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Introduction

The Dental Hygiene Program has been granted full accreditation by the American Dental Association’s Commission on Dental Accreditation. Graduates of the program are eligible to take the National Board Dental Hygiene Examination and the Council on Interstate Testing Agency examination. Graduates can also apply for licensure in other states and take the required regional board examination.

The Dental Hygiene Program prepares individuals for clinical dental hygiene practice. Clinical dental hygienists work under the 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. Refer to each state Dental Hygiene Practice Act for specific state rules and regulations.

Program Philosophy

The philosophy of the dental hygiene 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 his/her 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 his/her 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 hygiene 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 hygiene student must possess those basic and expanded skills that allow him/her 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 hygiene 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.

The faculty members believe in providing the community with quality dental hygiene and preventive services at the clinic and in conjunction with other dental professionals. The program will work with community entities to address access to care issues and to provide oral health education. The student will be encouraged to volunteer to provide service to the community and to continue to do so after graduation.

Finally, the faculty members are committed to the continual review of information on which dental hygiene 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 graduation.

**PROGRAM MISSION STATEMENT, GOALS AND CORE COMPETENCIES**

The mission of the Dental Hygiene Program is: To support CVCC as it seeks to achieve its mission and vision by maintaining a dental hygiene program that graduates high quality entry level dental hygienists who integrate ethics and lifelong learning into their professional lives.

**Goal 1**: Prepare students to practice their selected profession skillfully, intelligently, ethically, and safely within their legal stated bounds.

**Core Competencies**:

1.1 Utilize critical thinking skills to implement the dental hygiene process of care.
1.2 Apply a professional code of ethics in all endeavors
1.3 Utilize methods that ensure the health and safety of the patient and the oral health professional in the delivery of care
1.4 Adhere to state and federal laws, recommendations, and regulations that govern the profession

**Measures of Assessment**:

- Clinical Evaluation Form
- Clinical Competencies
- Graduate Surveys
- Employer Surveys
- Feedback from Advisory Committee
- Patient Satisfaction Surveys
Goal 2: Prepare students to practice in a variety of settings with a diverse population.

Core Competencies:

2.1 Communicate effectively serving all persons without discrimination
2.2 Respect the goals, values, beliefs, and preferences of all patients
2.3 Provide care using an individualized approach tailored to the patient’s needs.
2.4 Provide care in alternative practice settings

Measures of Assessment:

- Clinical Evaluation Form
- Clinical Competencies
- External Site Rotation Reports

Goal 3: Establish the significance of lifelong professional growth and development.

Core Competencies:

3.1 Use evidence-based decision making to evaluate emerging technology and treatment modalities
3.2 Self-assess to evaluate treatment outcomes
3.3 Access professional and social networks for continuing education opportunities and to pursue professional goals.

Measures of Assessment:

- Product Evaluation Project
- New Technology Reviews
- Research Article Reviews
- Clinical Self-Assessment Forms
- Participation as Student Members of ADHA
- Professional Development/Community Service Points

Goal 4: Encourage and support faculty development

Core Competencies:

4.1 Provide for continuing education opportunities
4.2 Encourage involvement in professional organizations
4.3 Encourage higher educational achievement in order to improve classroom and clinical instruction.

Measure of Assessment: None needed
PROGRAM REQUIREMENTS

Health and Physical Examination Requirements

A satisfactory health examination is required of Dental Hygiene students prior to entrance in the program. The initial health form will be distributed at the Dental Hygiene Orientation Session. The form must be returned by the designated date as identified at the orientation session. The health examination consists of a general physical examination, which includes a health history, a PPD skin test, and other lab tests. The student must also provide proof of immunization as stated in the CVCC General Catalog, as required by the state of North Carolina.

It is recommended that those health care providers who come in contact with body fluids be vaccinated against Hepatitis B. Students must comply with OSHA standards in one of the following ways:

1) Completes the series of Hepatitis B injections, along with a follow up titer to determine immunity, the cost of which is the student’s responsibility
2) Verify immunity
3) Waive the opportunity to be vaccinated.

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

Liability and Health Insurance

Liability Insurance: All Dental Hygiene 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 semester in the Dental Hygiene Program and again in Fall semester of the second year. Students must pay the liability insurance fee at the college’s Business Office at the time of registration. This insurance only covers individuals while in their role as Dental Hygiene students during clinic at CVCC 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.

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 Fall Semester by the Dental Hygiene Program for
all students. This is a 2 year certification that will be valid past graduation and licensure examinations.

Program Progression

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

1. Completion of all Dental Hygiene courses in the sequence outlined in the Dental Hygiene Curriculum Section with a minimum grade of “B” or better. In order to earn a “B” 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 as outlined in the Dismissal from the Program Section.

Students who do not fulfill these requirements will not progress in the Dental Hygiene Program. Students who fail to progress may follow the “APPEAL OF ACADEMIC SANCTIONS OR COURSE GRADE” policy as outlined in the CVCC General Catalog.

Graduation Requirements for Associate in Applied Science Degree in Dental Hygiene

1. Successful completion of all requirements as stated in the Program Progression section.

2. At least 35% of course work and the final 15 hours must be completed at CVCC in order to graduate from the College unless special permission is obtained from the Dean of Student Services.

3. A minimum cumulative grade point average of 2.0.

4. Fulfillment of all financial obligations to the college.

The student is responsible for making official application for graduation to the Student Services Office at the beginning of the final semester of the program.

All candidates for graduation are expected to participate in the graduation exercises.
LICENSURE REQUIREMENTS

1. The student is expected to graduate on time and to be in good academic standing with CVCC in order for the Program Director to sign the applications for the Dental Hygiene National Board and the Council on Interstate Testing Agency Examination.

2. The North Carolina Board of Dental Examiners will determine the eligibility of candidates for licensure based on their academic record. The Board also requires a criminal background check report and fingerprints to be submitted with the application for the licensure examination.

   North Carolina Board of Dental Examiners may interview candidates to determine their eligibility for licensure if any incidents are reported in the background check.

3. The Dental Hygiene Program assumes no responsibility for providing patients for any clinical board examinations. Each student will be solely responsible for recruiting and assessing potential clinical board patients.

4. Patients that students may use for their licensure examination can be screened in the clinic during the last semester of the program.

   a. All patients will fill out a short medical history.
   b. All patients will fill out the State Board Patient Screening Consent Form.
   c. No student will be permitted to assess a patient without a faculty member present.
   d. The Dental Hygiene Program does not commit to provide treatment to these patients.
   e. If necessary, a FMX can be exposed at CVCC at a cost of $10.00 to the student. The fee must be paid before radiographs are exposed.
DENTAL HYGIENE CURRICULUM

Dental Hygiene Courses

Enrollment in these classes is limited only to those students who are admitted to the dental hygiene program. These courses are offered once a year and cannot be taken out of sequence. All courses must be completed with a grade of “B” or above according to CVCC’s grading scale and in accordance with the Program Progression section.

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

1. Develop the skills necessary for current dental hygiene 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.

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 CVCC academic honesty policy stated in each course syllabus.

Curriculum Outline for an Associate in Applied Science Degree in Dental Hygiene

The following curriculum plan outlines the Dental Hygiene Program. Pre-requisite classes are not included since they are admission requirements.
# FIRST YEAR

## Fall Semester

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Class</th>
<th>Lab</th>
<th>Clin</th>
<th>Cred</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEN 110</td>
<td>Orofacial Anatomy</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>DEN 111</td>
<td>Infection/Hazard Control</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>DEN 120</td>
<td>DH Preclinical lecture</td>
<td>2</td>
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<td>0</td>
<td>2</td>
</tr>
<tr>
<td>DEN 121</td>
<td>DH Preclinical Lab</td>
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<td>6</td>
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<td>2</td>
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Total Contact hours: 14

Total Credit Hours: 09

## Spring Semester

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<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Class</th>
<th>Lab</th>
<th>Clin</th>
<th>Cred</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEN 112</td>
<td>Dental Radiography</td>
<td>2</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>DEN 123</td>
<td>Nutrition/Dental Health</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>DEN 222</td>
<td>General &amp; Oral Pathology</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>DEN 130</td>
<td>DH Theory I</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>DEN 131</td>
<td>DH Clinic I</td>
<td></td>
<td>0</td>
<td>9</td>
<td>3</td>
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Total Contact hours: 20

Total Credit Hours: 12

## Summer Semester

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<thead>
<tr>
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<th>Class</th>
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<th>Clin</th>
<th>Cred</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEN 124</td>
<td>Periodontology</td>
<td>2</td>
<td>0</td>
<td>0</td>
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</tr>
<tr>
<td>DEN 140</td>
<td>DH Theory II</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>DEN 141</td>
<td>DH Clinic II</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>MED 118</td>
<td>Medical Law and Ethics</td>
<td>2</td>
<td>0</td>
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</table>

Total Contact hours: 11

Credit Hours: 7
## SECOND YEAR

### Fall Semester

<table>
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<tr>
<th>Course Code</th>
<th>Course Title</th>
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<tbody>
<tr>
<td>DEN 220</td>
<td>DH Theory III</td>
<td>2</td>
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<td>0</td>
<td>2</td>
</tr>
<tr>
<td>DEN 221</td>
<td>DH Clinic III</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>4</td>
</tr>
<tr>
<td>DEN 223</td>
<td>Dental Pharmacology</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>DEN 232</td>
<td>Community Dental Health</td>
<td>2</td>
<td>0</td>
<td>3</td>
<td>3</td>
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</table>

Total Contact hours: 21

Total Credit Hours: 11

### Spring Semester

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Class</th>
<th>Lab</th>
<th>Clin</th>
<th>Cred</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEN 224</td>
<td>Materials and Procedures</td>
<td>1</td>
<td>3</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>DEN 230</td>
<td>DH Theory IV</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>DEN 231</td>
<td>DH Clinic IV</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>4</td>
</tr>
<tr>
<td>DEN 233</td>
<td>Professional Development</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>

Total Contact hours: 19

Total Credit Hours: 9

### Grading Scale for the Dental Hygiene Program

1. Based on 100%, grades are determined as follows (CVCC 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 Hygiene Course Components**

Dental Hygiene courses may consist of the following three components:

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

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

**Clinical:** Direct patient care to provide comprehensive dental hygiene treatment to patients from a variety of ages, backgrounds, and medical and dental conditions. Students will provide dental hygiene services authorized by the North Carolina Dental Practice Act.

**Auditing Dental Hygiene Courses**

Students may register to audit Dental Hygiene courses with the Program Director's permission, on a space available basis. Auditing may be student or faculty initiated and may be mandatory for students whose progression through the program has been interrupted. Auditing of Dental Hygiene courses is permitted as long as the student obtained a grade of "B" or above and successfully completed the course no more than three years prior to the course being offered by the program. See the current CVCC catalog for more information and applicable fees.

There are some special circumstances that make course audits mandatory. Please refer to the sections entitled *Readmission* and *Course Transfer Policy*.

The auditing student will attend and participate in all classroom and laboratory learning experiences. The student is encouraged to take tests and complete other learning activities to maximize benefits from the audit. Tests and assignments may be scored, but no grade will be given for the course.

**Clinical Requirements**

Refer to each course syllabus for clinical requirements.

Failure to complete all clinical requirements results in an incomplete for the course. All incomplete requirements must be completed by the end of the following semester.

Students who do not complete all requirements by the end of DEN 231, Clinic IV, will not graduate in the spring of that year. The student may be able to complete clinical requirements during that year's summer or fall semester, depending upon the amount of coursework needed to be complete, and operatory and instructor availability.
**Clinical Competencies**

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

Some competencies will be graded using a collaborative grading process. With this process, three faculty members will evaluate each student simultaneously. If two of the three evaluators agree that the student is not performing successfully, the student will fail that portion of the competency.

If a student fails to obtain a passing grade in a Clinical Competency, 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, which is usually scheduled as “Open Clinic”. Faculty will not be available for remediation after regular CVCC hours.

After failing a Clinical Competency, 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 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. If the student is unsuccessful on the third try, he or she may be dismissed from the program. The course instructor and the program director will meet to discuss the student’s performance.

If a student fails three different Clinical Competencies during the same semester, the faculty and the Program Director 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 clinical patients or 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 or clinic, the student may request remediation or advice from the appropriate course instructor. Although the course instructor may notify the student of lack of progress, it is the student’s responsibility to keep track of grades and clinical progress.

Remediation may be in the form of additional instruction in psychomotor skills on a mannequin or peer-patient, additional didactic instruction by a faculty member or tutor, or additional assistance through the Learning Resource Center (test taking strategies, studying, etc.).

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 Hygiene Program and may result in the student’s dismissal.

Faculty will keep a record of remediation sessions. This should include the amount of time spent in remediation and observations on the performance. Both the faculty performing the remediation and the student will sign the record.

**Professional Development/Community Service Points**

Professional development/Community service points are required for pre-clinic theory and each subsequent dental hygiene theory class in order to pass the class. These points require prior approval of the instructor, and the student must provide documentation that he/she attended the activity. One professional development point will be awarded for each hour of continuing education or for each hour of community outreach/service that the student participates in. Please note that Community Dental Health activities required for DEN 232 are not eligible for professional development points.

The number of points required is listed below:

<table>
<thead>
<tr>
<th>Course number</th>
<th># points</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEN 120</td>
<td>4</td>
</tr>
<tr>
<td>DEN 130</td>
<td>4</td>
</tr>
<tr>
<td>DEN 140</td>
<td>4</td>
</tr>
<tr>
<td>DEN 220</td>
<td>6</td>
</tr>
<tr>
<td>DEN 230</td>
<td>6</td>
</tr>
</tbody>
</table>
**Preparation for 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 all reading assignments and other activities prior to each learning experience. This will allow the student to maximize the learning experience. Each faculty member will review with students the preparation required in a particular course. Failure to prepare for any learning activity is considered a breach of student responsibility and may have an effect on the student’s grade.

**Attendance Policy**

1. It is the belief of the Dental Hygiene 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. The student is responsible for securing handouts, notes, etc. for missed classes. Make-up assignments, quizzes and tests may be required at the discretion of the instructor.

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

3. 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.

4. Serious extended illness or VERY unusual circumstances leading to absences will be further evaluated on an individual basis by the Program Director 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).

5. Computation of absences and tardies will utilize the following guidelines:
   a. Missing more than half of a class, lab or clinic is considered an absence
   b. Missing less than half of a class, lab or clinic is considered a tardy
   c. Two tardies equal one absence
   d. For each credit hour of class or class/lab combination, only three clock hours may be missed before the student is withdrawn from the course
      • Ex. Student misses more than 6 hours of a 2 credit-hour class
   e. Dental Hygiene Theory IV attendance policy is more restrictive and will be detailed in the course syllabus

6. Activities may be scheduled outside regular classroom or clinic hours that are designed to enhance the student’s education. Activities may include, but are not limited to: field trips, off-site clinical rotations, orientations, guest speakers, continuing education courses, etc. Students are required to attend these sessions. The faculty will make reasonable attempts to provide sufficient notification of scheduled activities, but some events may have to be scheduled at short notice.
7. Preclinic practice and patient treatment are the primary vehicles for teaching dental hygiene clinical courses. Lab, preclinic and clinical sessions are not re-scheduled for student absences, so attendance is very important to success in the program. For preclinic and each clinical course, the student will receive a 5-point deduction on his or her final clinic grade for each clinical session that he or she misses over the number of allowed absences. A clinical session is defined as either a morning or an afternoon appointment period. (For example, if a student misses a whole day of clinic, two clinical sessions have been missed.)

<table>
<thead>
<tr>
<th>Course number</th>
<th>Allowed Session Absences Per Semester</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEN 121</td>
<td>2</td>
</tr>
<tr>
<td>DEN 131</td>
<td>3</td>
</tr>
<tr>
<td>DEN 141</td>
<td>2</td>
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<tr>
<td>DEN 221</td>
<td>4</td>
</tr>
<tr>
<td>DEN 231</td>
<td>4</td>
</tr>
</tbody>
</table>

8. Perfect attendance in preclinic or clinical courses will earn a 1-point bonus to be added to the student’s final grade if no clinic sessions were missed and if the student’s clinical time is deemed productive, as evidenced on the “No Patient” form, when the student was not able to find a patient for any clinic session scheduled.

**Student Evaluations of Courses and Faculty**

During each semester students may have the opportunity to evaluate courses and faculty. These evaluations are used to improve the Dental Hygiene program; therefore, the faculty asks that the evaluations are completed in a truthful, mature, and constructive manner. Faculty evaluations may be made available to Deans, Division Chairs, Program Directors, and individual faculty members.

**Grade Appeal Policy**

Please refer to the section “ACADEMIC SANCTIONS AND DUE PROCESS” in CVCC’s General catalog.
**Student Grievance Policy**

If a student has a conflict, concern, or problem with a fellow student, staff member, or faculty, the following procedure **must** be followed:

1. Identify the problem.
2. Formulate possible solutions to the situation.
3. Approach the person involved and discuss the situation.
4. If the situation is not resolved at this point, present the situation to the Program Director.

After listening to your concerns, the Program Director may:

1. Gather additional information from all parties involved
2. Hold a meeting with all parties involved to discuss the problem and formulate a solution.
3. Present your concerns to the Faculty at the next meeting to obtain their input and formulate a solution
4. Request guidance or additional information from the Associate Dean or the CVCC administration
5. Present the problem to the Associate Dean or other CVCC administration personnel in search of a solution.

*If the situation still remains unresolved at this point, the concern must be put in writing prior to continuing this process. This is in accordance with SACS (Southern Association of Colleges and Schools) accreditation standards.*

1. Make an appointment with the Dean of Health and Public Services. Present your situation or concern verbally and provide a written statement summarizing the situation or concern and why you are not satisfied with the Program Director’s response. Give the Associate Dean a reasonable amount of time to investigate the situation or concern and provide a solution.

2. Make an appointment with the Vice President of Instruction. Provide the same documentation as above, but include why you are not satisfied with the Associate Dean’s response. Again, give the Vice President a reasonable amount of time to investigate the situation or concern and provide a solution.

3. If the situation is still not resolved, make an appointment with the College President. Provide documentation and state why you are not satisfied with the responses you have received so far.

4. Present a formal complaint to the American Dental Association Commission on Dental Accreditation. The Commission on Dental Accreditation should only be contacted as a last resort, and only when accreditation standards are being violated or the integrity and quality of Dental Hygiene education is compromised. The Commission may be contacted at:
5. A copy of the current ADA CODA Accreditation Standards is located in classroom #805.

**Student-Patient Conflict Resolution**

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

1. The student will inform the assigned clinical instructor of the nature of the conflict as soon as possible.

2. The clinical instructor will assist the student in determining ways to resolve the conflict. This includes meeting with the patient and serving as a mediator.

3. If the conflict cannot be resolved, the clinical instructor will consult with the Program Director to determine the best solution to the situation.

4. A patient may be dismissed from the clinic for making suggestive, obscene or offensive remarks to the student or for disrespectful or inappropriate behavior. The student must inform the clinical instructor and/or the Program Director of the situation immediately.

**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 Hygiene classes, clinical activities and/or external rotations may be cancelled or altered at the discretion of the Program Director.

**Dental Hygiene Clinic Inclement Weather Policy**

If a delay for starting classes is called, and classes will begin at 9:00am, morning and afternoon clinics will be held at their normal schedule.

If a delay for starting classes states that classes will begin at 10:00am but no later than 1:00pm, morning clinic patients will be cancelled, but afternoon clinics will follow the normal schedule.

If a delay for starting classes states that classes will begin later than 1:00pm, both morning and afternoon clinic patients will be cancelled.
It is the students’ responsibility to inform their patients of inclement weather cancellations of clinical appointments. Students are expected to report to the Dental Hygiene facility at the time classes are scheduled to start, even if clinic patients are cancelled. If there are any questions or special situations, students will call the Department’s secretary for additional information.

**Dismissal from the Program**

The Dental Hygiene 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 also be dismissed for the following reasons:

1. Failure to obtain a grade of “B” or above in any Dental Hygiene course.
   - Refer to the Program Progression section
2. Failure to complete Clinical Competencies successfully as stated previously.
3. Unacceptable and/or disruptive behavior in the clinic or classroom.
4. Unethical and unprofessional class or clinical behavior.
5. Physical or emotional health problems that do not respond to appropriate treatment and/or counseling within a reasonable period of time.
6. Unsafe practices that endanger the patient, the student, and/or the faculty.

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

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

**Readmission**

A student who withdraws voluntarily or fails to progress in the program during the first semester and who wishes to re-enter the program must reapply and compete for admission with all other applicants. If accepted, the student may have to retake or audit all previously completed classes to ensure that the student's knowledge is up to date and on par with the other students. The Program Director will inform the student of which classes need to be retaken and which need to be audited.

A student who withdraws voluntarily or fails to progress in the program after successfully completing the first semester of classes may be able to re-enter the program the next year on a space available basis. Re-admission will be based on a review of the student's performance by the Program Director and the faculty as well as faculty and space availability. If accepted, the student will be encouraged to audit previously completed classes to ensure that the student's knowledge is up-to-date and
on par with the other students. The Program Director will inform the student of which classes need to be retaken and which need to be audited.

Readmission is contingent upon:

1. An evaluation of the student's past performance in the program by the Program Director and the Dental Hygiene faculty.

2. The reason(s) for the interruption of the student's progression.
   • Students who are dismissed from the program for serious ethical, behavioral, or academic violations will not be eligible for readmission. This determination will be made by the faculty and the Program Director after weighing all available evidence.

3. An evaluation by the Program Director and the faculty to determine if the student will benefit from readmission.

4. The student meeting the current admission requirements, which may be different from the ones that resulted in the original admission.

5. Availability of an operatory for clinical work and sufficient faculty to perform evaluation.

Note: DEN prefix courses cannot be more than three (3) years old.

**Course Transfer Policy**

Students may be exempt from certain Dental Hygiene courses if they have successfully completed a course with equal or better content than specified in the North Carolina Common Course Library. Based on available documentation, the decision will be made by the Program Director regarding exemption by examination or transfer of credit. The following rules must be followed:

1. Documentation of courses being considered for validation must include official transcripts, a catalog course description, and a course syllabus. Courses taken in North Carolina that are included in the Common Course Library may be exempted from this requirement.

2. The student must have earned a “B” or above in the course being considered.

3. The course credit hours must be equivalent and at an equal curriculum level (i.e. an associate degree or above) for transfer into an associate degree program.

4. The course may not be more than 3 years old.
5. The course must have been successfully completed in an ADA accredited Dental Hygiene Program with the exception of courses listed below which may be completed in an ADA accredited Dental Assisting Program.

A. DEN 110 Orofacial Anatomy, DEN 111 Infection/Hazard Control, and DEN 112 Dental Radiology from the North Carolina Community College System Common Course Library will automatically transfer into the Dental Hygiene Program.

   Note: Students who transfer in DEN 112 Dental Radiology are strongly encouraged to audit DEN 112 at CVCC. CVCC uses a combination of film, digital sensors, and phosphor plates to expose radiographs. The student must be proficient at an entry level with all procedures prior to exposing patients. CVCC also utilizes specific protocol for developing, critiquing, grading, and recording pathology for all radiographs taken. The student will be graded on the radiographic procedure throughout the program. Please discuss auditing this class with the Program Director and with the class instructor.

B. A student who has completed DEN 102 Dental Materials with a “C” or better must request Advanced Placement Credit for DEN 224 Dental Materials and Procedures or take DEN 224 for credit. See Program Director.

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**GENERAL INFORMATION**

**Advising and Student Counseling**

Each student who has been accepted into the program is assigned a Dental Hygiene faculty member as an advisor. Faculty advisors are available for assistance or counseling in relation to students' problems. The Dental Hygiene faculty is happy to assist students whenever possible and will suggest referrals if the situation or circumstances indicate such a need. **Please make an appointment during the faculty advisor’s office hours.** Faculty will attend to students needs immediately in emergency or urgent situations.

Counseling is also available through the Counselors in Student Services or Advising Center. The student can also talk to other faculty members or to the Program Director about situations and problems that may be affecting him/her. **Remember to make an appointment** unless it is an emergency situation.

Each full-time faculty member has his/her office hours posted outside the office door.
**Lockers**

Each student is assigned a locker for the duration of enrollment in the Dental Hygiene Program. It is strongly recommended that each student purchase a combination lock for his/her locker and secures his/her locker. Each student with a combination lock or key lock will be required to provide the combination or an extra key to the Dental Hygiene secretary.

**Mailboxes and Bulletin Boards**

Each Dental Hygiene student is assigned a mailbox located in the Dental Hygiene facility. Written information concerning the program will be placed in the student mailboxes. Students should check the mailboxes daily so that information is received in a timely matter. Faculty mailboxes are located in the receptionist’s area of the Dental Hygiene facility. Bulletin boards should also be periodically checked for important announcements and information.

**STUDENT RELATED ACTIVITIES**

**Faculty Liaison:** Each class will choose a faculty liaison who will be responsible to:

1. Represent the class in Advisory Committee meetings
2. Present concerns at Dental Hygiene Faculty meetings as needed
   - Requests to be included in the next scheduled Faculty Meeting
   - Concerns should be provided in writing for inclusion in the agenda
   - Possible solutions and suggestions should be included
3. Reports to the class the results of the meetings
   *These duties may be reviewed and revised.

**ADHA Student Members**

The CVCC Dental Hygiene Program has established an ADHA Student Member component for student participation. Students are required to join ADHA Student Member as part of an introduction to their professional association.

ADHA Student Member officers will be elected during the fall semester. ADHA Student Member officers include President, Vice President, and Secretary/Treasurer.

Students will be informed of the cost of ADHA Student Member membership. Payment is due at the beginning of each fall semester of enrollment in the Dental Hygiene Program. Dues paid for membership by second-year students will allow the student to convert his/her SADHA membership to an ADHA membership upon providing ADHA proof of state licensure.
President:

1. Conduct scheduled meetings

2. Organize community service projects and fund-raisers to benefit the community. At least one project must be conducted per semester

3. Appoint committees and follow progress of each to ensure goals are being met

4. Schedule guest lecturers to speak at meetings on relevant topics of dentistry, health and well-being, and employment. At least one guest lecture should be presented each semester

Vice President:

1. Assist the President in his/her role and duties.

Secretary/Treasurer:

1. Record minutes at ADHA Student Member meetings

2. Read minutes of previous meetings

3. Maintain a folder of all meeting minutes

4. Assist the SADHA Advisor in maintaining/distributing funds collected or raised by the group for community outreach

5. Report on the balance of funds at every meeting

6. Document fund balances - reported on a monthly basis

Note: These duties may be reviewed and revised

MISCELLANEOUS

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 Hygiene 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.
**Printing**

Students will print all course material and assignments at home. Students are not allowed to print any material from the Dental Hygiene Department printers, unless specific approval is given by a faculty member.

**Copying**

Students are not allowed to use the program copier unless specific approval is given by a faculty member.

**Computer and Internet Use Policies**

All computer resources are intended for the use of CVCC’s faculty, staff, and students. These resources include, but are not limited to computers, network equipment, printers, software and Internet access. Users of these resources are responsible for respecting and adhering to local, state, federal and international laws. Any attempt to break those laws through use of the campus network may result in litigation against the offender by the proper authorities.

If such an event should occur, CVCC will fully cooperate with the authorities to provide any information necessary for the litigation process. To help control possible abuse of such resources the following guidelines have been developed:

1. Computer resources are to be used for the purpose for which they are assigned and are for non-commercial use only.

2. Federal copyright law and legal licensing agreements protect all computer software. For this reason it is forbidden to copy from or install to any computer resource on this campus.

3. Planning or conducting any illegal activity through CVCC’s computer network including possessing or distributing pornography or commercial software is prohibited.

4. Internet resources are for educational purposes only. CVCC reserves the right to determine if the Internet is being used inappropriately. Use of computer network can and will be monitored. Additional Internet access policies may be posted in areas where access is available and on CVCC’s Web page.

5. Access rights to CPU and Network resources may be given to individuals as needs arise. Anyone abusing these resources may have these privileges revoked.

6. Harassment of other users by sending unwanted e-mail, interfering with network use, or attempting to break into accounts without full-authorized access is prohibited.

7. Creation, display, transmittal or making accessible threatening, racists, sexist, obscene, offensive, annoying or harassing language and/or material is prohibited.

8. Intentional access for the purpose of damaging systems or information is prohibited. This includes, but is not limited to viruses, harmful files and other methods of vandalism.
Anyone suspected of violating these guidelines will immediately be suspended from all computing resources. Upon proof of such violations, CVCC retains the right to permanently deny all future computer privileges and services. Other disciplinary actions may be imposed as CVCC sees fit. Ignorance of CVCC’s policies is not an excuse.

**Dental Hygiene Program Addendum to CVCC’s Computers and Internet Acceptable Use Policy**

The use of the clinic computers is a privilege for each student. The computers will be used directly for school or patient-related 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. If the student fails to comply with the appropriate use of the computers, they will be subject to disciplinary action in the following ways:

- Any student observed using social media at any time on any computer will be sent home for the day.
- Any student using the computers for any non-patient-related activity during clinic will receive a zero and be sent home for the rest of the day.

**Academic Dishonesty Policies**

Students at CVCC 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 class 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 4.62 of the *Policy and Procedure Manual*. The information is also available in the current *CVCC General Catalog* under Behavior Sanctions.

**Dental Hygiene Program Addendum to CVCC Dishonesty Policy**

During test taking the student must:

- Have only pen or pencil for writing/marking
- Not have a cell phone near or on his/her person
- Place all books, outer clothing and other materials in an area identified by the instructor
  - Usually in the lab area of the front classroom
  - Usually on one of the front tables in the back classroom
- Not have any items on the floor around the chair or feet
- Use the calculators, if needed, allowed by the instructor
- Not leave the room during the test

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

If a student is observed breaking any of the dishonesty policy or addendum rules, the student will receive a zero “0” for that test and be dismissed for the day. A meeting will be set within two (2) school days with the program director, the class instructor, and the student to discuss the ability of the student to remain in the Dental Hygiene Program.