TRIAL COURSE OR NEW COURSE PROPOSAL

<table>
<thead>
<tr>
<th>SUBMITTED BY:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>Allied Health</td>
</tr>
<tr>
<td>Prepared by</td>
<td>Jenifer Filotei</td>
</tr>
<tr>
<td>Email Contact</td>
<td><a href="mailto:Fjaf1@uaf.edu">Fjaf1@uaf.edu</a></td>
</tr>
<tr>
<td>Phone</td>
<td>455-2891</td>
</tr>
<tr>
<td>Faculty Contact</td>
<td>Jenifer Filotei</td>
</tr>
</tbody>
</table>

1. ACTION DESIRED (CHECK ONE):
- Trial Course
- New Course

2. COURSE IDENTIFICATION:
- Dept: DA
- Course #: 132
- No. of Credits: 2

3. PROPOSED COURSE TITLE:
 Administrative Procedures for the Dental Assistant

4. CROSS LISTED? YES/NO
- No

5. STACKED? YES/NO
- No

6. FREQUENCY OF OFFERING:
- Fall only
  (Every or Alternate) Fall, Spring, Summer — or As Demand Warrants

7. SEMESTER & YEAR OF FIRST OFFERING (if approved):
- Fall 2009

8. COURSE FORMAT:

<table>
<thead>
<tr>
<th>COURSE FORMAT:</th>
</tr>
</thead>
<tbody>
<tr>
<td>(check one)</td>
</tr>
<tr>
<td>1 2 3 4 5 6</td>
</tr>
<tr>
<td>weeks to full semestere</td>
</tr>
<tr>
<td>OTHER FORMAT (specify)</td>
</tr>
<tr>
<td>lecture</td>
</tr>
</tbody>
</table>

9. CONTACT HOURS PER WEEK:

   | 2  |
   | LECTURE hours/weeks |
   | 0  |
   | LAB hours/week |
   | 0  |
   | PRACTICUM hours/week |

   Note: # of credits are based on contact hours. 800 minutes of lecture=1 credit. 2400 minutes of lab in a science course=1 credit. 1600 minutes in non-science lab=1 credit. 2400-4800 minutes of practicum=1 credit. 2400-8000 minutes of internship=1 credit. This must match with the syllabus. See http://www.uaf.edu/uafgov/faculty/cd/credits.html for more information on number of credits.

10. COMPLETE CATALOG DESCRIPTION including dept., number, title and credits (50 words or less, if possible):

    DA 132 2 credits
Administrative Procedures for the Dental Assistant

Administrative responsibilities performed by dental assistants in dental facilities. Includes duties of the office assistant, receptionist or secretary, and insurance coordinator. Focus on reception, telephone procedures, scheduling, public relations, insurance and professionalism. Prerequisites: High school graduation, GED or permission of instructor. (2 + 0)

11. COURSE CLASSIFICATIONS: (undergraduate courses only. Use approved criteria found on Page 10 & 17 of the manual. If justification is needed, attach on separate sheet.)

| H = Humanities | N = Natural Science | S = Social Sciences |

Will this course be used to fulfill a requirement for the baccalaureate core? [X] YES [ ] NO

IF YES, check which core requirements it could be used to fulfill:

- O = Oral Intensive, Format 6
- W = Writing Intensive, Format 7
- Natural Science, Format 8

12. COURSE REPEATABILITY:

Is this course repeatable for credit? [X] YES [ ] NO

Justification: Indicate why the course can be repeated (for example, the course follows a different theme each time).

How many times may the course be repeated for credit? [ ] TIMES

If the course can be repeated with variable credit, what is the maximum number of credit hours that may be earned for this course? [ ] CREDITS

13. GRADING SYSTEM:

LETTER: [X] PASS/FAIL: [ ]

REstrictions on Enrollment (if any)

14. PREREQUISITES

High school graduation, GED, or permission of instructor.

These will be required before the student is allowed to enroll in the course.

RECOMMENDED

Classes, etc. that student is strongly encouraged to complete prior to this course.

15. SPECIAL RESTRICTIONS, CONDITIONS

None

16. PROPOSED COURSE FEES

none

Has a memo been submitted through your dean to the Provost & VCAS for

17. PREVIOUS HISTORY

Has the course been offered as special topics or trial course previously? [X] Yes [ ] No

If yes, give semester, year, course #, etc.: Fall, 2008 and Fall 2009, as section T02 of HLTH 132
18. ESTIMATED IMPACT
WHAT IMPACT, IF ANY, WILL THIS HAVE ON BUDGET, FACILITIES/SPACE, FACULTY, ETC.
NONE

19. LIBRARY COLLECTIONS
Have you contacted the library collection development officer (ffklj@uaf.edu, 474-6695) with regard to the adequacy of library/media collections, equipment, and services available for the proposed course? If so, give date of contact and resolution. If not, explain why not.

20. IMPACTS ON PROGRAMS/DEPTS
What programs/departments will be affected by this proposed action?
Include information on the Programs/Departments contacted (e.g., email, memo)
Dental Assistant Certificate and AAS degree

21. POSITIVE AND NEGATIVE IMPACTS
Please specify positive and negative impacts on other courses, programs and departments resulting from the proposed action.
This will clarify which administrative course the dental assisting students must take so there is no confusion about the students enrolling in the medical assisting administrative procedures course (HLTH 132) by mistake.

JUSTIFICATION FOR ACTION REQUESTED
The purpose of the department and campus-wide curriculum committees is to scrutinize course change and new course applications to make sure that the quality of UAF education is not lowered as a result of the proposed change. Please address this in your response. This section needs to be self-explanatory. Use as much space as needed to fully justify the proposed course.

Previous Administrative requirement for the Dental Assistant program were met in the F132 course which focuses mostly on the medical admin duties. As our Dental Assistant program has grown so has the need for an Administrative course that specifically addresses the dental environment.

APPROVALS:

Signature, Chair,
Program/Department of:
Date

Signature, Chair, College/School Curriculum Council for:
Date

Signature, Dean, College/School of:
Date
18. ESTIMATED IMPACT
WHAT IMPACT, IF ANY, WILL THIS HAVE ON BUDGET, FACILITIES/SPACE, FACULTY, ETC.

NONE

19. LIBRARY COLLECTIONS
Have you contacted the library collection development officer (ffklj@uaf.edu, 474-6695) with regard to the adequacy of library/media collections, equipment, and services available for the proposed course? If so, give date of contact and resolution. If not, explain why not.

No   X   Yes   

Not applicable. No change in current needs.

20. IMPACTS ON PROGRAMS/DEPTS
What programs/departments will be affected by this proposed action?
Include information on the Programs/Departments contacted (e.g., email, memo)

Dental Assistant Certificate and AAS degree

21. POSITIVE AND NEGATIVE IMPACTS
Please specify positive and negative impacts on other courses, programs and departments resulting from the proposed action.

This will clarify which administrative course the dental assisting students must take so there is no confusion about the students enrolling in the medical assisting administrative procedures course (HLTH 132) by mistake.

JUSTIFICATION FOR ACTION REQUESTED
The purpose of the department and campus-wide curriculum committees is to scrutinize course change and new course applications to make sure that the quality of UAF education is not lowered as a result of the proposed change. Please address this in your response. This section needs to be self-explanatory. Use as much space as needed to fully justify the proposed course.

Previous Administrative requirement for the Dental Assistant program were met in the F132 course which focuses mostly on the medical admin duties. As our Dental Assistant program has grown so has the need for an Administrative course that specifically addresses the dental environment.

APPROVALS:

Marshia Jones
Signature, Chair, Program/Department of:

Date 10-17-08

M. Jones
Signature, Chair, College/School Curricula Council for:

Date 10-17-08

TVC Director
Signature, Dean, College/School of:

Date
18. ESTIMATED IMPACT
WHAT IMPACT, IF ANY, WILL THIS HAVE ON BUDGET, FACILITIES/SPACE, FACULTY, ETC.

NONE

19. LIBRARY COLLECTIONS
Have you contacted the library collection development officer (ffklij@uaf.edu, 474-6695) with regard to the adequacy of library/media collections, equipment, and services available for the proposed course? If so, give date of contact and resolution. If not, explain why not.

No [X] Yes [ ] Not applicable. No change in current needs.

20. IMPACTS ON PROGRAMS/DEPTs
What programs/departments will be affected by this proposed action?
Include information on the Programs/Departments contacted (e.g., email, memo)

Dental Assistant Certificate and AAS degree

21. POSITIVE AND NEGATIVE IMPACTS
Please specify positive and negative impacts on other courses, programs and departments resulting from the proposed action.

This will clarify which administrative course the dental assisting students must take so there is no confusion about the students enrolling in the medical assisting administrative procedures course (HLTH 132) by mistake.

JUSTIFICATION FOR ACTION REQUESTED
The purpose of the department and campus-wide curriculum committees is to scrutinize course change and new course applications to make sure that the quality of UAF education is not lowered as a result of the proposed change. Please address this in your response. This section needs to be self-explanatory. Use as much space as needed to fully justify the proposed course.

Previous Administrative requirement for the Dental Assistant program were met in the F132 course which focuses mostly on the medical admin duties. As our Dental Assistant program has grown so has the need for an Administrative course that specifically addresses the dental environment.

APPROVALS:

Signature, Chair, Program/Department of:

[Signature] Date 10/29/08

Signature, Chair, College/School Curricular Council for:

[Signature] Date

Signature, Dean, College/School of:

[Signature] Date
18. ESTIMATED IMPACT
WHAT IMPACT, IF ANY, WILL THIS HAVE ON BUDGET, FACILITIES/SPACE, FACULTY, ETC.

NONE

19. LIBRARY COLLECTIONS
Have you contacted the library collection development officer (ffklij@uaf.edu, 474-6695) with regard to the adequacy of library/media collections, equipment, and services available for the proposed course? If so, give date of contact and resolution. If not, explain why not.

No [X] Yes [ ] Not applicable. No change in current needs.

20. IMPACTS ON PROGRAMS/DEPTS
What programs/departments will be affected by this proposed action?
Include information on the Programs/Departments contacted (e.g., email, memo)

Dental Assistant Certificate and AAS degree

21. POSITIVE AND NEGATIVE IMPACTS
Please specify positive and negative impacts on other courses, programs and departments resulting from the proposed action.

This will clarify which administrative course the dental assisting students must take so there is no confusion about the students enrolling in the medical assisting administrative procedures course (HLTH 132) by mistake.

JUSTIFICATION FOR ACTION REQUESTED
The purpose of the department and campus-wide curriculum committees is to scrutinize course change and new course applications to make sure that the quality of UAF education is not lowered as a result of the proposed change. Please address this in your response. This section needs to be self-explanatory. Use as much space as needed to fully justify the proposed course.

Previous Administrative requirement for the Dental Assistant program were met in the F132 course which focuses mostly on the medical admin duties. As our Dental Assistant program has grown so has the need for an Administrative course that specifically addresses the dental environment.

APPROVALS:

AS PER ATTACHED
Signature, Chair, Program/Department of: Allie Hendee

AS PER ATTACHED- CRCD/TVI
Signature, Chair, College/School Curriculum Council for:

Signature, Dean, College/School of: CRCD

Date 10/20/08
Offerings above the level of approved programs must be approved in advance by the Provost.

**ALL SIGNATURES MUST BE OBTAINED PRIOR TO SUBMISSION TO THE GOVERNANCE OFFICE**

<table>
<thead>
<tr>
<th>Signature, Chair, UAF Faculty Senate Curriculum Review Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
</tr>
</tbody>
</table>

**ADDITIONAL SIGNATURES: (If required)**

<table>
<thead>
<tr>
<th>Signature, Chair, Program/Department of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Signature, Chair, College/School Curriculum Council for:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Signature, Dean, College/School of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
</tr>
</tbody>
</table>
ATTACH COMPLETE SYLLABUS (as part of this application).
Note: syllabus must follow the guidelines discussed in the Faculty Senate Guide
http://www.uaf.edu/uafgov/faculty/cd/syllabus.html.
The department and campus wide curriculum committees will review the syllabus to
ensure that each of the items listed below are included. If items are missing or
unclear, the proposed course change will be denied.

SYLLABUS CHECKLIST FOR ALL UAF COURSES
During the first week of class, instructors will distribute a course syllabus. Although
modifications may be made throughout the semester, this document will
contain the following information (as applicable to the discipline):

1. Course information:
   - Title, number, credits, prerequisites, location, meeting time
     (make sure that contact hours are in line with credits).

2. Instructor (and if applicable, Teaching Assistant) information:
   - Name, office location, office hours, telephone, email address.

3. Course readings/materials:
   - Course textbook title, author, edition/publisher.
   - Supplementary readings (indicate whether required or recommended) and
     any supplies required.

4. Course description:
   - Content of the course and how it fits into the broader curriculum;
   - Expected proficiencies required to undertake the course, if applicable.
   - Inclusion of catalog description is strongly recommended, and
   - Description in syllabus must be consistent with catalog course
description.

5. Course Goals (general) and Student Learning Outcomes (more specific)

6. Instructional methods:
   - Describe the teaching techniques (eg: lecture, case study, small group
discussion, private instruction, studio instruction, values clarification,
games, journal writing, use of Blackboard, audio/video conferencing, etc.).

7. Course calendar:
   - A schedule of class topics and assignments must be included. Be specific
so that it is clear that the instructor has thought this through and will
not be making it up on the fly (e.g. it is not adequate to say “lab”.
Instead, give each lab a title that describes its content). You may call
the outline Tentative or Work in Progress to allow for modifications during
the semester.

8. Course policies:
   - Specify course rules, including your policies on attendance, tardiness,
class participation, make-up exams, and plagiarism/academic integrity.

9. Evaluation:
   - Specify how students will be evaluated, what factors will be
     included, their relative value, and
   - how they will be tabulated into grades (on a curve, absolute scores,
     etc.)

10. Support Services:
    - Describe the student support services such as tutoring (local and/or
regional) appropriate for the course.

11. Disabilities Services:
The Office of Disability Services implements the Americans with Disabilities
Act (ADA), and insures that UAF students have equal access to the campus and
course materials.
    - State that you will work with the Office of Disabilities Services (203
WHIT, 474-7043) to provide reasonable accommodation to students with
disabilities.”
Instructor: Jennifer Herron  
**Telephone/Message:** 455-2831 (Jenifer Filotei)  
**Email:** jennifer@paynemiears.com  
**Class Location:** TVCC Rm #407  
**Class Hours:** Mon 10:00A – 12:00 P  
**Office Hours:** by appointment

**COURSE DESCRIPTION:** Administrative responsibilities performed by dental assistants. Includes duties of the office manager, receptionist or secretary, and insurance coordinator. Focus on reception, telephone, insurance, organization, and professionalism.

**COURSE OBJECTIVES:** On completion of this course the student will be familiar with and/or be able to:

1. Describe the many roles of an administrative dental assistant
2. Categorize basic dental procedures
3. Identify and describe professional telephone manners
4. Discuss the four elements of letter writing
5. Demonstrate different problem-solving techniques
6. Discuss the purpose of a dental practice procedural manual, and identify the different elements
7. List the functions of clinical records
8. Discuss the function of risk management
9. Describe the mechanics of scheduling
10. Classify and identify the different types of insurance coverage
11. Discuss the purpose of insurance coding and differentiate between categories
12. Insurance information required to determine insurance coverage
13. Formulate a system to organize accounts payable
14. Design an ergonomic workstation. Identify important elements.

**TEXT:** The Administrative Dental Assistant, by Linda J. Gaylor  
The Student Workbook to Accompany text book
INSTRUCTIONAL METHODS: Instructional methods in this classroom will include lecture, demonstration, discussion and independent learning.

GRADING:

Attendance/Participation: 10%
Quizzes/Homework: 30%
Midterm: 30%
Final: 30%

Letter grades will be assigned as follows:
A= 90%-100%
B= 80%-89%
C= 70%-79%
D= 60%-69%
F= 59% and lower

Accessibility: Students with documented disabilities will be provided reasonable accommodations to ensure equal access to education at UAF. If you have a disability that requires special accommodations, please speak with the Disability Services program, located at the Center for Health and Counseling. (474-7043). Services are free of charge.

Attendance Policy: It is expected that you will attend all classes and that you will come ready to participate and with all needed materials. If for any reason you must be absent you are responsible for the content of the class missed and need to obtain notes and assignments from a classmate. If you are more than 10 minutes late, you will be considered absent. 3 absences can result in your suspension. You will be given one free absence during the semester. Use it wisely.

Quizzes/Homework Assignments: You may or may not be notified in advance of quizzes. Homework assignments will be passed out with the necessary information including what the assignment is, how it is to be done, and when it needs to be turned in. THERE ARE NO MAKEUP TESTS!

Withdrawal from class: If you want to drop a class, you must withdraw officially from the class. The last day for student initiated withdrawals is September 12th. If you stop attending class without officially withdrawing, the instructor may also initiate your withdrawal from class. If you stop attending class after September 12th, you will receive an F for the course. If you are prevented from finishing class by some unforeseen event, you may negotiate an incomplete by talking with the instructor.

Classroom Behavior: In order for all of us to enjoy our time together and successfully address the subject matter, it has been necessary to establish certain rules & regulations of classroom behavior.

 ✓ Food is permitted in the classroom but during breaks ONLY. Water, soft drinks, and coffee are permitted, but clean up after yourself.
 ✓ You must turn off cell phones and pagers during class time.
 ✓ You may not bring your children or friends to class with you.
 ✓ You must demonstrate respect for all members of the class and staff.
 ✓ You must participate fully in group activities.
Help is Available: It is essential that you keep up with your work. Tailor your study time to your learning style and your schedule. The instructor is more than willing to assist you in understanding the material. Please ask questions as soon as they arise.

Disabilities Services: We will work with the office of Disability Services to make reasonable accommodations for any student with a documented disability. Please contact the office of Disability Services, 474-7043, 203 Whitman. The TVC Student Assistance office can also help you with any of these concerns.

Study suggestions:

- Check your syllabus, and skim over the material to be covered before attending class.
- Listen carefully and take notes during lecture.
- As soon after class as possible, go over your notes, fill in missing details, referring to page numbers in your text, etc.
- Spend time with your notes deciding what is important and determining how to remember it.
- Study alone before you study with a friend but do both. Quiz each other. Teach each other.
- Ask us if you don't understand something.
<table>
<thead>
<tr>
<th>Date</th>
<th>Chapter</th>
<th>In Class Review</th>
<th>Test</th>
<th>Hmwk</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/08/08</td>
<td></td>
<td>Introduction, review syllabus</td>
<td></td>
<td>Read Chap 1 &amp; 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>“Body Language” Personality</td>
<td></td>
<td></td>
</tr>
<tr>
<td>09/15/08</td>
<td>Chapter 1 &amp; 2</td>
<td>Dental Basics</td>
<td></td>
<td>Read Chap 3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Orientation to the Dental Profession</td>
<td></td>
<td></td>
</tr>
<tr>
<td>09/22/08</td>
<td>3</td>
<td>Communication Skills and Telephone Techniques</td>
<td></td>
<td>Read Chap 4</td>
</tr>
<tr>
<td>09/29/08</td>
<td>4</td>
<td>Written Correspondence</td>
<td>Chap 1,2,3</td>
<td></td>
</tr>
<tr>
<td>10/06/08</td>
<td>5 &amp; 6</td>
<td>Patient Relations</td>
<td></td>
<td>Read Chap 7 &amp; 8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dental Healthcare Team</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Communication</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/13/08</td>
<td>7 &amp; 8</td>
<td>Patient Clinical Records-Guest speaker</td>
<td>Chap 4,5,6</td>
<td>Review Midterm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Information Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/20/08</td>
<td></td>
<td>Test Review for Midterm</td>
<td>Chap 7 &amp; 8</td>
<td>Review Midterm</td>
</tr>
<tr>
<td>10/27/08</td>
<td></td>
<td>Midterm exam</td>
<td></td>
<td>Read Chap 9 &amp; 10</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Chap 1-8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/03/08</td>
<td>9&amp;10</td>
<td>Dental Patient Scheduling</td>
<td></td>
<td>Read Chap 11 &amp; 12</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Recall Systems</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/10/08</td>
<td>11 &amp; 12</td>
<td>Dental Insurance Processing</td>
<td>Chap 9,10</td>
<td>Read Chap 13 &amp; 14</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Inventory Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/17/08</td>
<td>13 &amp; 14</td>
<td>Financial Arrangements/Collection</td>
<td>Chap 11,12</td>
<td>Read Chap 15 &amp; 16</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Bookkeeping procedures</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/24/08</td>
<td>15&amp;16</td>
<td>Bookkeeping procedures: Accounts payable</td>
<td>Chap 13,14</td>
<td>Read Chap 17 &amp; 18</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Office Equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/01/08</td>
<td>17 &amp; 18</td>
<td>Computerized Dental Practice</td>
<td>Chap 15,16</td>
<td>Review for Test/ Final</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Employment Strategies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/08/08</td>
<td></td>
<td>Test/ Review Final</td>
<td>Chap 17 &amp; 18</td>
<td>Study Final</td>
</tr>
<tr>
<td>12/15/08</td>
<td></td>
<td>Final Chapter 9-18</td>
<td></td>
<td>Good Luck</td>
</tr>
</tbody>
</table>