



**Course Syllabus
SEMESTER
School of Nursing and Health Professions**

<i>Course Name:</i>	Practice Management
<i>Course & Section Number:</i>	DAS 106-XXX Lecture
<i>Meeting Day(s) & Time(s):</i>	
<i>Credits:</i>	2
<i>Contact Hours:</i>	3 hours
<i>Text:</i>	Bird, D. and Robinson, D. <i>Modern Dental Assisting</i>, 14th Edition. St. Louis, MO: Elsevier, 2023. ISBN13: 9780443123610 Boyd, L. <i>Dental Instruments: A Pocket Guide</i>, 7th Edition. St. Louis, MO: Elsevier, 2021. Owens Community College Dental Hygiene Program Procedure and Safety Manual.

Instructor's Name:*

Student Hours & Location:

OCC Email:**

Additional Contact Information:

preferred name, please let me know so that I can use it. Please only use your student OCC email to contact me.

Please call me
(name); it is
my preferred
name. If you
have a

Catalog description:

This course emphasizes the importance of the business portion of the dental practice. The students will learn proper business procedures, such as scheduling, day sheet, computerized practice management software, proper phone technique and filing.

Course Materials:**Current Textbooks**

1. Bird, D. and Robinson, D. *Modern Dental Assisting*, 14th Edition. St. Louis, MO: Elsevier, 2023. ISBN13: 9780443123610
2. Boyd, L. *Dental Instruments: A Pocket Guide*, 7th Edition. St. Louis, MO: Elsevier, 2021. ISBN: 978-0-323-67243-6.
3. Owens Community College Dental Hygiene Program Procedure and Safety Manual.

Additional Resources: Eakle, W. S., Bastin, K. *Dental Materials Clinical Applications for Dental Assistants and Dental Hygienists*, 4th Edition. Philadelphia, PA: Saunders, 2020. ISBN-13: 978-0323596589.

OER and Owens Community College Library Resources (Open Educational Resources are free online materials for instructor and student use. Some OER material may be available in print in the Owens Community College Library.)

Inclusive Access (I.A.) Materials are included in the cost of the course to save students money through lower negotiated rates with publishers. Courses containing I.A. materials will have it noted on the online class schedule. If your course includes I.A. digital materials, you will receive an email with subject line, “Your inclusive Access Materials,” and it will include any codes or digital links.

The email will come to your Owens Community College email from the Owens e-Campus Bookstore on the first day of class, if not before. Be sure to check your spam (junk email) if you do not find it in your inbox. If the email is not in your inbox or spam folder, contact your instructor immediately. You may also see a folder at the top of your course labelled “Course Materials by eCampus.” This folder will contain any needed codes or links to needed materials.

If the I.A. materials also include a printed book or are in print form, the item will be shipped to your address of record automatically based on your enrollment in the course. Please note that some courses do not include printed materials in I.A. and those materials would need to be purchased separately using the link on the course schedule. When you access the Find Books link you will see which items in a course are included in I.A.

What You Will Learn in the Course

Course Objectives:

1. The students will experience professional behavior and attire.
2. Discuss effective communication with dental patients from a diverse population.
3. Describe effective nonverbal and listening skills.
4. Identify positive communication with colleagues, patients and the community.
5. Describe proper phone etiquette.
6. Discuss business operating systems.
7. Provide guidelines for proper record keeping.
8. Overview financial management for the dental office.
9. Provide basic dental insurance terminology and codes.
10. Outline the steps needed for a student to market their skills.

Student Learning Outcomes:

Students will:

Outcome	Where assessed
Explain the differences of oral, verbal, and nonverbal communication as well as the Dental team and patient relationship, which will include proper telephone etiquette.	Ch HW, Ch Quiz, Front Desk Rotation Project, Final Exam
Identify and demonstrate three types of preventive recall systems and state the benefits of each and be proficient in scheduling techniques.	Ch HW, Ch quiz, Front Desk Rotation Project, Final Exam
Discuss dental supply ordering and equipment repairs and can have an overall knowledge of the different manuals in a dental office.	Ch 62 HW, Ch 62 quiz, Final Exam
Demonstrate Front Desk and Practice Management skills including but not limited to filing,	Front Desk Rotation project, Insurance form HW assignments

Outcome	Where assessed
communication devices, insurance forms and financial responsibilities.	
Construct a professional resume and cover letter and have an understanding of lifelong learning.	Professional Portfolio rough drafts #1-#3, Final digital portfolio, final printed portfolio, mock interview

Institutional General Education Competencies:

As a student at Owens Community College, you will take General Education courses as part of your degree program. While specific to the General Education courses, will be reinforced in many of your degree program major courses and may be measured in your capstone course(s) and others as identified.

Methodology: This course is a hybrid, two-hour course. This means some weeks we will be meeting in person on campus, on BB Collaborate or we will not be meeting during the 2-hour time frame. Didactic learning outcomes will include three-hours of lecture every week and be achieved using online lecture, in class lecture, PowerPoints, videos and appropriate reading assignments. Students are required to attend online synchronous lectures, in-person meeting, and are responsible for all course material.

Technology, Lab, and File Requirements:

Course Website and Resources:

This course will utilize the College's course management system Blackboard. We will be using Blackboard Ultra to distribute content, view videos, submit assignments, take quizzes and you will be able to view your grades. Blackboard will be where you will find communication between myself and the class. The website where Blackboard can be found is blackboard.owens.edu. Please login using your full name, underscore, last name. Your initial password is your two-digit birthday, two digit birth year and 4th and 5th digits of your social security number. Please be responsible and check your Blackboard course.

Academic Support

Disability Services Resource Center: If you have a disability or acquire one, you may be entitled to receive reasonable accommodations intended to assure you an equal opportunity to participate in and benefit from the program. To receive more information or to register for accommodations, please contact the Disability Resource Center at 567-661-7007, email disability@owens.edu, visit <https://www.owens.edu/disability/>, or stop by College Hall 124.

Tutoring Services: Owens Community College offers academic tutoring and assistance in a variety of subjects including accounting, computing, economics, mathematics, science, and writing. For more information go to: <https://www.owens.edu/successcenters/>.

Counseling Services: Counseling Services provides assistance to students experiencing personal, educational, interpersonal/relationship, family, social, or psychological difficulties. If you feel you may benefit from this service, please contact them at counselingservices@owens.edu. More information is at <https://www.owens.edu/counseling/>.

Campus and Community Connections: The Center for Campus and Community Connections (College Hall 123) is a walk-in office created to provide retention support through resource stability initiatives and community connections. Go here for more information: <https://www.owens.edu/connection/> or contact connections@owens.edu

Owens Library: The Owens Library offers two locations (Toledo and Findlay) as well as online resources. For more information visit <https://www.owens.edu/library/>.

Students can find more information on campus resources, student support, student life, and security at this [link](#).

General Information

Student Code of Conduct: All students are expected to follow Owens Community College's Student Code of Conduct, which includes academic honesty, encompassing plagiarism. See the Board Policy for more information.

Anti-Discrimination and Harassment & Title IX/Sexual Misconduct: All students, faculty, and staff are expected to follow Owens Community College's Anti-Discrimination and Harassment Policy and the College's Title IX Policy/Sexual Misconduct Procedures and Guidelines. The College strictly prohibits and will not tolerate harassment, discrimination, intimidation, or hostile/offensive working or learning environments.

Religious Accommodations: A student seeking an accommodation for an absence permitted under Ohio's Testing Your Faith Act must provide the instructor with a written email notice with the specific dates for an absence and must do so not later than fourteen (14) days after the first day of instruction. Alternative accommodations are not retroactive, and no academic penalty will be imposed for an absence under the policy*. The request for an alternative accommodation will be kept confidential. Students with questions about a religious accommodation under Ohio's Testing your Faith Act may contact the College's Office of Academic Affairs: provost@owens.edu

The policy may be found on the Owens website: 3358:11-2-63 Accommodation for a Student Absence for the Observance of Religious Beliefs and Practices Policy

Document Collection: Throughout the semester, your instructors may ask for a variety of assignments including tests and/or quizzes for student learning of institutional general education competencies or program assessment. Please save all your class materials until the end of the semester.

Classroom Admittance: OCC classes shall only be attended by the officially registered OCC students or perspective students, instructor of record, guest lecturer, or substitute. Visitors are not permitted to be in the classroom and should not be invited to attend or participate in the class. See [FERPA](#) regulations for more information.

Use of AI Tools: This course permits you to use artificial intelligence (AI) tools, such as chatbots, text generators, paraphrasers, summarizers, or solvers, to get guidance, as long as you do so in an ethical and responsible manner. Essentially, you can think of these tools as ways to help you learn but not to entirely create work for assignments like discussion board posts, essays, presentation slides, and so on. AI is more like your tutor or TA, not a replacement for your independent thinking.

This means that you must:

- Not use AI tools to replace your own thinking or analysis or to avoid engaging with the course content.
- Cite or explain any AI tools you use. Provide the name of the AI tool, the date of access, the URL of the interface, and the

specific prompt or query you used to generate the output.

- Be transparent and honest about how you used the AI tool and how it contributed to your assignment. Explain what you learned from the AI tool, how you verified its accuracy and reliability, how you integrated its output with your own work, and how you acknowledged its limitations and biases.

You are accountable for any mistakes or errors made by the AI tool. Always check and edit the output before submitting your work. If you discover any inaccuracies or inconsistencies in the output after submission, notify the instructor immediately and correct them as soon as possible.

Using AI tools in an unethical or irresponsible manner, such as copying or paraphrasing the output without citation or transparency, using the output as your own work without verification or integration, or using the output to misrepresent your knowledge or skills, is considered a form of academic dishonesty and will result in a zero grade for the assignment and possible disciplinary action. If you have any questions about what constitutes ethical and responsible use of AI tools, please consult with the instructor **before** submitting your work.

NOTE: Some instructors will also list specific acceptable and unacceptable uses or include a statement like “All written assignments, projects, and exams must be completed independently.”

If you have any questions about what constitutes ethical and responsible use of AI tools, please consult with the instructor before submitting your work.

Student Responsibilities & Instructor Expectations

Attendance for all class sessions, whether in class or on Blackboard, is mandatory and required for success. Any absence or tardiness must be reported to the course instructor NAME. Assignments or quizzes may be made up only in extenuating circumstances by PRIOR arrangement with the course director. Tardiness or absence communicated via another individual will not be accepted.

Students are responsible for the material presented in any session from which the student has been absent. Absences due to extenuating circumstances should be discussed in advance with course director and may be excused on a case-by-case basis. Any student who is tardy more than 3 (three) minutes past the scheduled time for a course to begin will be considered tardy. Two “tardy days” and/or partial attendance will be construed as one undocumented absence. Tardiness is disrupting the faculty and other students in the class. Students who repeatedly miss classes or attend partial classes jeopardize their success in the program.

Course Material missed due to absence or tardiness: Students are responsible for the material presented in any lecture session from which the student has been absent or late. It is the student's responsibility to contact the instructor for missed material due to tardiness or absence. Absence from (2) two class sessions will result in the lowering of the final grade by one letter grade. Each day absent thereafter results in the lowering of the final grade by one letter grade. Owens realizes that circumstances beyond one's control may cause late arrival, early departure, or an absence (serious illness or accident for example) In the event of an unforeseen circumstance, it is the student's responsibly to contact the course instructor immediately and appropriate documentation must be provided to the course instructor within 72 hours (about 3 days) of the student's return in order to be eligible for an Excused Absence. An Unexcused Absence for two (2) class sessions may result in the lowering of the final grade by one letter grade. If you have an issue for not being able to attend class on time and/or staying for the entire session, please meet with me to develop a plan so you are able to complete the class materials and lab assignments.

Instructor Expectations:

- Please give me 24 hours before attempting your email again and I will do the same when I have emails from you. Be assured that I check my email daily and I will do my best to respond to you within 24 hours.
- I will make myself available through multiple communication channels.
- I will be flexible to support your individual needs.
- I will provide resources and support for you to be successful.
- I will treat you and your classmates with dignity and respect.
- Content objectives will be achieved through lecture, assignments, hands on activities, going out into the field and community outreach, which will be reinforced by discussion periods.
- All assignments will be graded within 7 days of submission. Quizzes will be graded once ALL submissions have been graded.

Classroom Environment:

- Be respectful while still being critical.
- Be present- this goes beyond attendance. Turn web cameras on if on Blackboard, Remove distractions!
- One person speaks at a time.
- Maintain confidentiality.
- Hold yourself and each other to high standards of excellence at all times.
- Have the humility to recognize that you do not know everything and that everyone can stand to improve.

- Be on time. Your contributions to our discussions are important but our learning community will not benefit from them unless you post on time.
- Recognize that everyone will start from different bases of knowledge.
- Students are responsible for the material presented in any lecture session from which the student has been absent or late. It is the student's responsibility to contact the instructor for missed material due to tardiness or absence.
- Absence from (2) two class sessions will result in the lowering of the final grade by one letter grade. Each day absent thereafter results in the lowering of the final grade by one letter grade.
- If you read this statement by January 20th, email me your favorite candy.
- Cheating will be considered to include, but not be limited to taking, using or copying another student's work and submitting it as your own. Also, falsifying information, participation in fraudulent practices, the taking, giving or exchanging of examination information, plagiarism or permitting test materials to be viewed by others is included.
- Under NO CIRCUMSTANCES are any testing materials to be hand copied, photocopied or photographed. Students participating in such activities can be dismissed from the dental assisting program.

Dental Assisting Program Technology & Academic Integrity Policy:

Cell Phone & Electronic Device Policy: To promote a professional learning environment and ensure patient safety, **cell phones and personal electronic devices are not permitted** during **preclinical labs or clinical sessions**.

Policy Details:

- Cell phones, smart watches, tablets, earbuds, and similar personal devices **must be silenced and stored out of sight** at all times.
- Devices may **not** be used during lectures, labs, or clinic sessions unless **explicitly authorized by faculty** for instructional purposes.
- Phones may not be kept on desks, laps, pockets, or clinical countertops.
- **Photography, video, or audio recording** is strictly prohibited in lab and clinical areas unless prior written approval is granted by faculty.
- In clinical settings, personal devices pose **HIPAA, infection control, and professionalism concerns** and are therefore prohibited.

Violations:

- Violations could result in an informal resolution, coaching & formal written warning, corrective action assignment, or immediate permanent dismissal from all health programs (see Academic/Professional Standards Student Incident Report).

Examination & Quiz Technology Policy

To ensure academic integrity, **no personal electronic devices are permitted during exams or quizzes.**

Policy Details:

- Cell phones, smart watches, fitness trackers, earbuds, and any other electronic devices must be:
 - Powered off
 - Stored in a designated area away from the testing space
- Devices may not be on the student's person during testing.
- Only program-approved materials explicitly authorized by faculty may be used.
- Faculty may require students to place phones face-down at the front of the room or in secured storage.

Violation of this policy will be treated as academic misconduct, regardless of whether the device is actively used.

Academic Integrity & Cheating Policy

The Dental Assisting Program maintains a **zero-tolerance policy for cheating.**

Cheating includes, but is not limited to:

- Possession or use of unauthorized materials during exams or quizzes
- Use of electronic devices or smart technology during testing
- Sharing or receiving test questions or answers
- Copying from another student or allowing another student to copy
- Using artificial intelligence, online resources, or stored information during assessments unless explicitly permitted
- Attempting to alter grades or exam records

Consequences:

- Immediate failure of the exam or quiz
- Possible failure of the course
- Referral for disciplinary action per institutional and program policies
- Repeated or severe violations may result in **dismissal from the program**
- Violations could result in an informal resolution, coaching & formal written warning, corrective action assignment, or immediate permanent dismissal from all health programs (see Academic/Professional Standards Student Incident Report).

Professional Expectations

As future healthcare professionals, students are expected to demonstrate behavior consistent with the ethical and professional standards of the dental hygiene profession. Failure to comply with program policies reflects unprofessional conduct and may impact academic standing and clinical eligibility.

How Will Your Grade Be Determined and What Are the Major Assignments for the Semester?

Assignments (25% of the course grade): This course will utilize a variety of assignments and activities to enhance the learning of course material. Assignments will be submitted on Blackboard. Please do not email the assignment. Each assignment must be submitted on time (see attached schedule). Part of this course is your professional responsibility therefore no late assignments will be accepted for full credit. Under approved circumstances, a deduction of 50% will be applied to a late assignment. If a student fails to submit an assignment by the due date, they have 5 days to submit for 50% anything after 5 days will result in a zero. Each student will be required to attend one Dental hygiene Clinic Session and complete a rotation at the front desk. Students are required to sign up for a date and stay the entire clinic session. Upon completion of the rotation, the student must write a 2-page paper and reflect on their rotation. NO late Project papers will be accepted. Failure to attend the clinic rotation that the student signed up for will result in a zero. Students will be required to participate in a mock interview; no make-up mock interviews will take place. All assignments are required and must be submitted to pass DAS 106 regardless of the earned grade. All assignments will be due DATE at TIME.	SLO #1, SLO #2, SLO #3, SLO #4 and SLO #5
Chapter Readings (non-graded): Weekly readings will be assigned and recommended that all students read the readings before reviewing a corresponding PowerPoint or completing quizzes or assignments. Reading Recall Questions within each chapter are strongly encouraged for you to complete for further mastery and preparation of the information in the chapter, however, will not be due as an assignment unless the instructor deems necessary for student success.	SLO # , SLO #2, SLO #3, SLO #4, SLO #5

Quizzes (25% of the course grade): Quizzing helps prepare students for the final exam. All quizzes will be offered through blackboard will have a specific time limit for completion. It is the student's responsibility to work within this time limit or contact the instructor with any problems encountered with Blackboard within this time frame. Quiz questions are composed of multiple choices, true or false, and matching questions. Students who are absent, late to class, or do not complete quizzes within the Blackboard time limit will not be allowed to take the quiz and will receive a grade of zero. If the instructor approves a late submission of the quiz, there will be a 25% deduction of overall score. If a student fails to submit the quiz by the due date, they have 5 days to submit for 50%, anything after 5 days will result in a zero. All quizzes will be due by DATE at TIME.	SLO #1, SLO #2, SLO #3, SLO #4, SLO #5
--	---

Professionalism/ Professional Attire, Attendance and proper etiquette/Daily Grade Participation (25% of course grade): The behaviors and attitudes that make one successful as a student will translate well to the workplace. The classroom is a training ground for students as they prepare to enter the professional workforce. Students must dress in professional attire for all in class sessions. Attire should include clothes that you would wear to an interview. No scrubs, jeans, hooded or crewneck sweatshirts, tennis shoes, short skirts, or leggings. Hair must be clean, neat and presentable. During virtual meetings, students will be expected to follow the netiquette policies to reduce distractions and embrace professionalism. Students are required to physically attend on campus classes and be present virtually for web-based classes. Students will show the instructors and other classmate's respect. Students must bring the proper materials (bring your book to every class because we will be referring to it) and pay attention to lectures, labs, and demonstrations. As students, you will be required to print off your own information that is given on blackboard and bring to class. This is part of being prepared and bringing proper materials to class. Furthermore, missing deadlines will cost points also in this area. A daily grade of Satisfactory (S-100) or Unacceptable (U-0) will be awarded. Failure to attend class, dress professional or come prepared will result in a U-0. If an Unexcused Absence arises, a Daily Grade of 0% will be given for that session. If an Excused Absence arises, a Daily Grade of 77% will be given. <i>Appropriate Language:</i> Students are expected to use appropriate language in class discussion, on assignments turned in, and when emailing. This class is designed to prepare you on what might be expected of you within your profession. <i>Virtual classes netiquette-</i> For virtual classes held on BB, all students must log on by the start of class at 5:30. Every student is responsible for having a working microphone and web camera. Remove distractions (fans, tv, messy backgrounds, no eating or drinking). Sit in one place without walking around the house or driving. If a student's camera or microphone does not work or is	SLO #1
---	---------------

not turned on, they will receive a Unacceptable (U-77) for their daily grade. If they do not have a working computer, they can utilize a computer lab on campus.	
Final Exam (25% of the course grade): Exam will be completed during class time or offered through blackboard. The exam will have a specific time limit for completion. It is the student's responsibility to work within this time limit or contact the instructor with any problems encountered with Blackboard within this time frame. Exam questions are composed of multiple choices, true or false, and matching questions. Students who are absent, late to class, or do not complete Exam within Blackboard time limit will not be allowed to take the exam and will receive a grade of zero.	SLO #1, SLO #2, SLO #3, SLO #4, SLO #5

The final course grade is to be computed using the following weights.

Evaluation Measure	Value
Assignments	25%
Quizzes	25%
Professionalism/ Professional Attire, Attendance and proper etiquette/Daily Grade Participation	25%
Final Exam	25%

Grading Procedure:

Grading Scale

Grade	Percentage
A	90-100
B	80-89
C	70-79*
D	60-69
F	59 and below

Tentative Class Assignments

Please see separate calendar with lecture, homework, and exams.

Week	Date	Location	Topic	In Class Activities	Assignments/ Quizzes	Special Guests
1	DATE	Hybrid Synchronous *Cancelled in person due to weather	Introduction to Course/ Blackboard Shell and Syllabus The Professional Dental Assistant	Complete HW #1 Front office rotation project	HW #1, DATE Quiz #1 DATE Sign up for Front office Rotation by DATE	
2	DATE	Hybrid Synchronous	<i>Chapter 61 Communication in the Dental Office Pages 954-970</i>		Sign up for Front office Rotation by DATE HW #2, DATE Quiz #2, DATE	
3	DATE	IN Person	Portfolio/ Resume Writing	Complete Resume Building Worksheet	Portfolio Draft #1 (Resume and References), DATE	
4	DATE	Hybrid Synchronous	<i>Chapter 62 Business Operating Systems Pages 971-992</i> Intro to Front office Rotation project		Portfolio Draft #2 (Resume and References) DATE Quiz #3, DATE HW #3, DATE	
5	DATE	Online- self	<i>Chapter 64 Marketing Your Skills Pages 1020-1030</i>		Portfolio Draft #2 (Resume and References) DATE HW #4, DATE	
6	DATE	Hybrid Synchronous	<i>Laws Review Ohio State Dental Board Laws- Review OSDB website.</i>		Ohio Law HW #5, DATE	

			Students will be required to know the laws of the dental assistant. www.dental.ohio.gov			
7	DATE	In person	Chapter 63 Financial Management in the Dental Office Pages 993-1019	Complete HW #5- parts 1 and 2 (Assignment and insurance Form)	Portfolio Draft #3 (Resume and References DATE Quiz #4, DATE HW #56(2 parts- insurance case #1 and insurance case questions), DATE	Dr. Becker
8	DATE	Online- self	Chapter 64 Marketing Your Skills pages	Sign up for Mock Interview Times	Interviewing HW #6, DATE Final Digital portfolio due DATE	
9	DATE	Spring Break		Sign up for Mock Interview Times		
10	DATE	Hybrid Synchronous	Continuing Education Units How to prepare for Mock Interview		Complete 2 different CEU courses worth a minimum of 2 CEU each DATE	
11	DATE	TBD	TBD		Denta Job Fair worksheet, DATE	
12	DATE	Hybrid Synchronous	Introduction to practicum		Form of Intent, DATE	Mrs. Weaver
13	DATE	In person	Mock Interviews	Mock Interview	Front Desk Rotation Project, DATE	Heartland Dental
14	DATE	In person	Higher learning			Madison Cornell
15	DATE	Online- self	Final Exam review		Complete review	
16	DATE	Online or In person TBD	Final Exam		Final Exam, due by TIME	

Disclaimer: The instructor reserves the right to amend this syllabus as deemed necessary and will communicate such amendment to the students in the course. Please note that while unlikely, there is a possibility courses might need to change the delivery method due to external issues like public health concerns, weather issues, etc. If this happens, the college will communicate any changes via email and/or other communication methods.