores that allow bacteria to reach the skin. Water-based lotions are allowed.

Nails must be kept short and filed smooth. Nail tips must not be visible beyond the end of the fingers from the palmar view. It is not recommended to push back or trim cuticles.

- No nail polish of any color or kind and/or false nails of any material will be worn during clinic/lab. Studies show that microorganisms attach to nail polish and false nails, making it very difficult to remove the organisms from these types of materials during hand washing.

Hands must be thoroughly washed with soap and water prior to donning gloves and immediately after gloves are removed. The initial hand wash of the day should include two 15-second washes (lathering and rinsing twice). Hand sanitizer may be used instead of handwashing after removing gloves, if hands are not visibly soiled

Students with exudative hand lesions or weeping dermatitis must refrain from patient contact until the condition resolves or is determined not to be a threat to personal or patient safety. Hands should be free of scratches, abrasions, and irritation.

ADDITIONAL PERSONAL PROTECTIVE EQUIPMENT

ANSI approved safety glasses with solid side shields must be worn when participating in clinic/lab sessions, when providing dental assisting services, or when the instructor deems it necessary. If corrective lenses are required, solid side shields must be worn on the glasses or over glasses can be worn. The student is responsible for purchasing side shields at the bookstore or other supplier. Those individuals wearing contact lenses are required to wear safety glasses or a face shield. Safety glasses and face shields must be disinfected after clinical use.

A face mask must be worn when providing dental assisting services.

- Face shields do not substitute for a mask. Face shields may substitute for protective eyewear, but a face mask must be worn at all times when patient treatment is being provided.
- Protective eyewear and face mask must be worn when performing procedures that result in significant aerosol production. Bouffant caps are available to those students who request them.

Gloves must be worn when there is a potential for contact with blood, saliva, or other potentially infectious materials (OPIM). Non-latex gloves are used throughout the clinical area.

- Treatment gloves must not be washed, disinfected, or sterilized. Gloves represent single-use items and must not be reused
- Utility gloves used for cleanup can be disinfected and reused
- **Replace gloves immediately if torn or compromised.**
- Contaminated gloves must not be used when retrieving supplies. Gloves (clean, contaminated, or over gloves) must not be worn outside individual operatories.
- Over gloves are available for use over contaminated gloves, when appropriate, to prevent cross-contamination of clean objects.
- Gloves must be pulled over the sleeve cuffs of clinic over gowns.
- Petroleum products will not be used in patient care due to potential for treatment glove breakdown. K-Y Jelly or a generic equivalent will be used to lubricate the patient's lips.

Mycourses AND EMAIL

Mycourses should be checked daily for information associated with **all** dental assisting courses in the Dental Assisting Certificate Program. Faculty will post course syllabi, schedules, grades, and any assignments with instructions that is pertinent for their course on Mycourses.

Email accounts should be checked multiple times throughout the day. This is the form of communication the faculty will use to provide you with special instructions, announcements, and items of interest.

Students' preparation for class or other learning activities include checking mycourses and email accounts as described above. Failure to review mycourses and email will result in consequences.

CLINIC EQUIPMENT USE

No equipment or instruments belonging to COA are to be utilized without procuring permission from the instructors; no equipment or instruments belonging to COA are to leave the Program without procuring special written permission from the appropriate Dental Assisting Certificate Instructor. Departmental equipment or instruments lost, broken, or misused in such a manner as to require replacement will be replaced with the cost assumed by the individual student. Additional disciplinary procedures may also be applied for non-compliance. ***See: Disciplinary Policies/Procedures in this handbook***

COPIERS/PRINTING

The copier machine and printer are for **faculty and staff use or approved clinic use**. Copiers are available for student use at the library and some lab locations. ***Please do not ask instructors or the administrative assistant to make copies for you.***

TEST TAKING PROCEDURES (On-Campus)

To reduce the temptation to talk during classes or to obtain information illegally during testing, the following procedures will be followed in all courses:

1. On test days the student must place all book bags, purses, smartphones etc. in the lab area of the front classroom or on one of the front tables in the back classroom, and all Smart watches must be removed and placed in a book bag or purse. Nothing will be allowed at the student's desk except two pencils/pens.
2. On test days, all students will be rearranged as per the instructor's directions.
3. Calculators will be provided, if necessary.
4. No communication, verbal or otherwise, will be tolerated once the test has been distributed. Any talking will be viewed as cheating. The offender will be asked to

leave the room and will receive a zero on the test. Therefore, if something is needed, the instructor, not a fellow student, should be consulted.

5. When the test is complete, the student should sit quietly at his/her seat until instructed to leave the room. Once the student has left the room, he/she may not re- enter until all students have completed the test. Conversing outside the classroom door is disruptive and will not be allowed.
6. Instructors will not give any answers to the test until everyone is finished.
7. No test will be reviewed until everyone has taken it. Therefore, if someone is absent, do not expect to see the answer key or review the test until the absent student has taken the test.
8. Tests will be returned and discussed at the instructor's discretion.
9. Any cheating should be reported to the instructor as soon as it is discovered. If a student does not feel comfortable coming to an instructor, a note can be left in the instructor's box located behind the secretary's desk to let us know who was involved, when it happened, what they did, etc.

TEST TAKING PROCEDURES (On-Online)

1. All tests will be open book and notes.
2. Tests can not be taken in a group setting and will be timed.
3. Tests will open and close on a specific day and time with no exceptions.
4. Any cheating should be reported to the instructor and Instructor.
5. Please see course syllabi for specific on-line test taking details.

Any review of the test material will be done after class time with an instructor or other monitor in the room.

Tests and/or test keys will not be allowed to be taken out of the classroom under any circumstances.

Answers and tests will be can be viewed by the student after all students have taken the test.

Please refer to the Academic Honesty Policy for infractions that may result if the test taking rules above are not followed.

PREGNANCY

Students who are pregnant must present documentation from their physician that it is safe for them to continue in the program. Laboratory and radiography instructors must be notified immediately if pregnancy is suspected. Any student who becomes pregnant should inform her obstetrician of her exposure to disinfectants, lab materials, and radiography.

Students who are absent from class, lab, or clinic must make up missed requirements as well as lab/clinic time. Students missing training time in excess of what can be made-up may be dropped from the program up to the withdrawal date without receiving an "F". After that date, "0's" will be entered for all requirements and training assignments missed.

TELEPHONE USE

No personal calls are to be placed from the clinic and/or radiography classroom phone. Students are not permitted to use the telephones at the front desk.

CELLULAR PHONES/LAP TOP COMPUTERS/TABLETS

Unless a student is working on a specific class project that requires the use of a cell phone or with prior authorization from the instructor, using a cell phone during class is **NOT** permitted. In order to control the use and access to cell phones in class, all cell phones should be on **silent** and placed in a backpack or purse. Should a cell phone ring/vibrate during any part of clinic the student is to immediately silence the cell phone and quietly leave the clinic.

At times, faculty may use cell phones for work-related or family issues. A student may use a cell phone for family or personal issues, if approved by an instructor.

Computers and/or tablets should only be used for class purposes.

WORKING STUDENTS

The dental faculty realizes that many of you will be required to work due to financial responsibilities; ***however, your first priority should be your course work.*** You will not be excused from class, clinic, or external rotations for work schedules. If you find that working is causing your grades to fall, financial resources are available to you through student services on campus if you qualify.

BEHAVIOR/LANGUAGE

Dental assisting students represent the Dental Assisting Certificate Program and COA. . ***At all times***, a professional attitude should be reflected in speech and in dress attire. ***At all times***, dental assisting students are expected to dress and behave with respect for themselves and with the highest respect and regard for others on campus. Students who are reported to have not abided by this policy in regards to their wardrobe/behavior/language on campus or on external rotation sites will be referred for a

conference with the Instructor and receive disciplinary action. In addition, serious and/or repetitive infractions could result in probation or dismissal from the Dental Assisting Certificate Program.

STUDENT-PATIENT/EXTERNAL SITE CONFLICT RESOLUTION

In the event that a conflict or problem arises between a student and an external site, the following procedure must be followed:

1. The student will inform the site office manager, dentist and the Instructor of the nature of the conflict as soon as possible.
2. The Instructor will assist the student in determining ways to resolve the conflict. This includes meeting with the office manager and/or dentist and serving as a mediator to determine the best solution to the situation.

INCLEMENT WEATHER POLICY

In case of inclement weather, the college may be closed or class schedules altered upon the recommendation of the President of the college. In addition, Dental Assisting clinical activities and/or external rotations may be canceled or altered at the discretion of the Instructor.

TRANSPORTATION

Each student is responsible for his / her own transportation to and from the college and all external clinical rotations. Arrangements for transportation should be made prior to entering the program. Excused absences will not be granted for transportation problems involving poor planning by the student. Car pools may be formed, but this is the responsibility of the student.

SOCIAL MEDIA

Social media is defined by Webster as “forms of electronic communication (as Web sites for social networking and micro blogging) through which users create online communities to share information, ideas, personal messages, and other content (as videos).” Examples include but are not limited to: LinkedIn, Facebook, YouTube, Snap Chat, Twitter, Wikipedia, etc.

Once posted, the content leaves the contributing individual’s control, can be seen by the public, and can be traced back to the individual. Since social media enables two-way communication with the audience, individuals have no control regarding the materials they post will be used by others.

Employers conduct Web searches on job candidates before extending job offers. Be sure that what you post today will not hinder you in your future job endeavors.

Students of the Dental Assisting Certificate Program at COA will want to represent the institution and program in a fair, accurate and legal manner while protecting the brand and reputation of the college.

Guidelines:

- Protect private, confidential, sensitive information. Do not post confidential information about Instructor, faculty, staff, students, clinical facilities/rotation sites, patients/clients, or others.
- No use of personal electronic devices during clinical rotations (except during lunch break). Personal electronic devices should be kept in book bags, purses, etc. Not on the student's person or in uniform pockets.
- Use of cell phones during clinic is prohibited, unless approved by the instructor or for clinic activities. Phones must be on silent during clinic & lab. (This includes texting. If the student must take a phone call during clinic time, they must exit the room quietly and close the door PRIOR to answering their phone as not to further disturb the class.
- No videotape/voice recording of instructors or students in the classroom or during meetings without the consent of said individuals.
- Be aware of your association with COA in online social networks. If you identify yourself as a student, ensure your profile and related content is consistent with how you wish to present yourself to colleagues, clients, and potential employers. Identify your views as your own. When posting your point of view, you should neither claim nor imply you are speaking on COA's behalf.
- HIPAA guidelines must be followed at all times. Identifiable information concerning patients/clients/clinical rotations must not be posted in any online forum or webpage. (this includes any patient information)
- Program faculty will not accept social media requests from students. Professional boundaries should be adhered to while students are enrolled in the Dental Assisting Certificate Program.

Consequences:

Students violating the Social Media Policy will be disciplined according to the Disciplinary Procedure outlined in this handbook. **Refer to Disciplinary Policies/Procedures in the Dental Assisting Certificate Program**

ACADEMIC HONESTY POLICY

College of The Albemarle expects the highest level of academic honesty and integrity from its students at all times. Students at COA are expected to be honest in all academic pursuits, whether class, lab, shop, or clinical. Acts of academic dishonesty are considered unethical and subject to behavior sanctions. Examples of academic dishonesty include, but are not limited to the following:

1. Sharing information about the content of quizzes, exams, classroom/lab/shop/clinical assignments (scheduled or make-up) without approval of the instructor including but not limited to unauthorized copying, collaboration, or use of notes, books, or other materials when preparing for or completing examinations or other academic assignments (scheduled or make-up).
2. Buying, selling, or otherwise obtaining a copy of a quiz, exam, project, term paper, or like document, without approval of the instructor.
3. Plagiarism, which is defined as the intentional representation of another person's work, words, thoughts, or ideas (from any source) as one's own.
4. Failing to follow approved test taking procedures by performing such acts as:
 - Looking on another student's test
 - Use of unauthorized notes; written, electronic, or otherwise
 - Changing answers after exam is scored
 - Verbal, non-verbal, or electronic communication with another student during an exam

Instructors have the authority to impose a warning, probation, or dismissal from the course for acts of academic dishonesty relative to classes under their supervision.

Students have an obligation to report any acts of academic dishonesty to the instructor or appropriate campus authority when reasonable grounds exist for such a report. Students also have a responsibility to cooperate in the investigation of any alleged acts of academic dishonesty. Failure to report acts of academic dishonesty could result in a behavior sanction as outlined in [Policy 5.3.2: Student Code of Conduct](#).

Disciplinary sanctions include, but are not limited to warnings, general or interim suspension, loss of academic credit or grade, dismissal from program, restrictive probation, suspension, or expulsion.

Penalty Policy:

First Infraction: The student will receive an automatic "0" for the quiz/exam/competency/assignment, etc.

In addition, a meeting between the student(s), instructor, and Instructor will occur where disciplinary actions will be discussed and implemented. The infraction will also be reported to the Dean of Health and Public Services and the Associate Dean of Health and Public Service Innovation Center as a Student Code of Conduct violation.

Second Infraction: Upon a second academic dishonesty infraction, the student will be dismissed from the course and will receive an “F” as a final course grade. A final course grade of F will result in program dismissal. The infraction will also be reported to the Dean of Health and Public Services, the Associate Dean of Health and Public Service Innovation Center, and the Executive Vice President as a Student Code of Conduct violation.

****Infractions are cumulative for the length of the program****

When a student is accused of academic dishonesty, the resolution of the accusation is between the faculty and the student. Students are entitled to appeal any disciplinary action in accordance with COA’s Policy and Procedures under 5.3.2

Disclaimer: All infractions are handled on a case-by-case basis to include faculty discretion.

TECHNOLOGY USE POLICY

Technology resources include, but are not necessarily limited to, computers, software, networks, Internet access, telephones, voice mail, printers, scanners, copiers, and electronic (e-mail) services provided by COA. Technology resources also include COA web pages, social media sites sponsored by COA, and other online resources provided or sponsored by COA. This policy applies to all users of technology resources provided by COA. Compliance is critical to the security and integrity of technology resources and is mandatory.

COA is committed to moving students, faculty, and staff forward in an ever-changing technology rich learning environment. As part of this plan, COA will allow students and employees to bring their own mobile devices (BYOMD) during the teaching and learning day.

Use of technology resources shall be in compliance with local, state, and federal law. Use of technology resources shall comply with any contractual or professional obligations of COA. All users are responsible for using technology resources in an efficient, responsible, considerate, ethical, and lawful manner. Any information distributed by a user must accurately identify the creator, distributor, and recipient of that information.

Access to technology resources is a privilege rather than a right. Access may be withdrawn from those who use it inappropriately or irresponsibly. Users who violate any of the technology resource policies may be subject to disciplinary action and/or legal action.

Technology resources are to be used to fulfill COA’s mission. Acceptable uses by faculty and staff include:

- a. Use to complete the official work of the COA (including instruction and administration);
- b. Use directly related to academic research activities approved by COA;
- c. Use directly related to service on behalf of COA;
- d. Use directly related to professional development activities approved by COA; or

- e. Very limited non-commercial personal use as long as that use does not interfere with the work of the COA and does not create additional cost for COA.

Acceptable uses by students include:

- a. Use directly related to classes in which the student is officially enrolled;
- b. Use directly related to service activities approved by the College; or
- c. Very limited non-commercial personal use as long as that use does not interfere with the work of the COA and does not create additional cost for COA.

Technology resources may not be used for any purpose which is illegal, immoral, unethical, dishonest, damaging to the reputation of COA, inconsistent with the mission of COA, or which may subject COA to liability. Unacceptable uses of technology resources include, but are not limited to, the following:

- a. Harassment;
- b. Libel or slander;
- c. Fraud or misrepresentation;
- d. Destruction of or damage to equipment, software, or data belonging to the College or to others;
- e. Disruption or unauthorized monitoring of electronic communications;
- f. Unauthorized access of electronically stored information;
- g. Infringement of copyrights, trademarks, or the rights of others;
- h. Use of the COA logo without prior approval from the Director of Community Relations for the COA;
- i. Violation of computer system security;
- j. Unauthorized use of computer accounts, access codes (including passwords), or network identification numbers (including e-mail accounts) assigned to others;
- k. Unauthorized access to the COA's information systems, Internet or other networked computers;
- l. Use of computer communications resources in ways that disrupt or impede the computing activities of others;
- m. Use of technology resources for commercial business purposes unrelated to COA, for personal profit, or for solicitation of resources for non-COA sponsored activities;
- n. Academic dishonesty;
- o. Violation of software license agreements;
- p. Violation of network usage policies and regulations;
- q. Violation of privacy;
- r. Posting, sending, or intentionally accessing pornographic, sexually explicit, or offensive material;
- s. Posting, sending, or intentionally accessing material that is contrary to the mission of COA;
- t. Intentional distribution of computer viruses, Trojan horses, timebombs, worms, or other rogue programming; or
- u. Use of electronic mail (e-mail) for chain letters, pyramid schemes, unsolicited mass mailings (spamming).

TECHNOLOGY USE FOR THE DENTAL ASSISTING CERTIFICATE PROGRAM

The use of the clinic computers is a privilege for each student. The computers will be used directly for school activities ONLY. They will not be used inappropriately or irresponsibly. They have been provided to further the student's educational experience.

Students are PROHIBITED from visiting social media on the computers at any time, unless first approved by dental assisting instructor. If the student fails to comply with the appropriate use of the computers, they will be subject to disciplinary action.

The student will also be subject to the disciplinary procedure for the Dental Assisting Certificate Program. Refer to *Disciplinary Policies/Procedures of the Dental Assisting Certificate Program* in this manual.

DISCIPLINARY POLICIES/PROCEDURES OF THE DENTAL ASSISTING CERTIFICATE PROGRAM

The Dental Assisting Faculty reserves the right to invoke disciplinary action on any student who fails to meet academic and/or non-academic criteria (including behavioral, ethical, and/or clinical standards). Students may be reprimanded and/or dismissed from the program for the following reasons:

- Neurological, sensory, physical and/or emotional problems that inhibits training or the progression of the student in the program and jeopardizes the safety of the patient or others.
- Significant problems with eye/hand coordination that jeopardizes the safety of the patient or others and does not respond positively to training in a timely fashion.
- Unsafe practices that endanger the patient, the student, and/or the faculty
- Drug and/or alcohol abuse
- Insubordination (defiance of authority; refusal to obey orders)
- Disregard for Program policies
- Unacceptable and/or disruptive behavior in the clinic or classroom
- Unethical and unprofessional behavior
- Failure to follow HIPAA standards
- Mass Asepsis Errors – see definition on next page
- Insufficient grades
- Excessive absences
- Stealing
- Cheating on quizzes, tests, or exams
- Plagiarism
- Falsifying Information: Recording or allowing to be recorded any information that is not the truth. Falsifying of information may occur in many ways: on medical histories, periodontal charts, treatment records, appointment plans, clinical assignments/reports, etc. Falsifying information may result in health concerns for the patient and thus legal action against the school: this cannot be allowed.
- Improper use of clinical equipment or supplies
- Inappropriate texting, emailing, and/or using electronic devices during class, clinic, or lab, expect for appropriate classroom use.
- Violation of Social Media Policy defined in this handbook

**Disclaimer: These lists are not all inclusive. Additional areas may be incorporated/assigned if necessary to increase compliance to clinical policies. Students will be informed via class announcements, clinical discussions, and/or notations made on clinical grade sheets or progress notes prior to imposing additional penalties.*

***Disciplinary procedures and actions taken are cumulative throughout the program.**

*External rotation sites have the right to request **at any time** that a student be removed from the clinical setting or not re-assigned to the clinical setting. **If a Clinical Rotation Site refuses a student admission to their site, no other COA clinical site will grant admission to the student. Depending upon the severity of the infraction, the student progression in the program will be evaluated and the student may not be allowed to**

continue.

***Mass Asepsis Critical Error:** any breach in asepsis protocol that places the students, faculty, staff and/or patient population at risk. A critical violation of asepsis involves failure to maintain and follow established clinic protocol such as:

- Failing to operate and/or monitor sterilization equipment according to training procedures/established protocol;
- Disseminating instruments that have not been adequately sterilized;
- Using or preparing to use instruments that have not been sterilized;
- Other violations based on failure to follow established protocol in clinic that predisposes patients (and others) to infection or harm

Disciplinary actions are as follows (Any offense can result in additional consequences based on the infraction and current college policy):

First Offense	Warning – The student will receive a written warning with documented counseling, action plan, and follow up. The student will meet with the Faculty Member and Instructor. The student may invite a silent peer student witness (optional).
Second Offense	Probation – The student will be placed on probation with written documented counseling, action plan, and follow up. The student will meet with the Faculty Member, Instructor, the Associate Dean of Health and Public Service Innovation Center any other necessary college personnel. The student may invite a silent peer student witness (optional).
Third Offense	Immediate Dismissal from the program. The student will meet with the Faculty Member, Instructor, the Associate Dean of Health and Public Service Innovation Center and any other necessary college personnel. The student may invite a silent peer student witness (optional).

*Any step in the procedure may be skipped at the discretion of the faculty depending on the severity of the infraction, the type and severity of previous infractions, and the time elapsed since previous infractions.

APPEAL PROCESS

Any student who disagrees with the decision of the disciplinary sanction may appeal this decision according to Policy 5.3.6 Student Due Process.

STUDENT DUE PROCESS

Each person is afforded an opportunity to appeal what is perceived to be unfair treatment when classified as a student at College of The Albemarle (COA). The intent of the Due Process Policy is to ensure a fair and just resolution of any issue at the lowest possible level. Violations of Policy 5.3.2 Student Code of Conduct will be heard through Due Process procedures.

Students who have a grievance or questions regarding the COA Dental Assisting Certificate Program Policies should bring those concerns to the Instructor. Program faculty **will not** speak to student's parents, spouse or significant other regarding student's grades, program policies, etc. Discussing the student's education with parents, spouses or significant others is a violation of FERPA.

Students who have a grievance with COA may have their grievance reviewed in accordance with this student due process policy. A grievance for purposes of this policy is a dispute regarding a final course grade received, a dispute regarding a disciplinary action imposed, other allegation of unjust treatment, or discrimination on the basis of race, color, national origin, sex/gender, religion, creed, age, or disability. The "event date" for purposes of this policy is as follows:

- for a grievance regarding a final course grade received, the date on which the grade was mailed to the student, made available to the student through an online portal or other electronic means, or otherwise made available to the student;
- for a grievance regarding disciplinary action imposed, the date on which written notice of the disciplinary action was mailed or otherwise provided to the student; or
- for a grievance of other unjust treatment, the date on which the alleged unjust treatment occurred.

Student Advocate: Upon the student's request, the Director of Admission or designee will assist the student with the steps required to follow the process, including providing the COA Student Grievance Form and the Student Grievance Committee Review Form.

Review Policy 5.3.6: Student Due Process for the appropriate steps for the grievance process. Students may file a grievance against a fellow student, staff member, faculty or Instructor.

DISMISSAL FROM THE PROGRAM

The Dental Assisting faculty reserves the right to dismiss from the program any student who fails to meet academic and/or non-academic criteria (including behavioral, ethical, and/or clinical standards). Students may be also be dismissed for the following reasons:

1. Failure to obtain a grade of “C” or above in any Dental Assisting course.
 - Refer to the Program Progression section
2. Failure to complete Clinical Competencies successfully as stated previously.
3. Any reason listed in the section “*Disciplinary Policies/Procedures of the Dental Assisting Certificate Program.*”

Dismissal may occur at any point in any course of the program. The dismissal process may involve the entire faculty, with the final decision being made by the Instructor. Students may appeal dismissal from the program by following the process outlined in the COA General Catalog.

Determination of eligibility to reapply will be made by the Instructor and the faculty on a case-by-case basis.

READMISSION

This policy applies to students who have interrupted their studies in the Dental Assisting Certificate Program for health reasons or due to extenuating circumstances. **A student is not eligible for re-admission if the student was terminated because of behavior that jeopardized patient safety, if the student voluntarily withdrew at the request of the faculty because of behavioral problems, or if the student was involuntarily withdrawn by the faculty because of behavioral problems.**

Requirements for Certificate of Completion in Dental Assisting

1. Successful completion of all requirements as stated in the Program Progression section.
2. A minimum cumulative grade point average of 2.0.
3. Fulfillment of all financial obligations to the college.

PROCEDURE FOR RECORDING “WITHDRAWALS”

Faculty does not have the responsibility to withdraw students from their classes. **This is a student responsibility.**

Students are encouraged to complete each class for which they register to advance toward program completion. COA provides various resources to assist students with successful class completion. These resources are listed in the Portal under Student Resources.

However, it may become necessary in some cases for students to withdraw from a class.

On or before the 60% point of a class:

- Students may initiate the withdrawal process in the Advising Center on campus or by sending an email to advising@COA.edu from their secure COA-issued email account. An advisor will assist the student with the process.
- This process is time sensitive and must be completed on or before the 60% point of the class.
- A complete listing of the 60% point of all classes can be accessed at Semester Schedules on the COA website.
- A grade of WP (Withdrew Passing) will be earned.
- A grade of WP will not affect the student's GPA in a negative manner.
- A grade of WP will affect the student's completion rate. Program completion will be delayed and financial aid may be impacted in a negative manner.

After the 60% point of a class:

- Students will not be allowed to withdraw from a class after the 60% point of the class.
- All student work will continue to be graded through the end of the semester, and students will earn the appropriate grade of A, B, C, D, F, or in some instances, I.

Extenuating Circumstances beyond the Students Control:

- Occasionally extenuating circumstances beyond the student's control may occur that prevent the student from successfully completing the class and the 60% Point of the class has already occurred. Should one of these extenuating circumstances occur, the student should consult the appropriate faculty member(s) and submit the Request for Withdrawal After the 60% Point of the class.
- Appropriate documentation must be submitted.
- The Request for Withdrawal After the 60% Point of the Class form can be found in the Portal under Forms.
- If the Request for Withdrawal After the 60% Point is approved, the grade will be WP.

GENERAL INFORMATION

PARKING

Students are allowed to park in patient parking during clinical sessions except when patients are being seen (radiography course). Patient parking is located in front of the dental hygiene building and parking spots are designated as "Dental Client Customer Only." Students should instruct patients to park in the designated parking spaces.

DISABILITY STATEMENT

If you have a documented disability and wish to discuss academic accommodations, please contact Shawn Frank, Counselor for Students with Disabilities, at extension 4222, in the Learning Assistance Center (LAC) located on the first floor of the Cuyler A. Dunbar Building (CAD).

DISABILITY SERVICES

COA provides both disability services and accommodations for all students with disabilities. Students should request these services as far in advance as possible as some accommodations may take time to implement. It is the student's responsibility to request these services. Current documentation of the disability by an appropriate professional may be required. All information is kept confidential. Students will be required to sign a release of information form before any special contact is made to arrange accommodations

If you have a documented disability and need accommodations contact:

Counselor/Students with Disabilities Program and Special Programs
(828) 327-7000, ext. 4222
accommodations@COA.edu

MENTAL/PHYSICAL/EMOTIONAL HEALTH

Students must exhibit physical and emotional health that would indicate the ability to render safe patient care. Students who do not exhibit the physical and emotional health required to render safe patient care will be referred to the Dean of Access, Development, and Success and may be dismissed from the Dental Assisting Certificate Program upon appropriate physician diagnosis and referral.

All students have the right to “due process” as defined in the current COA Policies and Procedures located on the COA website.

PHYSICAL AND EMOTIONAL STABILITY

Students must be physically and emotionally healthy and stable to perform dental assisting duties and to provide safe dental assisting patient care. Physical stability is defined by the dental faculty as the ability to undergo any training process in the lab or clinic or to carry out dental assisting responsibilities without undue fatigue, palsies, strain or exacerbation of an already existing disability. The student must have the sensory-perceptual capabilities to carry out assessment, planning, implementation (treatment) and evaluation that are required in all phases of dental assisting practice.

Emotional stability is defined by the dental faculty as the ability to respond to directions and constructive feedback with a positive attitude, to carry out assigned duties in a logical and timely sequence, and to respond to faculty, staff, patients, and family members in an appropriate manner.

If the student is found to be unstable physically or emotionally by a professional diagnosis and the condition does not respond to treatment within a reasonable time, the student will not be allowed to continue in the Dental Assisting Certificate Program.

All students have the right to “due process” as defined in the current COA Policies and Procedures located on the COA website.

HIPAA REQUIREMENTS

The COA Dental Assisting Certificate Program acknowledges and is compliant with the guidelines established by the Health Insurance Privacy and Accountability Act (HIPAA). Every effort is made to protect the privacy and security of patient information at all times. Students and faculty are to abide by the policy at all times. Students must comply with all instructions and procedures related to patient confidentiality and privacy rights.

Students will receive training in HIPAA rules/guidelines prior to treating patients. (DEN 121 & 131 Classes)

ALCOHOL/DRUG USE OR ABUSE

Chronic use or abuse of alcohol or illegal drugs is grounds for dismissal from the program.

Students will be dismissed immediately if they arrive to class or clinic under the influence of alcohol or drugs. A zero will be recorded for all classes and clinics missed.

All students have the right to “due process” as defined in the current COA Policies and Procedures located on the COA website.

LIBRARY/LEARNING RESOURCE CENTER

The **Library** maintains dental reference books, dental journals, and slides, tapes, DVD’s regarding dental courses. The librarians will be happy to help you locate any materials you may need. Computers are available for use in the library.

The library is located in CAD Building in the Learning Resource Center. Students are encouraged to utilize the COA Library for their research and study needs. Hours of operation are Monday-Thursday 7:30am - 8:00pm. Library hours change during semester breaks and holidays. Updated days and hours will be posted as an announcement on the COA Portal during breaks and holidays.

TELEPHONE MESSAGES

Telephone messages will be delivered to students for ***emergencies only***. Personal messages will ***not*** be relayed. Family members should be instructed to call the programs office manager to notify the student of emergencies. Friends and family should ***NOT*** call the dental faculty/staff to relay messages.

AUDIOVISUAL AIDS, COMPUTERS, AND LIBRARY MATERIALS

Audiovisual aids, computers, library materials, and other learning aids are located in the college Learning Resource Center (LRC), computer labs, and the Health & Human Resources Computer Lab (Paap Bldg.). Equipment and materials should be handled properly and any problems reported to a staff member, a Dental Assisting faculty member, or the division secretary. Mishandling or misappropriation of materials could be a breach of the college code, subject to disciplinary action or dismissal from the program.

EMERGENCY PREPAREDNESS

COA has a comprehensive emergency preparedness plan. Details of the plan can be viewed on COA’s website at http://www.COA.edu/Services/Safety_And_Security/Emergency-operations-plan-general.cfm. Each classroom, lab, and office suite has laminated “flip charts” with the emergency plan outlined for quick reference. Students are made aware of the plan upon entry into the program, and during semester review of course outlines with faculty.

CURRICULUM

DENTAL ASSISTANT PROGRAM SCHEDULE

DEN 3300 FIRST 8 WEEKS (TERM 1)		<u>CLASS</u>	<u>LAB/CLINIC</u>
	Dental Morphology & Anatomy	2 hours	0
	Clinical Procedures I	6 hours/week (first 4 weeks) Tues. & Wed	
	Dental Radiography	6 hours/week (last 4 weeks) Tues. & Wed	
	Infection Control	2 hours	0
DEN 3300 SECOND 8 WEEKS (TERM 2)			
	Clinical Procedures II	6 hours/week (Tues. & Wed)	
	Dental Sciences	2 hours	0
	Dental Office Management	2 hours	0
DEN 3300 THIRD 8 WEEKS (TERM 3)			
	Dental Clinical Experience	2 hours	16 hours

1st 8 weeks (Term 1):

Online Class	Tues- Lab/Clinic	Wed- Lab/Clinic
Dental Morphology & Anatomy 2 hours/week	Radiography or Clinical Procedures I 3 hours/day Evening 5:30-8:30 Hybrid (lecture will be online)	Radiography or Clinical Procedures I 3 hours/day Evening 5:30-8:30 Hybrid (lecture will be online)
Infection Control 2 hours/week		

Hours - 80

2nd 8 weeks (Term 2):

CPR class to be taken during this term. 4 hours

Online Class	Tues- Lab/Clinic	Wed- Lab/Clinic
Dental Sciences 2 hours/week - online	Clinical Procedures II 3 hours/day Evening 5:30-8:30 Hybrid (lecture will be online)	Clinical Procedures II 3 hours/day Evening 5:30-8:30 Hybrid (lecture will be online)
Dental Office Management 2 hours/week – hybrid – (online and on-campus)		

Hours – 80

3rd 8 weeks (Term 3):

Online Class	Tues - Area offices Days	Wed - Area offices Days
Clinical Class Component 2 hours/week	Dental Clinical Experience 1 instructor to oversee students at clinical sites 8 hours/day for 8 weeks	Dental Clinical Experience 1 instructor to oversee students at clinical sites 8 hours/day for 8 weeks

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Hours – 144

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COA Dental Assisting Certificate Program – Student Handbook Signature Page

Student Handbook: I, _____, attest that I been given a copy of the COA Dental Assisting Student Handbook. I have had ample time to

read the document, ask questions, and receive answers to my questions concerning the handbook. I agree that I am aware of and agree to adhere to all of the policies and procedures in the handbook.

Accept **Decline** **Initial:** _____

Dress Codes: I am aware that I will be expected to follow and uphold the requirements for the dress codes as stated in the COA Dental Assisting Dental Student Handbook.

Accept **Decline** **Initial:** _____

Behavior and Attitude: I am aware that I will be expected to demonstrate a positive attitude during all labs, classes, and clinics. I will accept instruction and constructive criticism in a positive manner as part of the learning process. I will exhibit professional behavior in all aspects of learning.

Accept **Decline** **Initial:** _____

I attest that I have read and accept all of the above statements.

Print Name

Signature

Date

Appendix B - Online Quality Standards

College of The Albemarle

Preface

College of The Albemarle faculty members are committed to providing our students with the highest quality online courses, hybrid courses, and seated

courses. Regardless of the method of delivery, our goal is to create and maintain an environment conducive to learning and an environment that actively engages our students in the learning process. Since online instruction does not involve face-to-face contact, faculty members teaching these classes are expected to use instructional methods that reflect best practices in the online setting.

Expectation for Instructor Communication with Students

Since students enrolled in online classes do not see their instructor in person face to face, instructors are expected to establish clear guidelines for communicating with their students through established methods such as Mycourses messaging, COA email, COA office phone, and/or COA voice mail. Also, if there is a conflict between a faculty member and a student, using only these communication methods may protect both the liabilities for the faculty member and the institution. Please note that personal Facebook and similar social media do not provide a private, professional, official means of communicating with students. Any communication with students outside of the COA domain cannot be documented and used to validate events occurring between faculty and students.

Expectation for Instructor Engagement with Online Students

Online faculty members should make themselves available to their students as much as possible. It is expected that faculty members will check their email frequently and at a minimum every 24 hours Monday – Friday and once on either Saturday or Sunday, except on institutional holidays. When a major assignment is due, faculty members should understand that students likely will have more questions and need their instructor to be available to answer questions in a timely way.

Procedures for When an Instructor Must Be Absent from the Online Class Environment

If an instructor has a major illness, family crisis, or other emergency, the faculty member is expected to post an announcement to their students and alert their department chair about their temporary unavailability. As with a seated class, the instructor must inform their immediate supervisor about any extended absence.

COA Quality Online Standards

- I. Student Engagement
 - a. Welcome Message
 - b. Introductions
 - i. Student
 - ii. Instructor
 - c. Communication response time:
 - i. Online faculty members should make themselves available to their students as much as possible. Thus, instructors need to check their email and/or phones frequently and respond to students within 24 hours Monday – Friday and once on either Saturday or Sunday, except on institutional holidays.
 - ii. If an instructor has a major illness, family crisis, or other emergency, the online faculty member is expected to post an announcement to their students and to alert their immediate supervisor about their temporary unavailability.
 - d. Requirements for student interaction are clearly stated.
 - e. Interactive learning opportunities are provided. (Student to Student; Student to Instructor) Use of two (or more) of the following interactive learning opportunities as appropriate for course:
 - i. Discussion board
 - ii. Interactive timelines
 - iii. Portfolios
 - iv. Wikis, journals, blogs
 - v. Other interactive learning opportunities that are pertinent to the course
 - f. Required and optional materials are clearly marked as such

II. Feedback

- a. Grading of assignments needs to be returned in:
 - i. 16 weeks: within 10 calendar days
 - ii. 10 weeks: within 10 calendar days
 - iii. 8 weeks: within 10 calendar days
 - iv. 6 weeks: within 7 calendar days
 - v. 5 weeks: within 5 calendar days
 - vi. 4 weeks: within 3 calendar days
- b. Feedback is required and is corrective and supportive.

III. Support

- a. Link to technical support
- b. Link to student support services

IV. Accessibility

- a. Equivalent alternatives to auditory and visual content are provided.
 - i. Closed-captioning in video lectures is provided by the institution at the instructor's request.
 - ii. Transcript of any audio content is provided by the institution at the instructor's request.
 - iii. Pictures have alternative text provided by the instructor.
 - iv. No red or green text is used.
 - v. Use minimal amounts of color; please use high contrast.
- b. Accommodation of assistive technologies is present.
- c. Good readability with minimum distractions is provided.

V. Assessment

- a. Grading policy is clearly defined.
- b. All graded assessments are due between Tuesday 8:00 a.m. and Friday 5:00 p.m.
- c. Rubrics are used to clearly define how a paper, project, case study, etc., will be graded.
- d. Assessments measure stated learning objectives.
- e. Assessments are consistent with course activities.
- f. Any grades used in the computation of the final course grade are entered into the Mycourses gradebook.

VI. Course Expectations

- a. Course is comparable to a seated class.
- b. Clear instructions are given on how to get started.
- c. Clear instructions are given on how to complete assignments.
- d. Clear directions are given on course layout.
- e. Syllabus will list any learning tools or portals required to complete the class such as WebAssign or MyMathLab. Syllabus will approximate the percentage of time students will spend in an Outside Learning System (OLS) and the percentage of time spent in Mycourses.
- f. Prerequisites, if any, are stated.
- g. Course Document includes:
 - i. Clearly stated institutional policies
 - ii. Clearly stated, course-level appropriate, and measurable learning objectives
- h. Use of COA's Five-Button layout is followed.
- i. Required technologies are easily accessed and appropriate to the course.
- j. Assignments promote the achievement of stated learning objectives.
- k. Instructional materials are:

- i. Appropriate for learning objectives
 - ii. Present a variety of perspectives in various modalities
 - iii. Present a variety of perspectives by recognized experts in the field
 - iv. Appropriate in timeliness for the course (Material is up to date)
 - v. Where appropriate, correctly cited
- l. Clear assignment deadlines are posted.
- m. Summary of assignments are provided.
- n. Netiquette guidelines are posted.
- o. Instructor has completed or is enrolled in the Excellence in Online Instruction course.
- p. Courses are reviewed by Department Heads and Directors for consistency.
- q. Courses are student evaluated.
- r. If a template is copied from a previous semester, then all dates must be updated to reflect current semester.

VII. Student Expectations

- a. Minimum computer specifications are clearly stated.
- b. Minimum technical skills needed by the student to successfully complete the course are clearly stated.
- c. Netiquette guidelines for students to observe are posted.