

Hands-On Dental Assistant Training Catalog

NORTH CAROLINA

HISTORY

Hands On Dental Assistant Training, LLC (hereafter “Hands On” or the “School”) offers a dental assistant training Program that spans only a few short weeks. The courses are designed to turn students into well-trained, entry-level dental Assistants. We are approved by the Dental Assisting National Board (DANB). Students will receive a certificate of completion for 119 clock hours of training. Hands On Dental Assistant Training, LLC is owned and operated by Fatima Oglesby-Morris. Fatima began her career path in the dental field as a volunteer dental assistant at St. Elizabeth Hospital in Washington, DC, after working in various aspects of the dental specialty as a dental assistant. Fatima continued her education at Howard University to become a dental hygienist, a profession she enjoyed for 27 years. As a dental hygienist, she observed that dental assistants needed more hands-on training and continuing education classes to help them become more educated, productive, and professional dental assistants. Fatima had a vision that led her to develop and create Hands-On Dental Assistant Training, LLC.

Fatima is a firm believer that there is no “I” in team and that teamwork is essential for the successful and efficient operation of a dental office. Fatima’s vision for the public is to have access to dental treatment and to be educated about their oral health. Fatima wants dental assistants to help achieve her vision by training them to educate the public community about how to achieve optimal oral health. Fatima believes that everyone should have access to dental care. Fatima advocates for dental assistants and dental hygienists. She is the past Third District Trustee of the American Dental Assistant Association and past Vice President of the Maryland Dental Hygienists’ Association.

MISSION STATEMENT:

It’s our mission to provide each student with the opportunity to acquire the skills necessary to become a professionally educated dental assistant. We will teach students how to provide optimal oral health care to their patients and how to volunteer their skills in the community.

Disclaimer:

1. This program is a DA 1 certificate. The NC State Board of Community Colleges licenses this program. The State Board of Community Colleges is not an accrediting agency.
2. In North Carolina, there are two classifications for **Dental Assistants (DAI and DAII)**. North Carolina does NOT certify assistants. Classification is based on experience and/or training as listed below. It is up to the employer to verify an assistant's qualifications and determine if he/she is a DAI or DAII.

Disclosure Statement:

A student completing all requirements of this program will be classified as a level I Dental Assistant/Front Office Administrator in North Carolina. To be classified as a Dental Assistant II, an assistant shall meet one of the following criteria: Completion of:

1. an ADA-accredited dental assisting program and current certification in CPR; or one academic year or longer in an ADA-accredited dental hygiene program, and current certification in CPR; or
2. completion of the Dental Assistant certification examination(s) administered by the Dental Assisting National Board and current certification in CPR; or
3. completion of:
 - A. 3-hour course in sterilization and infection control.

B. 3-hour course in dental office emergencies; and

C. Current certification in CPR.

4. After completing Sub-Items (3)(b), (c), and (d) of this Rule, dental assistants may be trained in any dental delivery setting and allowed to perform the functions of a Dental Assistant II under the direct control and supervision of a licensed dentist, except as listed in Sub-Item 3(e) of this Rule.

5. Dental assistants may take radiographs after completing radiology training consistent with G.S. 90-29(c)(12).

6. full-time employment and experience as a chairside assistant for two years (3,000 hours) of the preceding five, during which period the assistant may be trained in any dental delivery setting and allowed to perform the functions of Dental Assistant II under the direct control and supervision of a licensed dentist.

[Dental Assisting North Carolina Dental Board link](#)

Facility

Hands On Dental Assistant Training, LLC. It is located at 3306 North Elm Street, Greensboro, NC 27405. We train you to become a dental assistant in the basic subject areas of dental assisting, which include using the treatment rooms, laboratory, x-ray equipment, and office area.

Classes are held in an environment that simulates a modern, state-of-the-art dental office. Each student receives all the disposable equipment and supplies needed to perform tasks. Five students work in the lab room to get hands-on training using the dental equipment. Each student can use dental tools.

Instructors will utilize the following to aid students' learning: fully equipped dental treatment rooms, audiovisual aids, dental lab exercises, an office equipped with a computer, photocopy machine, fax, multiple phone lines, x-ray machines, and an autoclave.

Staff

- Fatima Oglesby-Morris, DA, RDH
- Founder/Owner
- Director of Admissions
- handsondatnc@gmail.com
- Tonya Davis DA II, AA, BBA
- School Director
- td@handsondat.com
- LeFran Cole, RDH Instructor

Admission Requirements:

Applicants must:

- Be 18 years of age or older
 - Have a high school diploma (or GED)
 - A U.S. citizen or possessing a work Visa that allows the student to reside and work in the United States
 - Must present a high school transcript or a college transcript
- (1) Graduation from a public, private, or home high school that operates in compliance with state or local law;
 - (2) A certificate of high school equivalency;
 - (3) Graduation from a community college or university that operates in compliance with state or local law;
 - (4) Completion of secondary education that is equivalent to high school education in the United States; (5)

The student's signed, notarized attestation of graduation from a public, private, or home high school that operates in compliance with state or local law, receipt of a certificate of high school equivalency, graduation from a community college or university that operates in compliance with state or local law, or completion of secondary education equivalent to high school education in the United States;

(6) For persons at least 18 years old who did not graduate from a public, private, or state home high school, obtain a certificate of high school equivalency, and graduate from a community college or university that all

operate in compliance with state or local law, or complete secondary education equivalent to high school education in the United States; demonstration of an ability to

benefit as determined by any test instrument approved by the Department of Education; or **Applicants** will be notified by phone or email of the school's decision regarding their admission status.

Learning Outcomes:

Upon successful completion of this program, students will be able to:

- analyze and discuss major areas in the dental field and procedures performed • demonstrate proper setup/cleaning and sterilization procedures, along with all infection control standards for eliminating cross-contamination
- evaluate and discuss radiographs and proper techniques for utilizing radiation equipment • identify proper names, the use, and the function of dental instruments and equipment used in a dental office • demonstrate appropriate knowledge and understanding of the dental care team's role in the health-care industry, including quality improvement processes that may be used to monitor the dental health team's ability to fulfill its responsibilities within a given healthcare system
- demonstrate a thorough knowledge and understanding of the duties and responsibilities of the certified dental assistant, including standards of ethics and jurisprudence governing the dental practice • recognize and use pharmaceutical-medical terms, abbreviations, and symbols commonly used in the prescribing, dispensing, and charting of medications in the dental office
- systematically collect and document diagnostic data in a dental office • demonstrate the ability to perform various clinical supportive skills needed in a dental office. Front office administration, scheduling patients confirming appointments, treatment planning, insurance verification.

Program Format

This program is an in-class program that requires students to meet on campus every week for 8 weeks. These face-to-face sessions allow students to learn theory as well as have authentic "hands-on" experience with their instructors and peers in a simulated dental office environment. Training is offered on 8 Saturdays for 9 hours each day (8.5 classroom hours).

The ratio of students to instructors for the classroom and laboratory program is 1:5. We provide our students with hands-on experience in all sections of dental assisting that utilize the office area, laboratory, treatment rooms, and x-ray equipment. Each session is split into lab and lecture components. Instructors present visual aids or PowerPoint presentations to students. During or after the sessions, questions, answers, and reviews are encouraged. The next part of the class will focus on mastering and applying practical skills in using the labs, equipment, and office treatment rooms. Students complete homework during the week to coincide with the learning objectives for our in-class training.

Our entry-level assistant program is customized into an 8-week program that covers professionalism, instrumentation, dental terminology, lab equipment, dental procedures, infection control, radiology, anatomy, and the dental team. Each session is divided into a lecture and a lab. The instructor will lecture the student and show video slides of a dental assistant.

Externship

A 55-hour externship will be a mandatory graduation requirement for each student. It will begin immediately after the student passes the first two exams. Exams are given weekly, so by the end of week 2, the 55-hour requirement for an externship must be completed by the last scheduled class of that week. Dental office(s) contact information will be provided to the students participating in the externship. At a preferred time for the dental office, the schedule of externship hours will be determined. The externship will provide students with the opportunity to test their abilities and skills that are expected for them to acquire during the first half of their instructional area of the Hands-On Dental Assistant Training curriculum.

Upon completion of the externship, the student will submit a signed timesheet from the dental office to Hands-On Dental Assistant Training. This is to confirm that the external student has completed the required hours. The dental practice will also conduct an assessment on the students' improvement. This assessment will record the performance level of the students as evaluated by their dentists during the externship. Overall, it will be graded on a pass/fail basis. Thus, a student's graduation requirement is to have a passing grade for the externship. **Schedule** Traditional class sessions on campus will meet on Saturdays. Please refer to the table below for a detailed schedule. It is the student's responsibility to understand and keep track of the schedule and the time commitment.

Session Schedule Face to Face (On campus) and Hybrid

- Week 1 through Week 4 Saturday, 8:00 am-5:00 p.m. 30 min break
- Week 5 through Week 8 Saturday, 8:00 am – 5:00 pm 30 min break
- Week 1 through Week 8 Monday/Wednesday 8:00 am - 5:00 pm or Tuesday/Thursday, 5:00 pm-9:30 pm 30 min break

Location: 3306 North Elm. St Greensboro, NC 27405 Admissions:

Registration Fee: \$50.00 (Full refund if no class is attended)
Tuition \$4,872 - DA Level I (not including books and uniform)
Books and Supply Fee \$150.00
Total Program Cost: \$5,072.00

❖ Tuition Refund Policy:

For institutions receiving federal funds, the policy and regulations shall require the institution to comply with federal law requirements for refunds. For all other institutions, the policy and regulations shall provide for, at a minimum, the following provisions: 1. If any of the following occur prior to the first day of class, a student shall receive a one hundred percent (100%) refund, including nonrefundable fees already paid: I. The

student withdraws.

II. The student is caused to withdraw by the school.

III. The school cancels the class.

2. If the student withdraws or is caused to withdraw by the school on or before completing twenty-five percent (25%) of the period of enrollment for which the student

was charged, the student shall receive a refund of seventy-five percent (75%), excluding

any disclosed nonrefundable fees.

Required Materials: Textbook:

Modern Dental Assisting (12th Edition), Bird Robinson, Workbook and Instrument book.

Please visit our website at www.handsondat.com

If you cannot afford the books, there are rental options through Amazon.com. Books are approximately \$150-\$ 200 per set.

Clothing

Students must come to class with either black or purple scrubs. Scrubs can be purchased at Walmart or any uniform store. Students must also wear closed-toe shoes. No high heels are permitted. Students are not allowed to wear excessive jewelry. If they have long hair, it must be pulled back. This is for safety precautions. The school provides each student with dental assistant name tags ("IDs") and models of their dentition at no additional cost. If lost, the replacement fee will be \$5.00.

Curriculum

Our Dental classes are broken down into eight modules, consisting of **DA 101-108 Lectures and DA 101-108 labs.**

DA 101 Introduction to the Profession(Lec): Dentistry as a profession and the responsibilities of the dental health team, which includes the dentist, hygienist, dental assistant, front office personnel, and back-office personnel.

DA 102 Ethical and Legal Issues (Lec)

A discussion of the ethics in dentistry and the various governmental agencies entrusted with the regulations of the dental profession to ensure and protect the public from incompetent and unethical procedures. Topics include licensure procedures, and credentialing is also discussed.

DA 103 Composition of Teeth and Dental Terminology & Tissues Surrounding the teeth (Lec) Mastering the parts of the tooth. Topics include the cervix, apex, dental pulp, and tissues of the teeth, such as enamel, dentin, and cementum. Also, includes a discussion of anatomical landmarks of the tooth and dental terminology—tissues supporting the human teeth. Topics include the alveolar process, the periodontal ligament, and the gingiva (gums), which are collectively known as the periodontium. Bones of the Head, Muscles of the Head and Neck, Temporomandibular Joint (TMJ), and Paranasal Sinuses. Basic anatomy and physiology of the human skull. Topics include the cranium and the bones of the face. Muscles of the head and neck, and the temporomandibular joint that connects the maxillary and the mandibular jaws. The topic also includes paranasal sinuses, which are the air cavities in the bones above each side of the nasal cavities.

DA 104 Dental Radiology (Lec)

Basic X-Ray techniques, emphasis on taking a complete mouth series of x-rays, developing and mounting

radiographs, and at least SEVEN (7) hours of didactic instruction in the production and use of dental x-rays. Pass the written exam to begin the laboratory portion of the instruction.

DA 105 Pediatric Dentistry, Dental Materials (Lec) Specialty limited to the dental care of children. Topics include informed consent from guardians before treatment and behavioral management—material used in dentistry. Topics include cavity varnishes and liners, dental cements, surgical, periodontal dressing, glass ionomer cements, composites, pit and fissure sealants, and dental amalgams.

DA 106 Oral Cavity, Salivary Glands and Immune System, Oral Pathology (Lec)

Students will gain a comprehensive understanding of disease and prevention, as well as infection control and oral pathology, including the anatomy of the mouth and the salivary glands, which are located outside the oral cavity. Topics include a discussion of infectious diseases that can be transmitted from patients in a dental environment, as well as an examination of the nature of diseases that affect oral structures and the surrounding areas. Topics include discussions on how to distinguish between normal and abnormal conditions in the oral cavity.

DA 107 Removal Prosthodontics, Fixed Prosthodontics (Lec)

Removable Prosthodontics replaces missing teeth. Topics include the parts of both partial and complete RPDs, as well as the various steps necessary during a replacement appointment. Complete restorations, or the replacement, of one or more teeth in a dental arch. Topics include the different types of fixed prosthodontic restorations. **DA 108 Endodontics and Root Canal Therapy (Lec)** Root Canal Therapy, Topical and Local Anesthesia, Orthodontics, Periodontics/Dental Hygienist Assistant Training

Topics include the use of the various endodontic instruments and materials. Prevention and correction of dental and oral deviations. Dealing with the prevention and treatment of periodontal diseases, which are the most common cause of tooth loss. Assisting the dental hygienist with periodontal charting and patient education

DA 101 Dental Operatory Equipment (Lab) The different components of the dental operatory and dental chair. Topics include the operation of the dental chair and the various instruments associated with it. Each student will be asked to operate the chair and multiple instruments until they are entirely familiar with the procedures. The goals of infection control are discussed in conjunction with the Occupational Safety and Health Administration (OSHA) requirements and standards. Students are taught and instructed to use the various Personal Protective Equipment (PPE) required in the dental clinic, including a gown, mask, eyewear/face shield, and examination gloves.

DA 102 Setting up and Breaking down operatories and Infection Control (Lab)

Performed by the dental assistant before seating a patient in the operatory. A standard routine must be established in accordance with the dentist and the relevant regulatory agencies. Students are taught to follow the guidelines of the Centers for Disease Control and Prevention (CDC) for effective infection control. Topics include the various procedures that must be completed following dental treatment. Students are asked to demonstrate the correct routine for breaking down and cleaning up the operatories after dental treatment.

DA 103 Suction and Sterilization (Lab)

Students will learn various methods of moisture control, with an emphasis on suctioning. Students will be asked to practice the placement of the tip of the High-Volume Evacuator with reference to each quadrant. Students will learn how to sterilize instruments, including the proper packaging of instruments. Students will package and sterilize instruments via cold sterilization and the autoclave.

DA 104 Radiology (Lab)

Laboratory portion of the course will be at least FOURTEEN (14) hours of instruction on a dental radiography manikin.”

Radiography Basics and X-Ray Procedures Basic X-Ray techniques Emphasis on taking a complete mouth series of X-rays. Students are taught and asked to take X-rays, developing and mounting radiographs.

DA 105 Dental Instruments and Charting (Lab) Topics include a study of the various dental instruments, how they are organized for the tasks they are to perform, and separated onto trays.

DA 106 Professional Documentation and Note Taking (Lab)

Documenting the patient's current dental condition and the dental services to be rendered serves as a legal record of the patient's care. The students are taught and asked to prepare a dental chart using appropriate symbols and abbreviations.

DA 107 Dental Specialties and procedures/material (Lab)

An overview of the steps involved in the fabrication and installation of complete and partial dentures. Students are asked to practice putting tray set-ups together for each stage of removable and prosthodontic fabrication and delivery.

An overview of the preparation of a full cast, porcelain-fused-to-metal crown or all porcelain crowns. Students learn the proper techniques for expelling impression materials. An overview of endodontics (root canal) procedures and the various materials and instruments used. Students are asked to practice identifying the materials and instruments used in the root canal procedure.

Proper use of anesthesia in dental practice. Topics include the various types of anesthesia and the instruments and techniques used in administering them. Students are asked to practice loading the syringes, proper passing techniques, and safe recapping techniques. A clinical video is shown during this session. Sealants and Bleaching techniques/restorative procedures benefit newly erupted and caries-free teeth. Students learn how to apply sealants

and bleaching techniques. Students will learn the procedures for amalgam and composite restorations, including instrument recognition, manipulation of materials, and proper set-up.

DA 108 Periodontal Treatment Procedures and Oral Surgery Procedures (Lab)

Topics include the various steps and instruments used. Students are taught various periodontal instrumentation and practice techniques in passing instruments. Students are taught how to set up the Cavitron Ultrasonic Scaler/Piezo Scaler. A study of dental implants and dental extraction. Students are taught about the different instruments and their uses, and then they are assigned to work with a patient. A clinical video of both oral surgical procedures is shown to the students during this session.

FOA 101 Front office administration, scheduling patients confirming appointments, treatment planning, insurance verification.

CPR 101 Cardiopulmonary Resuscitation

Students will learn CPR from an American Red Cross instructor.

Externship

Students will complete a total of 50 hours of externship under the supervision of a Licensed Dentist. Agreements are already established at local dental offices.

Attendance Policy/Makeup Work

Students should report to class on time. Consistent lateness to class may result in a conference with the instructor. Students are responsible for making up all missed work, including labs, homework, and projects. Missed classes and/or labs must be made up by communicating with the instructor. Classes may be made up by (1) arranging a time with your director or instructor to make up for a missed class, or (2) private tutoring, for which there is a \$100 fee. Make-up work must be completed within 1 week of the missed class. Students must make up any missed classes to receive their certificate. This should be arranged between the student and the instructor.

Academic Progress

A grade of 75% or higher is required to complete the program. Satisfactory is 75% or higher. Passing ("P") under 75% IS Unsatisfactory ("F")

Final GPA is calculated as follows:

The Average of the eight general quizzes = $1/3$

Mid-term = $1/3$ ** Lab work is graded on a Pass/Fail basis.

Final Exam = $1/3$

After each quiz (a total of 8) is graded, the student will be advised by the instructor of satisfactory/unsatisfactory progress in the program. The student will be given a written

“Student Progress Report”, a copy of which will be placed in the student's permanent file. Exams/Quizzes are given in each class, with the Final Exam given on the last scheduled day of class. If the student cannot raise their grade point average above 75% after taking the 4th quiz in sequence, they will be requested to withdraw. Students are strongly encouraged to take quizzes as scheduled. However, if a quiz is missed, the student is required to notify the instructor before the quiz and provide the reason for the absence. A makeup quiz may be scheduled at the instructor's discretion.

The make-up quiz must be taken within one week after the original examination. Students are responsible for contacting the instructor to reschedule a missed quiz. The final examination must be taken on the specified date. However, we understand emergencies do occur. To make up the Final Exam, students must have documentation on the emergency (i.e., Doctor's Note) and will be permitted to make it up. It is the student's responsibility to obtain all missed material and make up any missed daily (lab) work. If a student fails a unit quiz, they are expected to make an appointment within one week after the quiz was given with the course instructor. At that time, the student will review the Re-admission. The student may re-enroll or re-enter at a later time if arrangements have been made with the school director before the student's departure. Re-admission is granted when there is a vacancy in the class and a room available for admission. Re-admission will require filling out a new enrollment agreement and starting over from the beginning. Tuition charges will apply.

Readmission due to Leave of Absence

We recognize that emergencies occur. However, because the program is eight weeks, there is no leave of absence. If a student is unable to complete the program, they may be eligible to re-enroll later. Tuition fees would apply.

Grading

All class assignments and homework assignments are graded according to the following grading scale:

Excellent 94% – 100%

Good 84% – 93%

Fair 75% – 83%

Poor 0% -74%

All lab work assignments are graded on a Pass/Fail (“P” or “F”) basis. Students must obtain a minimum average grade of 75% and pass (“P”) all lab assignments to complete the training program satisfactorily. Examination and,

with the assistance of the instructor, identify strategies to improve examination performance. Exams will be given on scheduled dates (refer to the course calendar). Dates are subject to change at the instructor's discretion.

Graduation

Students will receive a Certificate of Achievement upon satisfactory completion of all assignments – classwork and homework, projects, and quizzes. To graduate, students must:

- Complete all homework and class assignments with a cumulative average of 75% or higher • Complete all lab assignments with a grade of Pass “P” • Complete the 55-clock-hour externship with a Pass “P”.
- Have a minimum of 90% attendance
- Pay all tuition and fees in full

Records/Transcripts

Student records are maintained permanently by the school in a fireproof safe. Computer records are regularly electronically backed up. All records are kept with the same security and confidentiality as patients' dental records. A set of documents is maintained on the school campus.

Students have the right to inspect their records and are entitled to a copy if there are no outstanding obligations. Students must submit a written request to handsondatnc@gmail.com to receive a copy of their documents and pay a \$15 transcript fee.

Changes Made by the School

Suppose the school cancels or changes a program of study or location in such a way that the student who has started is

unable to complete training. In that case, arrangements will be made promptly to accommodate the needs of each student enrolled in the program who is affected by the cancellation or change. If the school is unable to make alternative arrangements that are satisfactory to both parties, the school will refund all money paid by the student, less the \$100 registration fee.

Drug/Alcohol/Smoking Policy

Hands-On Dental Assistant Training, LLC. has a zero-tolerance policy for alcohol and drugs on campus. No student shall come to class intoxicated or under the influence of any illegal substances.

Hands-On Dental Assistant Training, LLC., is committed to maintaining a comfortable and safe environment in which our employees can work and our students can pursue their academic objectives. We are committed to promoting and encouraging healthy lifestyles among our students.

If an instructor suspects a student is using drugs and/or alcohol, the student will be dismissed and removed from the school. There is no smoking allowed in any place in the dental office or training rooms. Smokers may smoke outside during a break.

Drug Sexual harassment

Sexual harassment includes unwelcome sexual advances or offensive comments, gestures, or physical contact of a sexual nature between and/or among students and/or staff. Sexual harassment or harassment because of age, race, color, religion, national origin, or disability will not be tolerated.

Student Services: Parking

We value our students and want to ensure they are always in a safe learning environment. The parking lot is small but lit up. Always ensure you leave together and stay vigilant. In the event of an emergency or if you suspect something suspicious, please call 911 immediately.

Academic Support

Any student who feels they need extra help should contact Tonya Davis at td@handsondat.com or handsondatnc@gmail.com, and an appointment will be scheduled.

Equipment

We use state-of-the-art dental equipment in the School. Conventional radiology equipment, dental chairs, dental tools, and dental materials are used to teach students how to mix dental cements and how to perform dental impressions of teeth.

Job Placement

Although we cannot guarantee 100% job placement upon successful program completion, we can confidently state that there is a job market for dental assistants. We offer resume-building services to our students, as well as mock interviews, to ensure they are well-prepared for a dental career.

Other

A restroom and break room (with a microwave and refrigerator) are available. Student Rights and Responsibilities

Students have the right to view their grades at any given time as well as their records. Students will receive a student ID when registering. They are required to wear that ID with their scrubs to all classes and their externship. It is the student's responsibility to communicate with the Instructor or Director if they are having trouble with any aspect of the program.

Code of Conduct

At Hands-On Dental Assistant Training, LLC., we believe that students and staff should always professionally conduct themselves. This means coming to class with required materials, wearing scrubs, having one's hair pulled back (if applicable), and refraining from being under the influence of alcohol and/or illegal drugs while in the learning environment. Students are expected to purchase their scrubs and wear them during each class session. Students are expected to wear gloves, masks, and protective glasses that are provided for all sessions. The

administration of the school will have the right to **terminate students** under the following circumstances: • Not complying with rules and regulations

- Unprofessional conduct.
- Unsatisfactory academic progress
- Excessive absence or lateness
- Failure to pay fees when due
- Cheating
- Sexual harassment
- Breach of enrollment agreement
- Falsifying records
- Carrying a concealed or potentially dangerous weapon
- Any kind of harassment, such as discrimination and intimidation
- Entering the school site while under the influence of alcohol, drugs, or narcotics of any kind

At Hands-On Dental Assistant Training, LLC, students and staff should always professionally conduct themselves. This means coming to class with their materials, wearing scrubs, having their hair pulled back if applicable, and refraining from the use of alcohol and/or illegal drugs in the learning environment. If a student violates any of these, they will receive a warning, up to a maximum of 2. After that, they may be put on a week's probation and/or terminated from the program. It is at the discretion of the Director.

Grievances

Any conflict or disagreement should be directly addressed by the students with the person involved, along with the written document that records the communication and complaint. However, if there is no satisfactory resolution, the student will have the right to meet with the school director by setting an appointment. Complaint and communication records must be compiled in writing and documented in the student's file. To arrive at a satisfactory resolution, every attempt at concession will be made. If, with such efforts of institution intervention, the complaint still can't be resolved or the student still believes that the issue has not yet been satisfactorily resolved, then he/she may contact:

Evaluations

We care about our students and want to ensure they receive the highest quality education. To ensure this, students are asked to complete a course evaluation at the end of their course to receive feedback and confirm that they are receiving the education they deserve. The evaluations are anonymous and taken very seriously. We ensure that our instructors attend continuing education classes regularly to stay current in the Dental healthcare field and in education.

Office of Proprietary Schools

200 West Jones Street

Raleigh, NC 27603

919-807-7061

Learn more about the NC State Board of Dental Examination

<http://www.ncdentalboard.org>