

WAYNE COMMUNITY COLLEGE  
DEN 232 SEC 01  
COMMUNITY DENTAL HEALTH  
SPRING 05  
1/6-5/5, 10:00 T, 9:00 Th, HOLLY 126

INSTRUCTOR

Sue Fowler

Office: Holly 136

919-735-5151 x206

Office Hours- see door schedule

Email: [suef@waynecc.edu](mailto:suef@waynecc.edu)

Fax: 919-736-9425

COURSE DESCRIPTION

3 semester credits

Hours: 2 lecture

3 clinical

This course provides a study of the principles and methods used in assessing, planning, implementing, and evaluating community dental health programs. Topics include epidemiology, research methodology, biostatistics, preventive dental care, dental health education, program planning, and financing and utilization of dental services. Upon completion, students should be able to assess, plan, implement, and evaluate a community dental health program.

PREREQUISITE: DEN 221

COREQUISTE: DEN 230

PROGRAM LEARNING OUTCOMES

Upon successful completion of the dental hygiene program the graduate will be able to:

1. Obtain and evaluate medical histories and perform clinical patient assessments.
2. Perform dental prophylaxis procedures and other dental hygiene services within the framework of the Dental Practice Act of North Carolina.
3. Perform prevention services on patients with diverse needs.
4. Perform dental radiographic procedures which include bitewing, full-mouth series and panoramic views
5. Maintain required medical/legal documentation in accordance with the Dental Practice Act of North Carolina.
6. Provide dental health related education with appropriate patient assessment.
7. Perform dental clinic/office support duties.
8. Assess and manage medical emergency situations in the dental setting.
9. Practice current techniques of infection control
10. Demonstrate professionalism with patients, peers, community organizations and dental associations.
11. Plan, implement, and provide dental health education to diverse community groups.
12. Maintain and respect the confidentiality of patient information

## COURSE LEARNING OUTCOMES

Upon completion of this course the student will be able to:

1. Compare and contrast public health dentistry to clinical dentistry.
2. Describe and evaluate on-site visits with a local dental public health program and public health hygienist.
3. Discuss local, state, federal, and international dental health programs and organizations.
4. Identify Year 2010 dental health objectives and Year 2000 objectives that were met.
5. Demonstrate an overall knowledge of the fundamentals of epidemiology.
6. Identify, perform, record and evaluate various dental indices on patients in clinic and school classrooms.
7. Demonstrate an understanding of the basic principles of biostatistics and solve elementary problems that relate to dental public health.
8. Discuss research methodology as related to dental public health.
9. Identify the components of a quality research article and perform critical analyses of dental research articles.
10. Critique dental health literature for quality and accuracy.
11. Discuss statistics related to the effects of supply and demand on the dental profession and personnel.
12. Describe the prevention and demographics of decay, periodontal disease, tooth loss, oral cancer, malocclusion, and cleft lip and palate.
13. Plan, implement, and evaluate an accredited three hour continuing education seminar for the dental professionals in the community and the school dental department.
14. Assess community dental needs, analyze the strengths and weaknesses of present dental public health programs, and discuss future needs and trends.
15. Implement a fundamental knowledge of educational methodology and theories in assessing, planning, implementing, and evaluating 3 lesson plans with school classrooms.
16. Discuss sociological changes throughout history to the present that effect the dental profession, dental disease patterns, and the prevention of dental disease.
17. Assess, plan, implement, and evaluate a community program with an adult population.
18. Describe dental health programs appropriate for the needs of the geriatric population.
19. Discuss the financing of dental care.
20. Describe the history, benefits, and types of fluoride programs.
21. Calibrate, implement and evaluate a dental screening program with a school classroom.
22. Plan, implement, and demonstrate a visual aid used within a classroom lesson plan.
23. Discuss the appropriate use of media and visual aids in presentations.
24. Discuss recent statistics and epidemiological data on dental surveys and studies.

## REQUIRED TEXTBOOK

Community Oral Health Practice, Geurink, Kathy Voigt, W.B. Saunders Co., 2002

Clinical Practice of the Dental Hygienist, Wilkins, Esther M., Lippincott Williams & Wilkins, 9<sup>th</sup> edition, 2005

## OTHER REQUIRED MATERIALS/SOFTWARE

Den 232 Course Packet

LEARNING/TEACHING METHODS

Assigned readings, lecture, student oral presentations, glossary, research and literature critiques, site visit evaluation papers, discussion, slides/power point presentations, small group work with oral reports, individual class work with oral reports, self instructional packets and computer program. Assess, plan, implement and evaluate lesson plans and community program, visual aid presentation with peer and instructor assessment, seminar committees with peer assessment, patient and classroom indices, quizzes with T/F, multiple choice, listing, sequencing, and short answer questions, 1 exam with multiple choice questions and 1 take home exam with an article critique and a community program outline.

COURSE REQUIREMENTS/METHODS OF EVALUATION

The student must achieve a 78% overall competency to complete this course. Course evaluation will be done through quizzes, 2 exams, visual aid presentation, research critiques, self-instructional packets, lesson plans, community program, indices computation and analysis, glossary, public health evaluation, and seminar committee competency. The total course evaluation is:

1.	Quizzes	20%
2.	Exam I	15%
3.	Exam II	10%
4.	Research Critiques	10%
5.	Lesson Plans	10%
6.	Community Program	5%.
7.	Visual Aid	5%
8.	Indices	5%
9.	Glossary	5%
10.	Public Health Evaluation	5%
11.	Seminar Committee	5%
12.	Self-instructional Packets	5%

GRADING POLICY/CRITERIA

The following 7 point grading scale will be used by the dental department.

93-100	A
85-92	B
78-84	C
70-77	D
Below 70	F

Missed assignments or tests are made up at the discretion of the course instructor. Late assignments will be -5 points per day.

ACADEMIC INTEGRITY STATEMENT

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Academic Integrity Policy, (i.e. cheating, plagiarizing, or other dishonorable acts), in academic work is subject to disciplinary action.

### STUDENTS WITH DISABILITIES

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### NON-DISCRIMINATORY STATEMENT

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### ADDITIONAL INFORMATION FROM THE INSTRUCTOR/MISCELLANEOUS

#### 1. Phones/Pagers/Beepers

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#### 2. Classroom Disruption

Due to the disruption to others leaving the classroom while instruction is in progress is not allowed unless it is an emergency. Use the phone or bathroom before or after class, or during break. Do not disrupt another class that is in session unless it is an emergency. If you are tardy come in with the least disruption as possible.

#### 3. Glossary

Terminology definitions that make up your course glossary are due Lecture 16 and are 5% of your grade. The definitions should be typed and in your own words to enhance your understanding of each term. Use medical dictionaries, text books, lectures, course packet, and computer program to find the definitions.

#### 4. Research Critiques

Three research article critiques from 3 different sources on current (last 2 years) dental research relating to public health are due Lecture 11. DO NOT summarize the article. The critiques are 10% of your course grade. Each critique should include:

- Article title, authors, journal or book title, page numbers and date
- Article and Journal quality
- Type of epidemiological study with descriptive terms
- Research design quality
- Your opinion of study, agree/disagree with conclusion, why or why not
- Proper grammar and neatness
- Relate article to public health

## 5. Public Health Evaluations

Two 1 page or less typewritten summaries are due on each of your public health site visits. The summaries are due within one week of your visit and will be 5% of your course grade. On the site visit be professional in dress, wear name tag and take eye shields. A public dental hygienist will be evaluating you. At your visit be prepared to ask questions about community relations, program organization, problems with programs, how successful programs are, etc. Call your assigned Public Health Hygienist one week before your visit to confirm meeting time and place. You will be visiting the same hygienist again so be prepared for some preparation on the next visit. If an emergency occurs and you are unable to visit the local program on the day assigned immediately call the public health hygienist (leave message is unable to talk directly) and the course instructor. Your written evaluations should include:

### 1<sup>st</sup> Public Health Rotation

- Summarize activities
- Types of programs
- Program successes/difficulties (in planning, implementing, cost of, manpower, etc.)

### 2<sup>nd</sup> Public Health Rotation

- Summarize activities
- Does the entire dental program serve the public's best interest? Be specific, why or why not. (Remember each county dental program is made up of several programs, such as assessment, education, public relations, etc.)
- How would you improve the programs?
- Is a public health career for you?

## 6. Lesson Plans

Develop 3 different lesson plans (est. 20 to 40 minutes in presentation length) and implement in 3 separate K-12 grade classrooms. One will be with a course scheduled classroom based on your OHI and DMF indices, the 2<sup>nd</sup> will be with a course scheduled classroom based on your screening results, and the 3<sup>rd</sup> lesson plan will be a classroom of your choice based on your own assessment. A lesson plan form will be filled out and turned in within 1 week of the lesson given. The lesson plans are 10% of the course grade and should include:

- |   |       |
|---|-------|
| Needs assessment (pretest, verbal questions, indices, teacher discussion, etc.) | 10pts |
| Goal, location and length of lesson planned                                     | 10pts |
| Objectives –based on student's level of knowledge, skills, and needs            | 20pts |
| Content, Methods/Strategies, and Resources                                      | 20pts |

Evaluation – how known that students met the objectives	10pts
Follow-up Teacher and Student activities	10pts
Short Summary – what worked well, what did not, IMPROVEMENT ideas	20pts

## 7. Community Program

Each student will develop, plan, and implement a community program involving the elderly or adult population. A typed community program paper will be graded for 5% of the course. The paper should include:

An assessment of the groups needs	20pts
Goal and objectives set and if met	20pts
Content and Methods	20pts
Evaluation of program and ideas to IMPROVE	20pts
Location of program, with whom, # involved, and time spent	20pts

### Community Program Ideas:

- Inservice for nursing/rest home/senior center staff
  - Education with the aging population
  - Preservice with nursing or health occupation students
  - Individual consultations with elderly, pregnant women, mothers of small children, etc.
  - Inservice for teachers
  - Inservice with health dept. staff (nurses, home health aides, etc.)
  - Education with various health dept. clinic patients, hospital patients, or institutionalized patients
  - Day care staff training/headstart or institutional staff training
  - Table clinic at area malls, health fairs, community fairs, etc.
  - Develop and evaluate the effectiveness of educational material used by adults
  - Network with private practicing dentists and auxiliaries to implement an educational or screening program.
  - Program with school parent groups, adult church groups, community organizations, clubs, etc.
- You are not limited to these ideas, use your own initiative for program ideas with instructor approval.

## 8. Visual Aid

Each student will plan, make and use a visual aid in the school classroom setting. A verbal presentation and demonstration will be made to our class on how the visual aid was used. In 3-5 minutes include:

- Where the idea came from
- Demonstrate how the visual aid was used
- What age group used with
- If it worked well or not
- How to IMPROVE next time

The visual aid and presentation is 5% of the course grade and will be graded by the instructor and your peers on a scale of 1-10 for:

- Originality
- Usefulness
- Ways to improve
- Neatness, time invested
- Clear explanation (included all the information above)

## 9. Seminar Day

Five % of the course grade will be in how timely, willingly, and competently each student and committee function in planning and implementing Seminar Day activities. This will be graded by your committee peers and course instructor, if necessary.

#### 10. Indices

Five % of the course grade will be 3 indices completed on 3 different clinic patients. The grade will depend upon accuracy of calculations and following instructions correctly.

### COURSE OUTLINE AND CALENDAR

- |   |   |
|---|---|
| <p>I. Introduction (8 hours)</p> <ul style="list-style-type: none"> <li>A. Course</li> <li>B. Public Health Rotation</li> <li>C. N.C. Dental Health Program</li> <li>D. Local Public Health Program</li> <li>E. International and Federal Programs</li> <li>F. Self-instructional packet</li> </ul> | <ul style="list-style-type: none"> <li>C. Diet</li> <li>D. Plaque control</li> <li>E. Toothloss</li> <li>F. Fluoridation</li> <li>G. Other conditions</li> </ul>  |
| <p>II. Epidemiology (6 hours)</p> <ul style="list-style-type: none"> <li>A. Definitions</li> <li>B. Self-instructional packet</li> <li>C. Types of studies</li> <li>D. Uses</li> </ul>  | <p>VII. Dental Health Education (14 hours)</p> <ul style="list-style-type: none"> <li>A. Learning styles</li> <li>B. Learning principles</li> <li>C. Needs assessment</li> <li>D. Lesson planning</li> <li>E. Writing objectives</li> <li>F. Educational material]</li> <li>G. Implementation</li> <li>H. Evaluation</li> </ul> |
| <p>III. Indices (10 hours)</p> <ul style="list-style-type: none"> <li>A. Self-instructional packet</li> <li>B. Types</li> <li>C. Uses</li> <li>D. Calibration'</li> <li>E. DMF and OHI survey</li> <li>F. School screening</li> </ul>   | <p>VIII. Community Programs (12 hours)</p> <ul style="list-style-type: none"> <li>A. Community organization</li> <li>B. Planning steps</li> <li>C. Needs assessment</li> <li>D. Program plan</li> <li>E. Implementation</li> <li>F. Evaluation</li> <li>G. Cultural diversity</li> </ul>  |
| <p>IV. Biostatistics (5 hours)</p> <ul style="list-style-type: none"> <li>A. Definitions</li> <li>B. Uses</li> <li>C. Compilation of DMF and OHI survey</li> </ul>  | <p>IX. Dental Practice and the Community (6 hours)</p> <ul style="list-style-type: none"> <li>A. Profession</li> <li>B. Structure</li> <li>C. Financing</li> <li>D. Sociological trends</li> <li>E. Ethics</li> <li>F. Dental personnel</li> <li>G. Utilization</li> </ul>  |
| <p>V. Research (4 hours)</p> <ul style="list-style-type: none"> <li>A. Methodology</li> <li>B. Definitions</li> <li>C. Critical analysis of dental literature</li> </ul>  |   |
| <p>VI. Dental Prevention and Society (8 hours)</p> <ul style="list-style-type: none"> <li>A. Fluoride and decay</li> <li>B. Periodontal disease</li> </ul>  |   |

Course Schedule	LECTURE	TOPIC	METHOD	ASSIGNMENT
1 T Jan 6	Course Introduction, Public Health Schedule, Seminar Day, Handout-Year 2010 Objectives & Comps. 11:00-12:00 Diane Stokes, Local Program Lenoir Co. Health Dept.		Discussion Tour Self Instructional Guest Speaker	Self Ins. Manual
2 Th Jan 8	9-10 Sue McClenny, Int. Dent. Discuss Year 2010 Obj. International, Fed, State & Local Seminar Day, Epidemiology		Guest Speaker Discussion Questions Powerpoint	Geurink Ch 1 Quiz Epi. Self Ins. Manual
3 T Jan 13	Quiz: Year 2010, Self Ins. Manual NC Dental Program, Int., Fed. & Loc. Epi. Computer Program, Groupwork 11-12 Martha Taylor, NC Dental Hygiene Consultant		Discussion Guest Speaker Group work Guest Speaker Self-Instructional Testing	Geurink Ch 2  Wilkins Ch 19
4 Th Jan 15	Quiz – Int, Fed. State and Local Epidemiology (cont), Biostatistics		Testing Discussion	Geurink Ch 3
5 T Jan 20	Literature Analysis, Indices		Groupwork Discussion Powerpoint	Geurink Ch 6 Quiz, Indices Self Ins.
6 Th Jan 22	Quiz: Epi., Lit. Analysis, and Bio Indices, DMF video, Survey Form Practice and Calibrate		Testing Discussion Demonstration	Geurink Ch 4  3 Adult Clinic Surveys
7 T Jan 27	Seminar Day 3 Adult Surveys, Prevention		Discussion Transparencies	Geurink Ch 8 Tally Indices
8 Th Jan 29	Prevention (cont.) Sociology and Dental Health 3 ADULT DMF SURVEYS DUE		Discussion	Geurink Ch 5
9 T Feb 3	Quiz: Indices, Prevention, Socio. Org. and Program planning, Seminar Day School Visit Discussion	Small Group	Discussion Testing	Community Organization.  Comm.
10 Th Feb 5	Site Visit - DMF & OHI Survey		Tally Surveys	Geurink Ch 7

	Eastern Wayne Elem 9:15, 4th (28), 5 <sup>th</sup> (31)	Site Visit	Quiz
11 T Feb 10	Learning Principles, Lesson Plans Learning Style Inventory, Writing Objectives, 11:00 Becky Procter Framework, Videos, Ed Mat. RESEARCH CRITIQUES DUE	Lecture Discussion Inventory Guest Speaker	Handouts-Planning, Learning Principles, Strategies, Overview Quiz Take Home Indices
12 Th Feb 12	Program Evaluation & Visual Aids Demonstration	Discussion Quiz	Aging Handouts Lesson Plans TAKE HOME INDICES DUE
13 T Feb 17	Quiz- Comm Prog.Plan & Ed. Geriatric Dentistry	Video	Handouts-Delivery System, Supply/Dem.
14 Th Feb 19	Financing, Dental care delivery Supply and Demand	Discussion Game	Handouts-Cultural Diversity, Quiz
15 T Feb 24	Quiz-Aging, Financing, Delivery Cultural Diversity Communication Sensitivity	Test Video	Lesson Plan EWayne Fluoride Info
16 Th Feb 26	Site Visit-Eastern Wayne Edu. 9:15-10:15 GLOSSARY DUE	Field Education	
17 T Mar 9	10-12 Dr. John Pendill, E.NC Dental Sup., Debi Grzeslo, Craven Co. Public Health DH Fluoride and Programs	Discussion Powerpoint Guest Speakers	Quiz
18 Th Mar 11	Quiz-Cultural Diversity, Fluoride Case Based Questions	Powerpoint Discussion	Geurink Ch 9
19 T Mar 16	Dr. Rebecca King, Martha Taylor NC Dental Health Section Screening Statistics, Calibration & Program effects.	Powerpoint Discussion Guest Speakers	Study for Exam I
20 Th Mar 18	Case Based Questions and Review	Discussion	Good Luck!!!
21 T Mar 23	Exam 1	Testing	Screening Handouts
22 Th Mar 25	Review Exam 11:00 Eleanor Wrenn, Public Health Hygienist Johnston Co., Sc. and Ref.	Guest speaker	GOOD LUCK !!!!

23 T Mar 30	National Board			
24 Th April 1	Computer Program Time			
25 T April 6	Princeton Sc- 10:00	Site Visit		
26 Th April 8	Seminar Day Prep discussion Disease and Risk Management School Discussion	Discussion Princeton	2 <sup>nd</sup> lesson plan –	School
27 T April 13	3 <sup>rd</sup> Lesson Plan Time	Site Visit		
28 Th April 16	Seminar Day Prep	Group Work		
29 T April 20	Princeton Education 10:00	Site Visit		
30 Th April 22	Visual Aid Presentations Ethics and You Seminar Day Followup	Student Presentations Discussion Student Grading	Take Home Exam	
31 T April 27	3 <sup>rd</sup> & PRINCETON LESSON PLAN DUE COMMUNITY PROGRAM DUE Computer time			
32 Th April 29	Evaluations 5 Trends in Dentistry You the Professional not the Prima Donna	TAKE HOME EXAM DUE		
33 T May 4	Review Exam			

WAYNE COMMUNITY COLLEGE  
DEN 233 SEC 01  
PROFESSIONAL DEVELOPMENT  
Spring 05  
Fridays 9:00-10:50 A.M. Holly 141

INSTRUCTOR

Debbie Heath

Office: Holly 131

919-735-5151 x380

Office Hours- see door schedule

Email: [dph@waynecc.edu](mailto:dph@waynecc.edu)

Fax: 919-736-9425

COURSE DESCRIPTION

2 semester credit

2 contact hours

This course includes professional development, ethics, and jurisprudence with applications to practice management. Topics include conflict management, state laws, resumes, interviews, and legal liabilities as health care professionals. Upon completion, students should be able to demonstrate the ability to practice dental hygiene within established ethical standards and state laws.

PREREQUISITE: None

COREQUISTE: None

PROGRAM LEARNING OUTCOMES

Upon successful completion of the dental hygiene program the graduate will be able to:

1. Obtain and evaluate medical histories and perform clinical patient assessments.
2. Perform dental prophylaxis procedures and other dental hygiene services within the framework of the Dental Practice Act of North Carolina.
3. Perform prevention services on patients with diverse needs.
4. Perform dental radiographic procedures which include bitewing, full-mouth series and panoramic views.
5. Maintain required medical/legal documentation in accordance with the Dental Practice Act of North Carolina.
6. Provide dental health related education with appropriate patient assessment.
7. Perform dental clinic/office support duties.
8. Assess and manage medical emergency situations in the dental setting.
9. Practice current techniques of infection control
10. Demonstrate professionalism with patients, peers, community organizations and dental associations.
11. Plan, implement, and provide dental health education to diverse community groups.
12. Maintain and respect the confidentiality of patient information

## COURSE LEARNING OUTCOMES

Upon completion of this course the student should be able to:

1. Define communication as that needed in a dental practice, to avoid conflict.
2. List characteristics necessary for establishing relationships in the dental office among dental staff.
3. Recognize ways to improve practice management.
4. Describe the interview process for the interviewer as well as the applicant.
5. Prepare a resume that will be used in the job application.
6. Prepare a cover letter and follow-up thank you letter for the job interview.
7. Discuss the state laws of North Carolina pertaining to the dentist, dental assistant and dental hygienist in preparation for the North Carolina State Board Ethics and Jurisprudence Examination.
8. Identify steps in making ethical decisions.
9. Discuss legal liabilities health care professionals may have to deal with.
10. Explain the impact of ethics and law in the dental office environment.
11. Practice dental hygiene within established ethical standards and state laws.

## REQUIRED TEXTBOOK

Practice Management for the Dental Team, 5<sup>th</sup> edition

Dental Laws of North Carolina

Mosby's Comprehensive Review of Dental Hygiene, 5<sup>th</sup> edition, Chapter 20

## OTHER REQUIRED MATERIALS/SOFTWARE

Den 233 Course Packet

## LEARNING/TEACHING METHODS

Assigned readings, lecture, student oral presentations, research paper, discussion, slides/power point presentation, written tests, guest speakers, interviews

## COURSE REQUIREMENTS/METHODS OF EVALUATION

The student must achieve a 78% overall competency to complete this course. Evaluation will consist of one oral presentation and written paper on an assigned State. The course will also include two exams consisting of multiple choice and true/false questions. Students must submit a cover letter, resume and follow-up thank you letter to a prospective employer. An itemized monthly budget must be prepared and turned in according to class schedule. Students will also interview a working hygienist and prepare a typed two page paper covering certain areas of interest as discussed in class. This will be due according to the class schedule. Each student must select a state and prepare a two minute presentation on the laws of that state discussing the dental hygiene act, dental hygiene rules and regulations and the dental act. A brief outline must be turned in on the day of the presentation.

1.	Resume and Ethics Homework	20%
2.	Cover Letter/ Thank-you Letter	5%
3.	Budget	5%
4.	State Laws	5%
5.	Interview	10%
6.	Midterm Exam	25%
7.	Final Exam	30%

### GRADING POLICY/CRITERIA

The following 7 point grading scale will be used by the dental department.

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85-92	B
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70-77	D
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Missed assignments or tests are made up at the discretion of the course instructor. Late assignments will be –5 points per day.

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3. Students will prepare and turn in for grade, a typed resume, cover letter and thank-you letter. This will NOT be accepted after due date, by class period and will constitute a grade of ZERO.

4. Each student must prepare a neat, itemized budget (on sheet given), listing all living expenses, savings, insurance, etc. and proposed salary. Hopefully this assignment will help when the subject comes up at the interview. WE DO NOT TELL STUDENTS WHAT TO ASK FOR IN SALARY!

5. You must conduct an interview with a practicing hygienist, asking questions and concerns as discussed in class. This must be a two page typed paper see schedule for due date.

6. Each student must research another State of his/her choice and prepare a typed paper. NO MORE THAN two pages long, covering the laws pertaining to Dental Hygiene. Items to include: Cost of State Board Exam, type of supervision, whether or not the state has reciprocity, renewal of license and continuing Education, and specific functions of the Dental Hygienist. Information on each may be found in the Library, or on the Web.

7. All late papers, other than in Assignments #1 will constitute a drop of a letter grade per day late and must be turned in by class period due.

8. Students will be invited to attend Graduate Night. Time and place will be announced later. This is given By the local Dental Hygiene component and is mandatory.

9. Website: [ncdental.org](http://ncdental.org)

## COURSE OUTLINE AND CALENDAR

See Attachment

**WAYNE COMMUNITY COLLEGE**  
***EDU 259- 71 Curriculum Planning***  
***Spring 2005***  
***Tuesday 6:00 – 8:50 p.m. – AZA 202***

**Instructor Information**

Instructor: Sherry K. Granberry  
Office Location: 317 Azalea Building  
Telephone Numbers: (919) 735-5151, ext. 337  
Office Hours: M-F 10:00 a.m.; other times by appointment  
E-Mail Address: sherryg@waynecc.edu  
FAX Number: (919) 731-2009

**Course Description**

This course covers early childhood curriculum planning. Topics include philosophy, curriculum, indoor and outdoor environmental design, scheduling, observation and assessment, and instructional planning and evaluation. Upon completion, students should be able to assess children and the curriculum; plan for daily, weekly, and long-range instruction; and design environments with appropriate equipment and supplies.

Class Hours: 3  
Lab hours 0  
Semester hours 3

**Prerequisite(s)**: EDU 111 and EDU 112; or EDU 111 and EDU 113; or EDU 119

**Co-requisite(s)**: None

**Program Learning Outcomes**

Upon successful completion of the Early Childhood Associate program, the student should be able to:

- \* apply selected theories and concepts of child development to the education of young children;
- \* plan and implement developmentally appropriate experiences that stimulate young children's development and learning;
- \* provide an optimal learning environment for young children;
- \* establish and maintain a safe and healthy environment for young children;
- \* provide positive guidance for young children; and
- \* communicate effectively with children, co-workers, and parents.

**Course Learning Outcomes**

At the completion of this course, the student will be able to:

- A. Define the role of the teacher in developing curriculum for children
- B. Identify components of assessment and curriculum
- C. Create developmentally appropriate instructional lesson plans
- D. Identify appropriate educational equipment and supplies
- E. Create a developmentally appropriate environment design
- F. Identify the basic philosophies upon which various curricula are based

## **Required Textbook(s)**

Dodge, D.T., Colker L., Heroman, C.. (2002). The Creative Curriculum for Early Childhood 4<sup>th</sup> edition. Washington, D.C.: Teaching Strategies, Inc.

## **Other Required Materials/Software**

Pen or pencil, paper/notebook for class notes, and a small binder/folder for handouts.

## **Learning/Teaching Methods**

Assigned readings, observation assignments, videotapes, and individual projects.

## **Course Requirements / Methods of Evaluation**

To demonstrate attainment of learning outcomes for EDU 259, the student must achieve an overall average of 70.

### **Course Requirements:**

1. Read **text** as assigned and be prepared to participate in class discussion/activities.
2. Complete the **Activities** and turn in on time. Late papers will be docked 5 points from day one through the first week. Papers turned in more than one week late but less than 2 weeks will be docked 10 points. No papers are accepted beyond 2 weeks late unless arranged in advance with the instructor. No papers are accepted after the last day of classes unless the assignment is due at that time.
3. **2 Tests.**
4. **Final Exam** will be the completion of 4 weekly activity plans

## **Grading Policy/Criteria**

The following ten-point grading scale will be used by the Early Childhood Associate program. Coursework will be averaged together using weights listed.

### **Evaluation:**

Activities 1-6	weighted 5 each
Tests	weighted 5 each
Final Exam	weighted 10

The following **grading scale** will be used:

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

Late assignments will be docked 5 points from the first day late through the first week. Ten additional points will be taken off for papers that are more than one week, but less than two weeks late. **No assignment will be accepted which is more than two weeks late unless prior arrangements are made with the instructor. No papers are accepted after the last day of classes unless the assignment is due at that time.**

## **Makeup Policy for Early Childhood Classes**

For tests, if the instructor is notified of the absence prior to the beginning of a class where a test is scheduled by either e-mail or phone call, then the student will be allowed to make up the test. The test will be placed in the Academic Skills Center and must be taken by the date set by the instructor. If notification does not take place, make up of the test will be at the discretion of the instructor.

## **Academic Integrity Statement**

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## **Students with Disabilities**

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## **Non-Discriminatory Statement**

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## **Student Attendance Policy**

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The College believes students demonstrate responsibility for and commitment to their educational goals through regular attendance; therefore, students must attend 80% of the total hours of any class to receive a passing grade. Instructors will excuse no absences under this policy.

## **Tardy Policy for Early Childhood Classes**

A student is tardy after their name is called at the beginning of class. Three times tardy will equal one absence. It is the student's responsibility to notify the instructor at the conclusion of that day's class if he or she arrives late. An absence will not be changed to tardy after the date it occurred.

## **Additional Information From the Instructor/Miscellaneous**

**1. Phones/Pagers/Beepers**

Cell phones, beepers, and walkie-talkies cause unnecessary disruption to the learning/teaching process in the classroom, lab or library setting. Out of courtesy to others, all systems of communication should be in quiet position during instructional, lab or library time.

Reference: WCC's Student Code of Conduct, which may be found in the General Catalog or on-line: [[http://www.waynecc.edu/catalog\\_schedule/default.htm](http://www.waynecc.edu/catalog_schedule/default.htm)]

## EDU 259 Spring 2005

<b>Date</b>	<b>Text Assignment</b>	<b>Assignments Due</b>
11 Jan	Introduction	
18 Jan	Ch 1	
25 Jan	Ch 2	
1 Feb	Ch 3	Applying What You Know about Child Development Assignment
8 Feb	<b>Test 1</b> ; Ch 4	Animism Assignment
15 Feb	Ch 5	
22 Feb	<b>Test 2</b> ; Ch 6	
1 Mar	Ch 6 Blocks (continued)	
<b>8 Mar</b>	<b>Spring Break</b>	
15 Mar	Ch 7	
22 Mar	Ch 8	
29 Mar	Ch 9	Observing Dramatic Play Levels of Ability in Dramatic Play
5 Apr	Ch 10	Table Toy Observation
12 Apr	Ch 11 & 12	
19 Apr	Ch 13 & 14	
26 Apr	Ch 15 & 16	
<b>3 May</b>	<b>Final Exam (bring resources)</b>	Outdoor Observation

**WAYNE COMMUNITY COLLEGE**  
**EDU 285 01 – Internship Experience-School Age**  
**Spring 2005**  
**M, 12:00 – 12:50 PM, AZA 202**

**Instructor Information**

Instructor: Eleanor G. Armstrong  
Office Location: 309 Azalea Building  
Telephone Numbers: (919) 735-5151, ext. 215  
Office Hours: MWF: 11-12, TTh: 12-1  
E-Mail Address: eleanor@waynecc.edu  
FAX Number: (919) 731-2009

**Course Description**

This course provides an opportunity to discuss internship experiences with peers and faculty. Emphasis is placed on evaluating and integrating practicum experiences. Upon completion, students should be able to demonstrate competence in early childhood education. *This course is a unique concentration requirement in the Teacher Associate concentration in the Early Childhood Associate program.* This class meets one hour per week and earns 1 semester hour of credit.

**Prerequisite:** ENG 111

**Co-requisite:** COE 121

**Program Learning Outcomes**

Upon successful completion of the Early Childhood Associate program, the student should be able to:

- \* apply selected theories and concepts of child development to the education of young children;
- \* plan and implement developmentally appropriate experiences that stimulate young children's development and learning;
- \* provide an optimal learning environment for young children;
- \* establish and maintain a safe and healthy environment for young children;
- \* provide positive guidance for young children; and
- \* communicate effectively with children, co-workers, and parents.

**Course Learning Outcomes**

1. Demonstrate and describe effective teaching strategies through written assignments and role-plays.
2. Assess personal and professional needs and set goals.
3. Read and respond in writing to current professional literature.
4. Discuss, orally and in writing, current topics in elementary education.
5. Demonstrate proficiency in use of appropriate technology with children.

**Required Textbook(s):** None

**Other Required Materials/Software**

Paper for taking notes, a small portfolio/folder for handouts, pen or pencil.

## Learning/Teaching Methods

Assigned readings, student discussions, case materials, and presentation of supplemental information.

## Course Requirements / Methods of Evaluation

To demonstrate attainment of learning outcomes for EDU 285, the student must achieve an overall average of **70**.

❖ 5 Projects

100% of grade

## Grading Policy/Criteria

The following ten-point grading scale will be used by the Early Childhood Associate program.

Projects, tests, and the final exam will be averaged together using the percentages listed.

The following grading scale will be used:

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

Late assignments will be docked 5 points from the first day late through the first week. Ten additional points will be taken off for papers that are more than one week, but less than two weeks late. **No assignment will be accepted which is more than two weeks late unless prior arrangements are made with the instructor. No papers are accepted after the last day of classes unless the assignment is due at that time.**

## **Makeup Policy for Early Childhood Classes**

For tests, if the instructor is notified of the absence prior to the beginning of a class where a test is scheduled by either e-mail or phone call, then the student will be allowed to make up the test. The test will be placed in the Academic Skills Center and must be taken by the date set by the instructor. If notification does not take place, make up of the test will be at the discretion of the instructor.

## Academic Integrity Statement

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## **Student Attendance Policy**

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### **Tardy Policy for Early Childhood Classes**

A student is tardy after their name is called at the beginning of class. Three times tardy will equal one absence. It is the student's responsibility to notify the instructor at the conclusion of that day's class if he or she arrives late. An absence will not be changed to tardy after the date it occurred.

## **Additional Information From the Instructor/Miscellaneous**

### **1. Phones/Pagers/Beepers**

Cell phones, beepers, and walkie-talkies cause unnecessary disruption to the learning/teaching process in the classroom, lab or library setting. Out of courtesy to others, all systems of communication should be in quiet position during instructional, lab or library time.

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## **Course Outline and Calendar**

- I. Self-assessment
- II. Current Issues in Elementary Education
- III. Emergent Technologies
- IV. Professional Behavior
- V. Employment Techniques

## COURSE REQUIREMENTS

1. A self-study of a skill that the student desires to improve. **Due 02/07/05**
2. **Read and review five pieces of current elementary education professional literature.**
  - Article #1 **Due 01/24/05**
  - Article #2 **Due 02/14/05**
  - Article #3 **Due 03/14/05**
  - Article #4 **Due 04/04/05**
  - Article #5 **Due 05/02/05**
3. **Write a resume.** **Due 04/25/05**
4. Demonstrate use of appropriate technology for children. **Due 03/14/05**
5. **Prepare for, and participate in, interview role-playing.** **Due 04/18/05**

**WAYNE COMMUNITY COLLEGE**  
*EDU 286 01 Early Childhood Issues*  
*Spring 2005*

**Instructor Information**

Instructor: Sherry K. Granberry  
Office Location: 317 Azalea Building  
Telephone Numbers: (919) 735-5151, ext. 337  
Office Hours: M-F 10:00 a.m.; other times by appointment)  
E-Mail Address: sherryg@waynecc.edu  
FAX Number: (919) 731-2009

**Course Description**

This course provides an opportunity to discuss the application of skills in a developmentally appropriate early childhood environment. Emphasis is placed on developing strategies for reaching competency goals and objectives and on planning and developing curriculum. Upon completion, students should be able to demonstrate competence in classroom management skills and in developing, implementing, and evaluating curriculum plans. Class Hours: 1; Lab hours: 0; Semester hours: 1

**Prerequisite(s)**: ENG 111 and completion of curriculum core requirements

**Co-requisite(s)**: COE 121

**Program Learning Outcomes**

Upon successful completion of the Early Childhood Associate program, the student should be able to:

- \* apply selected theories and concepts of child development to the education of young children;
- \* plan and implement developmentally appropriate experiences that stimulate young children's development and learning;
- \* provide an optimal learning environment for young children;
- \* establish and maintain a safe and healthy environment for young children;
- \* provide positive guidance for young children; and
- \* communicate effectively with children, co-workers, and parents.

**Course Learning Outcomes**

Upon successful completion of this class, students should be able to

1. demonstrate classroom management skills
2. develop, implement, and evaluate developmentally appropriate curriculum for young children

**Required Textbook(s)**

none

**Other Required Materials/Software**

Notebook or composition book for Journal; binder to hold assignments and handouts

**Learning/Teaching Methods**

Discussion, journal reflections and Internet Treasure Hunt Assignments

## **Course Requirements / Methods of Evaluation**

To demonstrate attainment of learning outcomes for EDU 286, the student must achieve an overall average of 70.

This class is the co-requisite of COE 121 Co-Op Work Experience II. In the weekly online "meetings" we will discuss applications of skills in your Co-Op placements. We will also discuss various issues related to early childhood professionalism.

1. Maintain Co-Op workbook and turn in according to Co-Op schedule.
2. Internet Treasure Hunt: You will have 9 assignments related to finding early childhood education information on the internet. The assignments are due as listed on the syllabus.

Complete the **Assignments** and turn in, via the Digital Drop Box, on time. Late papers will be docked 5 points from day one through the first week. Papers turned in more than one week late but less than 2 weeks will be docked 10 points. No papers are accepted beyond 2 weeks late unless arranged in advance with the instructor. No papers are accepted after the last day of classes unless the assignment is due at that time.

3. Journals: You will maintain a journal with at least 2 entries per week describing how you are working toward meeting the objectives in your MLO's. Journals are due as listed on schedule, but may be requested a week in advance at any time so keep up with the weekly entries. You will create this as a Word Document. Be sure to date each entry and keep up with them.
4. Best thing/Worst thing: Each week, as part of the Discussion Board Assignment, each person will have the opportunity to tell us the best thing and the worst thing that happened in the Co-op placement during the previous week.

### **Evaluation:**

Assignments	weighted 5 each
Journals	weighted 10 each

## **Grading Policy/Criteria**

The following ten-point grading scale will be used by the Early Childhood Associate program. Coursework will be averaged together using weights listed above.

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

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### **Makeup Policy for Early Childhood Classes**

Tests missed in an online course are made up at the discretion of the instructor. The decision is based in part on notification by the student prior to the missed test. Tests that are incomplete due to computer malfunctions are also at the discretion of the instructor.

## **Academic Integrity Statement**

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## EDU 286 Spring 2005

<b>Date</b>	<b>Assignment/Topic</b>	<b>Assignment Due</b>
7 Jan	Introduction	
13 Jan	MLO's	
20 Jan		
27 Jan		Assignment 1
3 Feb		Assignment 2
10 Feb		
17 Feb		Assignment 3
24 Feb		Assignment 4
3 March		Journals Due
10 March		<b>Spring Break</b>
17 March		Assignment 5
24 March		Assignment 6
31 March		Assignment 7
7 April		Assignment 8
14 April		Assignment 9
21 April		Journals Due
28 April		

WAYNE COMMUNITY COLLEGE  
MEDICAL ASSISTING PROGRAM  
**MED 260: MEDICAL CLINICAL EXTERNSHIP**  
OBJECTIVES

**COURSE DESCRIPTION:**

This course provides the opportunity to apply clinical, laboratory, and administrative skills in a medical facility. Emphasis is placed on enhancing competence in clinical and administrative skills necessary for comprehensive patient care and strengthening professional communications and interactions. Upon completion, students should be able to function as an entry-level health care professional.

Upon completion of this experience, the student will be able to:

1. Display professionalism
2. Communicate
3. Apply legal concepts
4. Provide instruction
5. Perform operational functions.
6. Perform administrative procedures
7. Manage practice finances
8. Practice fundamental principles
9. Follow diagnostic orders
10. Assist with and manage patient care

The above list of competencies were described by the American Association of Medical Assistants (AAMA) as a document called the DACUM (.Develop A Curriculum). This document identified the areas of practice and the competencies required for the occupation of medical assistant. This document was updated in 1997 and was revised by the Role Delineation Study which identified three broad areas of practice, *Administrative*, *Clinical*, and *General* (Trans-disciplinary). These were further divided into ten areas of competence and are attached. This Role Delineation Chart should help the clinical instructor / preceptor at each clinical site to recognize the skills and competencies of a medical assistant.

Also, all students have workbooks and procedure check-off sheets. Each student is responsible for identifying procedures appropriate for their learning. Many of the

# Medical Assistant Role Delineation Chart

1. PROFESSIONALISM	2. COMMUNICATION SKILLS	3. LEGAL CONCEPTS	4. INSTRUCTION	5. OPERATIONAL FUNCTIONS
<ul style="list-style-type: none"> <li>-Project a professional manner and image</li> <li>- Adhere to ethical principles</li> <li>-Demonstrate initiative and responsibility</li> <li>- Work as a team member</li> <li>- Manage time effectively</li> </ul>	<ul style="list-style-type: none"> <li>1 Treat all patients with compassion and empathy</li> <li>9 Recognize and respect cultural diversity.</li> <li>9 Adapt communications to individual's ability to understand</li> <li>9 Use professional telephone technique</li> </ul>	<ul style="list-style-type: none"> <li>H Maintain confidentiality</li> <li>H Practice within the scope of education, training, and personal capabilities</li> <li>B Prepare and maintain medical records &amp; Document accurately</li> <li>a Use appropriate guidelines when releasing information</li> <li>&amp; Follow employer's established policies dealing with health care contract</li> </ul>	<ul style="list-style-type: none"> <li>H Instruct individuals according to their needs</li> <li>B Explain office policies and procedures</li> <li>0 Teach methods of health promotion and disease prevention</li> </ul>	<ul style="list-style-type: none"> <li>H Maintain supply inventory</li> <li>H Evaluate and rework equipment and supplies</li> <li>S Apply computer techniques (a support office operation)</li> <li>* Supervise personnel</li> </ul>
<ul style="list-style-type: none"> <li>- Prioritize and perform multiple tasks</li> <li>-Adapt to change</li> <li>- Promote the CMA credential</li> <li>- Enhance skills through continuing education</li> </ul>	<ul style="list-style-type: none"> <li>9 Use effective and correct verbal and written communications</li> <li>3 Recognize and respond to verbal and nonverbal communications</li> <li>8 Use medical terminology appropriately</li> </ul>	<ul style="list-style-type: none"> <li>B Follow federal, state and local health guidelines</li> <li>B Maintain awareness of federal and state health care legislation and regulations</li> <li>B Maintain and dispose of regulated substances in compliance with government guidelines</li> <li>B Comply with established risk management and safety procedures</li> </ul>	<ul style="list-style-type: none"> <li>H locate community resources and disseminate information</li> <li>* Or/enfant/infants</li> <li>ps «onne/ fdav^</li> <li>* Dave/op ecfuco-tional material*</li> </ul>	<ul style="list-style-type: none"> <li>* Interventions* recommendations (cants)</li> <li>* Negotiate fees and prices for equipment and supplies</li> </ul>
	<ul style="list-style-type: none"> <li>£ Receive, organize, prioritize, and transmit information as liaison</li> <li>5 Promote the practice through positive public relations</li> </ul>	<ul style="list-style-type: none"> <li>H Recognize professional credentialing criteria</li> <li>ffl Participate in the development, maintenance of personnel, policy, and procedure manuals</li> <li>* • Develop and maintain &amp; enforce policy, and procedures</li> </ul>	<ul style="list-style-type: none"> <li>« ^j</li> <li>ulha ec/ueafon ac/frWes factv)</li> </ul>	

## 6.

<ul style="list-style-type: none"> <li>i Perform basic clerical functions</li> <li>! Schedule, coordinate, and (non)of appointments</li> <li>I Schedule inpatient/outpatient admissions and procedures</li> <li>i Understand and apply third-party guidelines</li> <li>1 Obtain reimbursement through accurate claims</li> <li>! Monitor and apply reimbursement</li> <li>! Perform medical transcription</li> <li>Understand and adhere to managed care policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>\$ Perform procedural and diagnostic coding</li> <li>n Apply bookkeeping principle</li> <li>n Document and maintain accounting and banking records</li> <li>B Manage accounts receivable</li> <li>@ Manage accounts payable</li> <li>Process payroll</li> <li>Mwaga renewal of workmen's compensation insurance</li> <li>and file/record (aaVj)</li> </ul>	<ul style="list-style-type: none"> <li>Apply principles of infection control</li> <li>Comply with quality assurance practices</li> <li>Screen and follow up patient test</li> </ul>	<ul style="list-style-type: none"> <li>! Coordinate and process specimens</li> <li>procedures</li> <li>1 Obtain patient history and vital signs</li> <li>I Prepare and maintain examination and treatment areas</li> <li>I Prepare patient for examinations, procedures, and treatments</li> <li>1 Assist with examinations, procedures</li> <li>Prepare and administer medications and immunizations</li> <li>Maintain medication and immunization records</li> <li>Recognize and respond to emergencies</li> <li>Coordinate patient information with other health care providers</li> </ul>
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MED 260  
MED CLNICAL EXTERNSHEP

MEDICAL ASSISTANT EXTERNSHIP  
WEEKLY TIME SHEET AND REPORT

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**STUDENT:** \_\_\_\_\_

**DATES: FROM:**

**TO:**

**HOURS PER WEEK:**

	<b>From</b>	<b>To</b>
<b>Monday</b>	_____	_____
<b>Tuesday</b>	_____	_____
<b>Wednesday</b>	_____	_____
<b>Thursday</b>	_____	_____
<b>Friday</b>	_____	_____

**Total Hours:**

\_\_\_\_\_

**Duties Performed:**

**Comments:**

**Preceptor's Signature:** \_\_\_\_\_

WAYNE COMMUNITY COLLEGE  
P.O. BOX 8002 GOLDSBORO, NC  
27533-8002

ALLIED HEALTH DIVISION  
MEDICAL LAB SCIENCES  
MEDICAL ASSISTING

**MED 260**

**MEDICAL CLINICAL EXTERNSHIP COMPETENCIES**

**TO THE CLINICAL AFFILIATE INSTRUCTORS:** The following checklist is designed to help standardize MED 260 clinical affiliate education. It is strongly recommended for students to perform the activities outlined in the competency statements. Each student will have an evaluation checklist for grading each activity. Both the attached form and checklists need to be signed by the preceptor.

These forms are for internal use at the college.

It is the responsibility of the student to maintain forms for signature/verification by the preceptor.

STUDENT NAME: \_\_\_\_\_

SEMESTER: \_\_\_\_\_

WAYNE COMMUNITY COLLEGE  
P.O. BOX 8002  
GOLDSBORO, NC 27533-8002

ALLIED HEALTH DIVISION  
MEDICAL LAB SCIENCES  
MEDICAL ASSISTING

MED 260

**MEDICAL CLINICAL EXTERNSHIP COMPETENCIES**

STUDENT'S NAME: \_\_\_\_\_

CLINICAL AFFILIATE SITE:

DATES OF ROTATION: FROM: \_\_\_\_\_ TO: \_\_\_\_\_

EVALUATOR'S NAME:

ROLE DELINEATION CHART \_\_\_\_\_j  
COMPETENCY

(Refer to attached Role Delineation Chart for specific tasks/skills listed under each section.)

**Section 1.0**                      **DISPLAY PROFESSIONALISM**  
Grade Earned: \_\_\_\_\_  
Strengths: \_\_\_\_\_  
Weaknesses: \_\_\_\_\_

**Section 2.0**                      **COMMUNICATE**  
Grade Earned: \_\_\_\_  
Strengths: \_\_\_\_\_  
Weaknesses: \_\_\_\_\_

**Section 3.0**                      **APPLY LEGAL CONCEPTS**  
Grade Earned: \_\_\_\_\_.  
Strengths: \_\_\_\_\_  
Weaknesses: \_\_\_\_\_

**Section 4.0**                      **PROVIDE INSTRUCTION**  
Grade Earned: \_\_\_\_\_.  
Strengths: \_\_\_\_\_  
Weaknesses: \_\_\_\_\_

Section 5.0

**PERFORM OPERATIONAL FUNCTIONS**

Grade Earned:

Strengths:

Weaknesses:

Section 6.0

**PERFORM ADMINISTRATIVE PROCEDURES**

Grade Earned: \_\_\_\_\_

Strengths: \_\_\_\_\_

Weaknesses:

Section 7.0

**MANAGE PRACTICE FINANCES**

Grade Earned:

Strengths:

Weaknesses:

Section 8.0

**PRACTICE FUNDAMENTAL PRINCIPLES**

Grade Earned:

Strengths: \_

Weaknesses:

Section 9.0

**FOLLOW DIAGNOSTIC ORDERS**

Grade Earned:

Strengths: \_

Weaknesses:

Section 10.0

**ASSIST WITH AND MANAGE PATIENT CARE**

**Grade Earned:**

**Strengths:**

**Weaknesses:**

Additional comments (evaluator):

Additional comments (student):

**EVALUATOR'S SIGNATURE:**

**Date:**

**STUDENT'S SIGNATURE:**

**Date:**

**PROGRAM DIRECTOR'S SIGNATURE:**

**Date:**

**WAYNE COMMUNITY COLLEGE**  
**MED 260: MEDICAL CLINICAL EXTERNSHIP**

**SPRING 2005**

**Course Description**

Class 0                      Lab 0                      Clinical 15                      Semester 5

This course provides the opportunity to apply clinical , laboratory and administrative skills in a medical facility. Emphasis is placed on enhancing competence in clinical and administrative skills necessary for comprehensive patient care and strengthening professional communications and interactions. Upon completion, students should be able to function as an entry-level health care professional.

**Prerequisite:** *MED 112*

**Co requisite:** None

**Program Learning Outcomes**

Upon satisfactory completion of the program, the new graduate will be able to:

- (1) Demonstrate professional behavior that reflects an understanding of ethical, legal, and self-management concepts.
- (2) Communicate effectively with patients and their families and other health care team members.
- (3) Practice at a beginning level administrative, clinical, and laboratory functions as they relate to the examination and treatment of patients in medical facilities.
- (4) Implement teaching plan based on individual needs as well as community needs.

**Course Learning Outcomes/Competencies:**

See attachment

**Required Textbooks:**

Medical Assisting Administrative and Clinical Competencies, 5<sup>th</sup> edition, Keir, L.; Wise, B. and Krebs, C., Delmar Publishers and the Accompanying Workbook.

Both the textbook and the workbook are available in the WCC bookstore.

**Other Required Materials/Software**

Notebook, Notebook paper and Report folders

**Learning/Teaching Methods**

Clinical experiences, Clinical conferences, Independent Study

**Learning Environments/Activities:**

Clinical will be conducted 15 hours a week. Students will be assigned to 4 different externship sites. Individual schedules will be arranged by the students with each office /site manager. There is no class time for this course. Clinical sites will include local offices and health care facilities. (See attachment for list of Offices)

**Course Requirements/Method of Evaluation**

**Clinical:** A “competent” rating must be achieved for clinical performance in order for the student to pass MED 260. The instructor(s) and/or preceptor(s) will evaluate the students’ performance in the clinical area as competent or non-competent based on observation, verbal questioning, and evaluation. A written evaluation tool will be used as a guide. The instructor or student will hold evaluation conferences with students at midterm and at any other time during the semester as requested.

**POLICIES:** Students are expected to abide by policies stated in the Student Manual. Non-adherence to policies may result in dismissal from the program.

### **Grading Policy/Criteria**

All students must receive a “competent” rating in order to pass the Med 260 class. The instructor or the preceptor at each clinical site will do evaluations of the students’ performance. A written evaluation form will be used to determine the grade for each student. These grades will be based on the students attitude, organizational skills, administrative duties and clinical duties. (Refer to the attached evaluation form.)

### **Academic Integrity Policy**

See the WCC Student Handbook or the College catalog [http://www.waynecc.edu/catalog\\_schedule/default.htm](http://www.waynecc.edu/catalog_schedule/default.htm) for the WCC Code of Student Academic Integrity Policy. Any student caught violating the WCC Code of Student Academic Integrity Policy (i.e. cheating, plagiarizing, or other dishonorable acts), in academic work is subject to disciplinary action.

### **Students with Disabilities**

WCC is committed to seeing that students with disabilities have equal access to and participation in all programs of study. For further explanation, please note the Students with Disabilities policy in the WCC catalog or the Student Handbook. Students with disabilities can contact the Disability Coordinator, Mrs. Caroline Smith, in the Student Development Office, Room WLC 115, or at 919 735-5151, extension 223 or at [cssmith@waynecc.edu](mailto:cssmith@waynecc.edu).

### **Non-Discriminatory Statement**

Wayne Community College is committed to a policy of providing educational opportunities to all students regardless of economic or social status, beliefs, sexual orientation, national origin, or physical or mental disability.

### **Student Attendance Policy**

The Medical Assisting Department believes students demonstrate responsibility for and commitment to their educational goals through regular attendance; therefore, students must attend 90% of the total hours of any class to receive a passing grade. Instructors will excuse no absences under this policy. When absences in a MED class exceed 10% of the total contact hours for any one course, the student will be given an automatic “W” if prior to the last day to drop a class or a “WF” if after the last day to drop a class and must withdraw from the Medical Assisting Program. Students are expected to attend all classes, labs and clinicals. It is the student’s responsibility to obtain assignments and materials missed when absent from class/lab. When a student has been tardy three (3) times, this will constitute one (1) hour of absence. (See the Medical Assisting Student Manual for additional policies on attendance.)

### **Additional Information From the Instructor/Miscellaneous**

#### **Phones/Pagers/Beepers**

Cell phones, beepers, pagers, and walkie-talkies cause unnecessary disruption to the learning/teaching process in the classroom, lab, clinical, or library setting. Out of courtesy to others, all systems of communication should be in the quiet position during instructional, lab, clinical or library time.

### **Instructor Information**

**Instructor:** Lou Brown

**Office Location:** Pine 213

**Telephone Number:** 735-5151ext-753

**Office Hours:** See Instructor Schedule

**E-Mail Address:** [lbrown@waynecc.edu](mailto:lbrown@waynecc.edu)

**WAYNE COMMUNITY COLLEGE**  
**OST 289 40 Office Systems Management**  
**Spring 2005**

**Instructor Information**

Instructor: Sharon L. Bull, Department Head, Information Systems  
Office Location: WLC 247  
Telephone Number: (919) 735-5152, Extension 272  
Office Hours: M, W, F 9:00-10:00; T, TH 10:00-11:00  
Other Office Hours By Appointment  
E-Mail Address: [bull@waynecc.edu](mailto:bull@waynecc.edu)  
FAX Number: (919) 736-3204

**Course Description (CCL)**

**Class Hours 2, Lab Hours 2, Clinical/Work Experience Hours 0; Semester Hours 3**

This course provides a **capstone course** for the office professional. Topics include administrative office procedures, imaging, **communication techniques**, ergonomics, and equipment utilization. Upon completion, students should be able to function proficiently in a changing office environment.

**Prerequisite(s)** OST 134, OST136, and OST 164

**Co-requisite(s)** None

**Program Learning Outcomes**

While program learning outcomes are being updated, a general overview of the A.A.S. Office Systems Technology Department degrees may be found in the WCC College Catalog, which is available in both hardcopy as well as electronic format on-line:

[http://www.waynecc.edu/academic\\_prog/a\\_science\\_programs.htm](http://www.waynecc.edu/academic_prog/a_science_programs.htm)

**Course Learning Outcomes**

This course examines the changes occurring in the office and the world that will impact the role of the office professional. Some of these changes are: a global marketplace, continual advances in technology and an increasingly diverse labor force. Upon completion the student should be able to:

1. Explain the position held and the performance expected of the administrative professional in the workplace team.
2. Enumerate the major tasks that administrative professionals perform and demonstrate appropriate skill in accomplishing those tasks.
3. Describe the responsibility of the administrative professional for ethical behavior in the workplace.

4. Explain workplace security and define the role of the administrative professional in achieving a secure working environment.
5. Define "ergonomics" and explain the relevance of ergonomics in the office environment.
6. Demonstrate a working knowledge of telecommunications equipment currently in use in the workplace.
7. **Demonstrate the ability to communicate effectively, both orally and in writing.**
8. Explain the steps an administrative professional would take to organize his or her work area and work schedule.
9. List and explain the main duties of an administrative professional in arranging and conducting meetings and conferences.
10. List and explain major certifications an administrative professional may achieve in order to demonstrate competence in the components of the job.
11. Describe the process of preparing to apply for a job, applying for a job, and interviewing for a job.
12. Describe the behavior appropriate to an administrative professional during the first weeks of a new job.
13. Explain the purposes of records management and the role of the administrative professional in managing records.
14. Explain the role of the administrative professional in managing incoming and outgoing mail.

### **Required Textbook(s)**

This course requires an **e-text** (a text that is available from the publisher online rather than in paper format). The text is *Online Training for the Administrative Professional*. Students must purchase an access code in order to enter the e-text. They should purchase the following from the WCC bookstore: *Online Training for the Administrative Professional, PIN Slimpack*, by Jennings, South-Western Publishing Co. (A Division of Thomson Learning)  
ISBN: 0-538-72491-9.

### **Additional Recommended Texts:**

Cain, Thomas. *Outlook 2002: A Professional Approach/Core*. 2002. McGraw-Hill/Irwin. 0-07-827391-9

Grauer, Robert T and Maryann Barber. *Exploring Microsoft Office XP: Integrated Case Studies*. Prentice Hall. ISBN 0-13-046445-7

Jennings, Susan Evans and Susan James. *Internet Office Projects*, 2nd Edition. 2004. South-Western, part of the Thomson Corporation. ISBN 0-538-72747-0

You may find other useful print resources including helpful secondary textbooks by clicking the "Books" button on the left.

### **Other Required Materials/Software**

To access the online course students will need access to the Internet. For best results, use a Netscape or Microsoft Internet browser in version 5 or better. Although there are no absolute requirements, computers with faster Internet connections, faster processors, and more memory will get better results. The following software is required for this course and can be downloaded free and installed from the web site: Macromedia Flash Player, Apple QuickTime Player, and Acrobat Reader. In addition, Microsoft Office 2003 should be installed in the computer.

### **Learning/Teaching Methods**

Assigned readings, case materials, Internet assignments, quizzes, student discussions, writing assignments, and a PowerPoint presentation.

### **Course Requirements/Methods of Evaluation**

To demonstrate attainment of learning outcomes for OST 289, the student must achieve an overall average of 78. Students will earn points for each assignment. By the end of the semester, a total of 697 points may be earned. Number of points earned and the corresponding grades are as follows:

<u>Points</u>	<u>Grade</u>
697	=100 A
648-696	= 93 A
592-647	= 85 B
544-591	= 78 C
487-543	= 70 D
0-486	= F

### **COURSE ASSIGNMENTS**

1. Six Module quizzes	14% of grade	96 points
2. One Discussion Forum	2% of grade	18 points
3. 11 reading Assignments	21% of grade	143 points
4. Two online Assignments	8% of grade	40 points
5. Five Writing Assignments	27% of grade	190 points
6. Two Midterm Projects	15% of grade	110 points
7. One Final Project	<u>13% of grade</u>	<u>100 points</u>
	100%	697 points

### **Grading Policy/Criteria**

The following seven-point grading scale will be used by the Business & Computer Technology Division:

93-100 = A
85-92 = B
77-84 = C
70-76 = D
0-69 = F

**LATE WORK** - Late work is not accepted for credit unless you have contacted the instructor. IF you have notified the instructor that the assignment is going to be late, the grade will be decreased 20%.

**All work will be considered late if it is past due after the submittal dates.  
PAY ATTENTION TO THE SUBMITTAL DATES!**

One of the aspects of a college class is to train you to be prepared for your career. This is why there is such an emphasis on late work. In "real life," "late work" can and does have a major impact on a business. You must call me via phone or e-mail before turning the late work in; if your excuse is valid, the penalty will be waived. DO NOT STRESS due to this policy, it will help you remain focused on the requirements of the course.

### **Academic Integrity Statement**

See WCC Student Handbook [http://www.waynecc.edu/catalog\\_schedule/default.htm](http://www.waynecc.edu/catalog_schedule/default.htm) or the College catalog for the WCC Code of Student Academic Integrity Policy. Any student caught violating the WCC Code of Student Academic Integrity Policy, (i.e., cheating, plagiarizing, or other dishonorable acts), in academic work is subject to disciplinary action. In OST 289, Academic Dishonesty will not be tolerated and will result in an automatic "F" for the course. In the Business and Computer Technology Division Academic Dishonesty is defined as:

1. Using another student's diskette to complete an assignment.
2. Allowing another student to use your diskette, or information from your diskette, to complete an assignment.
3. Keying or printing a document and giving it to another student.
4. Taking a timed writing for another student.
5. Using **unauthorized** books, materials, or another person's assistance while working on any graded assignment.
6. Taking an online test for another student.

***Your Papers may be run through sites such as Turnitin.com, an Internet service that runs essays through a search system that will detect cases of plagiarism electronically, by running your essays through a scan of internet pages and print databases. It works very well and, unfortunately, colleges catch students every semester.***

***If you plagiarize, you will receive a grade of F on the plagiarized assignment and will quite probably fail the course.***

### **Students with Disabilities**

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extension 223 or at [csmith@waynecc.edu](mailto:csmith@waynecc.edu).

### **Non-Discriminatory Statement**

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[http://www.waynecc.edu/catalog\\_schedule/default.htm](http://www.waynecc.edu/catalog_schedule/default.htm)

### **Student Attendance Policy**

[http://www.waynecc.edu/catalog\\_schedule/default.htm](http://www.waynecc.edu/catalog_schedule/default.htm)

The College believes students demonstrate responsibility for and commitment to their educational goals through regular attendance; therefore, students must attend 80% of the total hours of any class to receive a passing grade.

Instructors excuse no absences under this policy.

Read the information under "How This Course Works" section that explains "Demonstrating Online Attendance". Because this is not a classroom, it does not mean that you don't have to complete assignments, quizzes, discussion forums, exams, etc., when they are due. If you miss one week of assignments, quizzes, etc., it is the same as missing one week in the classroom, (i.e., 4 days of absences).

WCC attendance policy allows no more than 20% of scheduled class hours as absences. The 20% equates to approximately three weeks of missed classes for the residence class. **For the online course this corresponds to missed assignments/quizzes for a total of three weeks. Note: The missed weeks do not have to be consecutive.** If you fail to submit assignments and take quizzes as scheduled for a total of three weeks, the attendance policy will determine your grade. Since OST 289 is scheduled for 64 hours, enrollment in this course will be terminated if absences (ie. missed assignments/quizzes) exceed **thirteen (13) class hours**.

### **Additional Information From the Instructor/Miscellaneous**

#### **Phones/Pagers/Beepers**

Cell phones, beepers, and walkie-talkies cause unnecessary disruption to the learning/teaching process in the classroom, lab or library setting. Out of courtesy to others when on campus, all systems of communication should be in quiet position during instructional, lab or library time.

### **Course Outline and Calendar**

<b>Units of Study</b>	
<b>Module 1</b>	Introduction to Office Management Due January 26
<b>Module 2</b>	Office Environment Due February 9
<b>Module 3</b>	Communications Due February 23
<b>Midterm</b>	Project 1—Prepare and Post a Resume

OST 289, Syllabus, Fall 2003, Sharon Bull

<b>Projects 1 &amp; 2</b>	Project 2—Find Temporary Employment
<b>Module 4</b>	Effective Planning and Coordination
<b>Module 5</b>	Career Preparation
<b>Module 6</b>	Creating and Managing Records
<b>Final Project</b>	PowerPoint Presentation—Course Concepts

**WAYNE COMMUNITY COLLEGE**  
**BUS 239-01: Business Applications Seminar**  
**Spring 2005**

**Tuesday and Thursday at 10:00:00 – 11:15:00 in WLC 217**

**Instructor Information**

Instructor: Norm Crumpacker  
Office Location: Wayne Learning Center (WLC) 240  
Telephone: (919) 735-5151 Extension 348  
Office Hours: M, W & F: 12:00P – 1:00P; T & Th 9:00A - 10:00A; and by appointment  
E-Mail Address: nrc@waynecc.edu  
FAX Number: (919) 736-3204

**Course Description (CCL)** Class hours, 2; lab, 0, clinical/work experience, 0; semester hours, 2

This course is a capstone course for Business Administration majors. Emphasis is placed on decision making in the areas of management, marketing, production, purchasing, and finance. Upon completion of the course, the student should be able to apply the techniques, processes, and vital professional skills needed in the workplace.

**Prerequisite(s)**

ACC 120, BUS 115, BUS 137, MKT 120, and either ECO 251 or ECO 252

**Co-requisite(s)**

None

**Program Learning Outcomes for Business Administration**

The Associate of Applied Science Degree in Business Administration is designed to prepare students for employment and careers in today's global and technology based economy. Graduates of this program will develop skills in decision-making, communication, and technical applications.

1. Apply basic business, social, and ethical strategies for effectively managing and operating a business enterprise in a global and technology based economy.
2. Demonstrate an understanding of basic business law, its practices and principles, and the legal environment in which business operates.
3. Demonstrate the ability to use a personal computer in the workplace and have a basic understanding of computer hardware, software applications, Internet, and operating systems.
4. Apply mathematical concepts and methods to understand, analyze, and to solve mathematical problems necessary to perform job related tasks.
5. Apply general accounting and tax principles and practices that are necessary for recording, sorting, summarizing, and reporting financial and tax data related to business transactions and decision-making.
6. Apply basic principles, practices, strategies, and tactics in marketing, sales, advertising, insurance, and management as appropriate, in today's business environment.
7. Applying basic economic principles and concepts, and monetary theories, supply and demand models, and international trade policies to individual and business situations.
8. Communicate information effectively in today's technology oriented business environment using written, spoken, and/or visual methods.
9. Understand personal finances strategies, including asset management, the use of credit, saving and investing, individual retirement accounts, and debt management.

10. Demonstrate interpersonal skills that reflect an understanding of diversity and the need for teamwork.

### **Course Learning Outcomes**

This course provides a survey of the business world. Upon successful completion of the course, the student will be knowledgeable of key business application concepts and tools vis-à-vis: project planning, research, data compilation and analysis, GAP analysis, working within a team, and application of theoretical/conceptual tools.

- Have a better understanding of how all the various parts of a business must function in an integrative manner in order for a business to meet its objectives and be successful.
- Have a better understanding of the impact of the strategic planning process and the impact the administrative, marketing, financial, production, and research and development functions have on the success of a business.
- Provide the opportunity for student interaction in organization teamwork and to give the students a better understanding of how to build an effective team and manage team conflict.
- Improve the student's skills in managing in a changing and/or turbulent environment.
- Improve the student's communication, presentation, leadership, and managerial and interpersonal relationship skills.
- Develop and improve logical and rational decision-making.
- Improve the student's skills in planning and analysis. Demonstrate the importance of such management tools as budgeting, forecasting, and long-range planning.
- Use multi-media/technology tools, (i.e. MS Office Power Point, Access, Internet, and e-mail).

### **Required Textbook(s)**

1. Memory Jogger II: A Pocket Guide of Tools for Continuous Improvement and Effective Planning (1<sup>st</sup> Edition) by Michael Brassard and Dianne Ritter; Publisher: GOAL/QPC (Growth Opportunity Alliance of Lawrence); ISBN: 1879364441.
2. Who Moved My Cheese? An Amazing Way to Deal with Change in Your Work and in Your Life by Spencer Johnson and Kenneth H. Blanchard; Publisher: Putnam Adult (Sept.1998); ISBN: 0399144463.

### **Other Required Materials/Software**

Access and use of word processing software; e.g., MS Word or WordPerfect.

### **Learning/Teaching Methods**

Assigned readings, lectures, student discussions, case materials, supplemental information, projects as assigned, Internet assignments, class participation, written assessment evaluations, and regular class attendance.

This course is a rigorous course. It will demand considerable time and effort on your part both in class and outside of class. To be successful in this course, for each hour the class meets you should anticipate devoting 2 to 3 hours of study time outside of class. To enhance your learning and scholarly endeavors, students are strongly encouraged to:

1. Attend class regularly and take notes.
2. Use the learning resources (e.g. study guide, CD-ROM accompanying text, etc.) in conjunction with the text as well as the resources available in the library. Visit the Academic Skills Center for tutoring.
3. Complete all assignments given by your instructor. Turn in assignments as requested.
4. Take assessment opportunities (i.e. tests) as assigned by your instructor.

## **Course Requirements / Methods of Evaluation**

To demonstrate achievement of learning outcomes and other objectives for this course, the student must achieve an overall average of 78.000, which is calculated as follows:

<b>Method</b>	<b>Percent</b>
Group Project Write-up Rough draft due by Thursday, April 14, 2005; Final draft due by <b>Thursday, April 28, 2005</b> )	40.0
B. Exam Opportunities (i.e. tests)	30.0
C. Class Attendance	7.0
D. Class Participation	3.0
E. Group evaluation (Due <i>between April 25 and April 28, 2005</i> )	9.0
F. Email to instructor ( <b>Due by Thursday, January 13, 2005</b> )	1.0
G. Final Exam ( <i>Oral Presentation of Paper: Tuesday, May 03, 2005</i> )	10.0

**Exam Opportunities:** All exam opportunities (method A) are equally weighted and announced in advance. Missed exam opportunities may be “made up,” however, in addition to not being eligible to receive any credit for the bonus questions (as applicable), a 20-point deduction will be assessed **for each 24-hour period or part thereof** that the opportunity is not attempted (a weekend, however, only results in a 40-point deduction with the next 24 hour period beginning at the due-time on the next college business day). Opportunities turned in after the due-time (generally the time by which the class is scheduled to conclude) are considered missed; consequently, deductions begin to accumulate once the due-time at which the opportunity is due has passed. The project write-up, oral presentation and email to instructor may not be made up; consequently, a zero will be recorded if the assignment is not turned in or completed, as appropriate, by the announced due date and time.

**Project and associated write-up:** each team of students is asked to research and write-up a team project. In short, the project is to explore the viability of a new **curriculum concentration** for Business Administration at Wayne Community College that encompasses **Human Resource Management**. Based on your research, submit a comprehensive write-up with the following parameters: (a) typed in 12-point Times New Roman font, (b) double-spaced, and (c) one-inch margins. Also, include in the final write-up relevant issues with regard to management, marketing, production, purchasing, and finance. The rough draft should include all work to date and plans for completing of the final draft by its due date.

**These websites are excellent starting points for team projects:**

Programs: <http://www.ncccs.cc.nc.us/Programs/docs/Education-Catalog/Education-Chart-May2004.pdf>

Map of Community Colleges (with links to homepages): [http://www.ncccs.cc.nc.us/colleges\\_map.htm](http://www.ncccs.cc.nc.us/colleges_map.htm)

NCCCS Curriculum Standards: <http://www.ncccs.cc.nc.us/Programs/business.htm>

NCCCS Common Course Library: [http://www.ncccs.cc.nc.us/Programs/common\\_course\\_library.htm](http://www.ncccs.cc.nc.us/Programs/common_course_library.htm)

**Final Exam (i.e. oral presentation):** Groups are asked to give an oral presentation of their project. To receive any credit for the final exam, group members must participate in the final exam (i.e. oral presentation); otherwise, a zero will be recorded for each group member not participating in the assignment.

**Group Evaluation:** The group evaluation is a formal and integral part of the final student grade whereby fellow group members evaluate each other. The instructor will provide the necessary format, forms and directions.

**Class Attendance:** Class attendance is calculated based on the maximum number of classes a student may miss before being withdrawn from the course, which for this course is seven (7). The formula used to calculate class attendance is:  $((7 - \# \text{ absences} + 1) / 7) * 100\%$

**Email instructor:** In order to facilitate communication between the instructor and students, email your instructor. From your **CampusCruiser email account**, email your instructor at [nrc@waynecc.edu](mailto:nrc@waynecc.edu). In order to receive credit for this assignment, (a) the email must have a time and date stamp that does not exceed the due date and (b) the subject line of the email should read: BUS 239: *MyFirst MyLast*; where *MyFirst* is the student's first name and *MyLast* is the student's last name. The instructor is not responsible for any misdirected emails!

### **Grading Policy/Criteria**

Earned grades will be based on the weighted average of the evaluation (re: previous section). The following seven-point scale that meets division policy is in effect, as follows:

<b><u>Scale</u></b>	<b><u>Seven-Point</u></b>
A	93.000 or greater
B	greater than or equal to 85.000 and below 93.000
C	greater than or equal to 78.000 and below 85.000
D	greater than or equal to 70.000 and below 78.000
F	Below 70.000

### **Academic Integrity Statement**

See Student Code of Conduct in the WCC Student Handbook, which is available on-line [[http://www.waynecc.edu/catalog\\_schedule/default.htm](http://www.waynecc.edu/catalog_schedule/default.htm)]. Any student caught violating the WCC Code of Student Academic Integrity Policy, (i.e., academic dishonesty such as cheating, plagiarizing, or other dishonorable acts), in academic work is subject to disciplinary action.

The faculty of Wayne Community College recognizes that academic honesty is an integral factor in developing and sharing knowledge. We support the concept of academic honesty, practice academic honesty in our classes, and require academic honesty from our students. WCC students are expected to maintain total honesty and integrity while completing and presenting all academic assignments and examinations. Any student caught violating the WCC Code of Student Academic Integrity Policy, (i.e., cheating, plagiarizing, or other dishonorable acts), in academic work is subject to disciplinary action. Such action may include, but is not limited to, entry of the incident in the records of the Office of Student Development; reduced grades; and dismissal from the College classes, programs, and activities.

### **Students with Disabilities**

WCC is committed to seeing that students with disabilities have equal access to and participation in all programs of study. For further explanation, please note the Students with Disabilities policy in the WCC catalog or the Student Handbook; both of which are available on-line [[http://www.waynecc.edu/catalog\\_schedule/default.htm](http://www.waynecc.edu/catalog_schedule/default.htm)]. Students with disabilities can contact the Disability Services Counselor via phone at (919) 735-5151, extension 223, or via TTY (919) 583-8544.

### **Non-Discriminatory Statement**

Wayne Community College is dedicated to equality of opportunity in all areas of education and employment. Accordingly, Wayne Community College does not practice or condone discrimination against students, employees, or applicants on the basis of race, color, national origin, religion, sex, age, or disability. WCC's non-discriminatory statement may be found in its General Catalog, which is available on-line [[http://www.waynecc.edu/catalog\\_schedule/default.htm](http://www.waynecc.edu/catalog_schedule/default.htm)].

## **Student Attendance Policy**

WCC Attendance Policy is available in its General Catalog, which is available on-line: [http://www.waynec.edu/catalog\_schedule/default.htm].

We expect students at Wayne Community College to gain skills, competencies and an awareness of a workplace ethic, which emphasizes responsibility and commitment. The college believes students demonstrate responsibility for and commitment to their educational goals through regular attendance; therefore, students must attend 80% of the total hours of any class to receive a passing grade. Instructors will excuse no absences under this policy. If students miss more than 20 percent (i.e. seven, 7) of the class meetings before the last date for dropping a course, the student will receive a grade of "W." Students missing more than 20 percent (i.e. seven, 7) of the class meetings after the last date to drop, instructors will assign the grade of "WF." Instructors expect students to make up missed work, but students cannot make up absences. Moreover, class attendance and participation could mean the difference in a letter grade (see Course Requirements / Methods of Evaluation).

\* Note: Programs in Allied Health, Aviation, BLET, Cosmetology and developmental classes have stricter attendance policies than that stated here. Students who do not attend any of the first 10% of the total class meetings will be dropped from the class.

**TARDY/LEAVING EARLY POLICY:** For this course, students and the instructor are expected to arrive to class on time, which is specified on the first page of this syllabus, as displayed via the college clock, which is located in the classroom, that's properly working and synchronized. If the aforementioned clock is not working properly, not synchronized, or both, then the instructor's timepiece will be used to determine class start and dismissal time. A *tardy* will be recorded for a student when the student is between 0:00:01 (i.e. one second) and 00:03:00 minutes (i.e. 3 minutes) late to class. Each tardy equals one-half of an absence; that is, two tardies equates to one absence. Other than the timeframe that constitutes a tardy, an absence will be recorded if the student is not present during **any** portion of instructional class time, e.g., more than 3 minutes late to class or leaving class prior to class dismissal. Leaving and returning during a class period equals a tardy.

## **Additional Information From the Instructor/Miscellaneous**

Phones/Pagers/Beepers Cell phones, beepers, and walkie-talkies cause unnecessary disruption to the learning/teaching process in the classroom, lab or library setting. Out of courtesy to others, all systems of communication should be in quiet position during instructional, lab or library time.

Smoking, eating, and drinking in classrooms, laboratories, and shops are prohibited. Any exceptions must be requested in writing (WCC Room Reservation Form) and pre-approved by the President or the Vice President for Educational Support Services. **Note:** Food and drink containers may be carried, but must be placed away from any equipment and remain closed with no intent of consumption. Reference: WCC's Student Code of Conduct, which may be found in the General Catalog or on-line:

[http://www.waynec.edu/catalog\_schedule/default.htm]

Spring 2005 Semester (<http://www.waynec.edu/calendar/default.htm>)

<b>January</b>	4	8:00 a.m. - 7:00 p.m. Registration
	5	8:00 a.m. - 4:00 p.m. Registration
	6	7:00 a.m. - Classes Begin
	17	Martin Luther King Holiday
<b>March</b>	1	Midterm
	8-11	Spring Break
	24	Last Day to Drop Classes
	25	Easter Holiday
<b>*April</b>	TBA	Pre-registration for Students Enrolled in Spring 2005 (contact departments for pre-registration schedule)
<b>May</b>	3	Last Day of Classes
	3	8:00 a.m. - 5:00 p.m. Drop-Add for Pre-registered Students
	4	Reading Day
	4	1:00 p.m. - 7:00 p.m. New Student Registration
	5, 6	8:00 a.m. - 6:00 p.m. Exams
	6	TBA Graduation

**CIS 288-Systems Project**  
**Grading for Assignment \_\_\_\_\_**  
**Student's Name: \_\_\_\_\_**

Assignment \_\_\_ is \_50%\_ of your final average. Content is worth \_\_\_ points; writing quality is worth \_\_\_ points, APA style is worth \_\_\_ points, peer evaluation is worth \_\_\_ points. The following components will be graded in each category.

**Content (\_\_\_ points)**

Appropriateness of the topic to the assignment  
Conceptualization of ideas  
Logical flow of ideas  
Overall organization of the assignment                      Total points \_\_\_\_

Comments:

**Writing quality (\_\_\_ points)**

Proper use of grammar, syntax and punctuation  
High level of vocabulary  
Graduate quality writing  
Integration of research  
Use of third person                      Total points - \_\_\_\_

Comments:

**APA style (\_\_\_ points)**

Appropriate use of direct and indirect quotes  
Appropriate use of citations in the text  
Correct format of reference list                      Total points \_\_\_\_

Comments:

Total points: \_\_\_\_  
Date: \_\_\_\_\_

Equivalent letter grade: \_\_\_\_  
Name Instructor \_\_\_\_\_



**WAYNE COMMUNITY COLLEGE**  
***CIS 287 Network Support***  
***Spring 2005***  
***Monday, Wednesday 1:00-2:50 WLC 224***

**Instructor Information**

Instructor: Al Spraker  
Office: WLC 242  
Telephone Numbers: 919-735-5151, Ext. #283  
Office Hours: By Appointment  
E-Mail: [ASPRAKER@WAYNECC.EDU](mailto:ASPRAKER@WAYNECC.EDU) OR [ASPRAKER@DIRECWAY.COM](mailto:ASPRAKER@DIRECWAY.COM)  
FAX Number: 919-734-2765

**Course Description**

**Class Hours 2, Lab Hours 2, Clinical/Work Experience Hours 0; Semester Hours 3**  
This course provides experience using CD ROM and on-line research tools and hands-on experience for advanced hardware support and troubleshooting. Emphasis is placed on troubleshooting network adapter cards and cabling, network storage devices, the DOS workstation, and network printing. Upon completion, students should be able to analyze, diagnose, research, and fix network hardware problems.

**Prerequisite(s)**

CIS 274 or CIS 275

**Co-requisite(s)**

None

**Program Learning Outcomes**

While program learning outcomes are being updated, a general overview of the A.A.S. Office Systems Technology Department degrees may be found in the WCC College Catalog, which is available in both hardcopy as well as electronic format on-line:  
[http://www.waynecc.edu/academic\\_prog/a\\_science\\_programs.htm](http://www.waynecc.edu/academic_prog/a_science_programs.htm)

**Course Learning Outcomes**

Upon completion of this course students will be able to:

- Design a network infrastructure and prepare for the installation of Windows 2000 Server and Windows 2000 Professional.
- Configure NTFS security and configure security for shared folders.
- Design and configure a Windows 2000 Server computer as a domain controller. Install and configure Active Directory services, and administer Active Directory objects.
- Create and administer various types of user accounts and group accounts. Design and administer group policies, and manage group policy objects.

- Determine system requirements for network protocols and services supported by Windows 2000 Server. Configure TCP/IP, DHCP, WINS, and DNS.
- Determine when to use the various components of Windows 2000 security, analyze and design security on a computer running Windows 2000 Server, and configure Certificate Services and file encryption.
- Prepare for MCP certification

### Required Textbook(s)

No new books required, existing books from CIS 274 and 275 will be used.

### Other Required Materials/Software

None

### Learning/Teaching Methods

The teaching methods utilized during this course include: assigned readings, lectures, student discussions, labs, case materials, Internet assignments, collaborative projects, and presentation of supplemental information.

### Course Requirements / Methods of Evaluation

1. Examinations	20% of grade
2. Assessments	20% of grade
3. Two Lab Assignments	30% of grade
4. <b>Comprehensive</b> Final Exam	30% of grade

### Grading Policy/Criteria

Grading will be on a seven-point scale:

93 – 100 =	A
85 – 92 =	B
77 – 84 =	C
70 – 76 =	D
Below 70 =	F

### Academic Integrity Statement

See WCC Student Handbook [http://www.waynecc.edu/catalog\\_schedule/default.htm](http://www.waynecc.edu/catalog_schedule/default.htm) or the College catalog for the WCC Code of Student Academic Integrity Policy. Any student caught violating the WCC Code of Student Academic Integrity Policy, (i.e., cheating, plagiarizing, or other dishonorable acts), in academic work is subject to disciplinary action. **Cheating will not be tolerated. Cheating will result in an automatic “F” for the course. In the Business and Computer Technology Division cheating is defined as:**

1. Using another student’s diskette to complete an assignment.
2. Allowing another student to use your diskette, or information from your diskette, to complete an assignment.
3. Keying or printing an assignment and giving it to another student.

4. Using **unauthorized** books, materials, or another person's assistance while working on any graded assignment.
5. Taking an online test for another student

## **Students with Disabilities**

WCC is committed to seeing that students with disabilities have equal access to and participation in all programs of study. For further explanation, please note the Students with Disabilities policy in the WCC catalog [http://www.waynecc.edu/catalog\\_schedule/default.htm](http://www.waynecc.edu/catalog_schedule/default.htm) or the Student Handbook. Students with disabilities can contact the Disability Coordinator, Mrs. Caroline Smith, in the Student Development office, Room WLC 115, or at 919-735-5152, extension 223 or at [csmith@waynecc.edu](mailto:csmith@waynecc.edu).

## **Non-Discriminatory Statement**

Wayne Community College is committed to a policy of providing educational opportunities to all students regardless of economic or social status, beliefs, sexual orientation, national origin, or physical or mental disability.

[http://www.waynecc.edu/catalog\\_schedule/default.htm](http://www.waynecc.edu/catalog_schedule/default.htm)

## **Student Attendance Policy**

[http://www.waynecc.edu/catalog\\_schedule/default.htm](http://www.waynecc.edu/catalog_schedule/default.htm)

The College believes students demonstrate responsibility for and commitment to their educational goals through regular attendance; therefore, students must attend 80% of the total hours of any class to receive a passing grade. Instructors will excuse no absences under this policy.

WCC attendance policy allows no more than 20% of scheduled class hours as absences. Since this class is scheduled for 64 hours, enrollment in this course will be terminated if absences exceed thirteen (13) class hours. Three tardies count as one unexcused absence. Students will be counted tardy if they enter class anytime after the scheduled class hour.

## **Additional Information From the Instructor/Miscellaneous**

### **1. Phones/Pagers/Beepers**

Cell phones, beepers, and walkie-talkies cause unnecessary disruption to the teaching/learning process in the classroom or lab. Out of courtesy to others, all systems of communication should be in quiet position during instructional or lab time.

### **2. Classroom conduct**

I will **not** permit surfing the Internet, play computer games, checking email or using instant messenger. I will deduct points from your semester grade when I feel your conduct is disrupting the class.

## **Course Outline and Calendar**

This course schedule is subject to change. This first few weeks will be review and preparation for student projects. Several labs will be conducted . Topic to be discussed in preparation for hands-on projects include:

Review the designing process of a network infrastructure and review the for the installation procedures of Windows 2000 Server and Windows 2000 Professional.

Configure NTFS security and configure security for shared folders.

Review the process for configuring a Windows 2000 Server computer as a domain controller. Install and configure Active Directory services, and administer Active Directory objects.

Review Site structure and replication requirements.

Demonstrate how to Create and administer various types of user accounts and group accounts. Design and administer group policies, and manage group policy objects.

Design a secure network, determine when to use the various components of Windows 2000 security, analyze and design security on a computer running Windows 2000 Server, and configure Certificate Services and file encryption.

Demonstrate the designing process by creating a complex enterprise Domain with all necessary server/client network communication and composed of two operating systems or special servers that may include Internet Information Services, telnet serves, terminal server services and Certificate services.

## WAYNE COMMUNITY COLLEGE

### *CIS 288-40 System Project Spring 2005 Internet*

#### **Instructor Information**

Instructor: Tekeema Blackwell  
Office Location: TBA  
Telephone Numbers: 919-735-5151  
Office Hours: TBA  
E-Mail Address: tblackwell@waynecc.edu  
FAX Number:

#### **Course Description (CCL)**

This course provides an opportunity to complete a significant systems project from the design phase through implementation with minimal instructor support. Emphasis is placed on project definition, documentation, installation, testing, presentation, and training. Upon completion, students should be able to complete a project from the definition phase through implementation.

#### **Prerequisite(s)**

CIS 153 & CIS 286

Although experience in online course taking is not required, students should prepare themselves for the unique setting of online learning. Online learning is reading and writing intensive and requires some basic technical skills. Successful online learners are good at scheduling their time in an organized fashion.

If you have not taken an online course, begin by reviewing the "How this Course Works" policies under "Course Information" carefully. Review the Online Learning Links under "External Links." Practice using the Internet and electronic mail, particularly as part of this course site. If you still have questions, don't be afraid to ask your instructor or other college staff for help.

#### **Co-requisite(s)**

None

#### **Program Learning Outcomes**

Please go to the web site listed below for more details.

[http://www.waynecc.edu/academic\\_prog/a\\_science\\_programs.htm](http://www.waynecc.edu/academic_prog/a_science_programs.htm)

Click on Information Systems (A25260)

**Course Learning Outcomes** After successfully completing CIS 288 a student should be able to do the following:

- Create a semester length information systems project using the program development tools and concepts presented in CIS 286. These tools and concepts include
  - Development and system life cycle methodologies
  - Prototyping tools and methodologies
  - Project management tools and methodologies

- Conduct independent research to understand the need for the project, to develop the project's requirements and capabilities, and to choose and use the development tools and languages needed to complete the project.
- Work in small groups to create and evaluate information systems projects.
- Create oral and written presentations in accepted styles to explain the project to potential users and/or purchasers.
- Create documentation for the project in accepted styles necessary for its installation, use and maintenance.

### **Required Textbook(s)**

There is no next required for this course.

### **Other Required Materials/Software**

Text from CIS-286, Systems Analysis and Design

### **Learning/Teaching Methods**

Assigned research, student discussions, case materials, group projects and Internet assignments.

### **Course Requirements / Methods of Evaluation**

To demonstrate attainment of learning outcomes for CIS 288, the student must achieve an overall average of 78.

1. Discussion Forum Activities and Course Participation 20%
2. Group meeting assignments 30%
3. Final Project 50%-(based upon research, grammar, peer evaluation, and analytical data-see grading rubric)

### **Grading Policy/Criteria**

The following seven point grading scale will be used.

- A: 100-93;
- B: 92-85;
- C: 84-78;
- D: 77-70;
- F: 69 and below

### **Academic Integrity Statement**

See following link for the Academic Integrity Policy:

[http://www.waynecc.edu/catalog/hb\\_html/studrights.htm](http://www.waynecc.edu/catalog/hb_html/studrights.htm) Any student caught violating the WCC Code of Student Academic Integrity Policy, (i.e., cheating, plagiarizing, or other dishonorable acts), in academic work is subject to disciplinary action.

### **Students with Disabilities**

WCC is committed to seeing that students with disabilities have equal access to and participation in all programs of study. For further explanation, please note the Students with Disabilities policy in the WCC catalog <http://www.waynecc.edu/catalog/studentlife.htm>, or the Student Handbook <http://www.waynecc.edu/studserv/disability/index.htm>.

Students with disabilities can contact the Disability Coordinator, Mrs. Caroline Smith, in the Student Development office, Room WLC 115, or at 919-735-5152, extension 223 or at [csmith@waynecc.edu](mailto:csmith@waynecc.edu).

## **Non-Discriminatory Statement**

Wayne Community College is committed to a policy of providing educational opportunities to all students regardless of economic or social status, beliefs, sexual orientation, national origin, or physical or mental disability.

<http://www.waynecc.edu/catalog/cataloginfo.htm>

## **Student Attendance Policy**

Attendance policy link for the college catalog and student handbook:

[http://www.waynecc.edu/catalog/academic\\_regulations\\_p1.htm](http://www.waynecc.edu/catalog/academic_regulations_p1.htm)

**WAYNE COMMUNITY COLLEGE**  
**DEN 106 SEC 01**  
**CLINICAL PRACTICE I**  
**SPRING 2005**  
**1/6/05 – 5/3/05**  
**LECTURE: Monday 11:00 – 11:50**  
**CLINIC: Tuesday 8:00 – 12:00 and Thursday 8:00 –12:00 and 1:00 5:00**  
**LECTURE: HOLLY 124**  
**CLINIC: TBA**

**Instructor:** Connie McCullen  
**Office:** Holly 130  
**Phone:** 919-735-5151 x289  
**Office Hours:** See door schedule  
**E-mail Address:** [conniem@waynecc.edu](mailto:conniem@waynecc.edu)  
**Fax:** 919-736-3204

**COURSE DESCRIPTION:**

This course is designed to provide experience assisting in a clinical setting. Emphasis is placed on the application of principles and procedures of four-handed dentistry and laboratory and clinical support functions. Upon completion, students should be able to utilize classroom theory, laboratory and clinical skills in a dental setting.

**HOURS:** Credit - 5 Lecture - 1 Clinical - 12

**PREREQUISITES:** BIO 106, DEN 101 and DEN 111

**COREQUISITES:** DEN 103, DEN 104, DEN 105 and DEN 112

**PROGRAM LEARNING OUTCOMES**

Upon successful completion of the dental assisting program, the graduate should be able to:

1. display professionalism in the dental setting
2. assist in and perform chairside procedures in the dental office
3. communicate effectively with dental patients
4. perform clinical dental examinations
5. perform dental administrative management procedures
6. perform dental radiographic procedures
7. provide patient dental health education
8. establish and maintain dental office safety procedures
9. perform dental equipment maintenance procedures
10. perform dental laboratory procedures
11. identify methods for managing emergency situations in the dental setting
12. practice infection control protocol throughout the dental assisting program

## **COURSE LEARNING OBJECTIVES:**

Upon completion of this course, the student will:

1. Demonstrate professional behavior and appearance.
2. Practice infection control protocol throughout all phases of the appointment including pretreatment and post-treatment operatory practices.
3. Assist with diagnostic procedures.
4. Apply principles of moisture control and maintaining a clear field of operation.
5. Assist with restorative and specialty procedures.
6. Operate and maintain all dental equipment.
7. Describe the dental assistant's code of ethics and apply ethical principles to clinical practice.
8. Interpret the NC Dental Practice Act as it applies to dental assistants.
9. Identify the assistant's role in the prevention of lawsuits.
10. Discuss the legal and ethical ramifications of the student/graduate performing functions when adequate knowledge and clinical competency has not been attained.

## **REQUIRED TEXTS**

1. Delmar's Dental Assisting, A Comprehensive Approach, 2<sup>nd</sup> edition, Phinney and Halstead, Delmar Publishing, 2003.

## **OTHER REQUIRED MATERIALS**

1. Den 106 Course Packet
2. Den 106/107 WCC Dental Assisting Clinic Manual - 2005
3. Three ring binder notebook with dividers

## **LEARNING/TEACHING METHODS**

1. Assigned reading
2. Lecture
3. Class discussion
4. Transparencies
5. Clinical practice in private dental offices and on-campus clinic
6. Self evaluations of clinical performance

## **COURSE REQUIREMENTS/METHODS OF EVALUATION**

The student must achieve an 80% overall average to satisfactorily complete the course. Clinical evaluation will be based on observation by and discussion with college clinical instructors and all on and off campus participating dentists or their auxiliaries. Attitude and professionalism, as well as actual performance, will be considered when evaluating the students. The final chairside assisting evaluation form from the college clinical assignment is weighted more heavily than earlier evaluations by counting it twice when computing final grades.

Evaluation of the lecture portion of this course will consist of one comprehensive test at the end of the semester on the Ethics and Jurisprudence portion only.

Clinical evaluations will be computed using the following percentages:

1.	Chairside Assisting (School)	35%
2.	Chairside Assisting (Private Office)	25%
3.	Secretary/Receptionist	15%
4.	Other (Roving Assistant, Sterilization Aide, and Hygiene Assistant)	15%
5.	Laboratory Requirements (Models and Tray)	<u>10%</u>
		100%

The final course grade will be computed using the following percentages:

Clinical Evaluations Average	80%
Tests	<u>20%</u>
	100%

## **GRADING POLICY/CRITERIA**

The following grading scale will be used for this clinical dental course.

100 – 94	A
93 – 87	B
86 – 80	C
79 - 70	D
69 - Below	F

## **ACADEMIC INTEGRITY STATEMENT**

See WCC Student Handbook or the College catalog (<http://www.waynecc.edu/catalog/html/studrights.htm>) for the WCC Code of Student Academic Integrity Policy. Any student caught violating the WCC Code of Student Academic Integrity Policy (i.e cheating, plagiarizing, or other dishonorable acts), in academic work is subject to disciplinary action.

## **STUDENTS WITH DISABILITIES**

WCC is committed to seeing that students with disabilities have equal access to and participation in all programs of study. For further explanation, please note the Students with Disabilities policy in the WCC Student Handbook, <http://www.waynecc.edu/studserv/disability/index.htm> or the school catalogue, <http://www.waynecc.edu/catalog/studentlife.htm>. Students with disabilities can contact the Disability Coordinator, Mrs. Carolina Smith, in the Student Development office, Room WLC 115, or at 919-735-5152, extension 223 or at [csmith@waynecc.edu](mailto:csmith@waynecc.edu).

## **NON-DISCRIMINATORY STATEMENT**

Wayne Community College is committed to a policy of providing educational opportunities to all students regardless of economic or social status, beliefs, sexual orientation, national origin, or physical or mental disability. For further information, please see the WCC catalogue, <http://www.waynecc.edu/cataloginfor.htm>.

## **STUDENT ATTENDANCE POLICY**

Attendance is required at all lecture and clinical sessions. The attendance policy in the Dental Department is different from the general college policy, [http://www.waynecc.edu/catalog/academic regulation p1.htm](http://www.waynecc.edu/catalog/academic%20regulation%20p1.htm). Absences in the dental department cannot exceed 10% of the total contact hours for each portion of this course. Therefore, if absences exceed 10% (19 hours) of the total contact hours for the clinical portion of this course, and 1.6 hours in the lecture portion of this course, the student will be dropped from the course and must immediately withdraw from the dental assisting program. It is the student's responsibility to keep a personal record of her/his absence status.

Absences for the lecture portion cannot be made up; however, it is the student's responsibility to make up all work missed, obtain any handouts or notes given, and learn of any announced future assignments or tests. If an absence results in a missed test, a make-up test will be given to the student on the first day of return to school. Failure to take the missed test upon the first day of return to school will result in a ten point reduction of the test grade.

If a clinical absence occurs, the clinical experience must be made up according to the guidelines stated in the Dental Assisting Clinic Manual. However, the absence will still count as part of the 10% absences as stated in the policy above.

Three tardies will equal one absence. If a student misses 15 minutes or more of a lecture hour, it will be counted as an absence. If a student misses 15 minutes or more of a clinical hour, it also will be counted as a one hour absence.

## **ADDITIONAL INFORMATION**

1. Phones/Pagers/Beepers  
Cell phones, beepers, and walkie-talkies cause unnecessary disruption to the learning/teaching process in the classroom, lab or library setting. Out of courtesy to others, all systems of communication should be quiet position during instructional, lab or library time.
2. Classroom Disruption  
Due to the disruption to others caused by a student entering and exiting the classroom, leaving the classroom while instruction is in progress is not allowed except in emergency situations. Use the phone or bathroom before or after class. If you are tardy and must enter the classroom, do so as quietly as possible.

## **Topic Outline: Clinical Practice I**

- I. Introduction
  - A. Course Information
  - B. Requirements
  
- II. Personal Appearance
  - A. Clinical Dress Code
    - 1. Uniform
    - 2. Shoes
    - 3. Accessories
  - B. Grooming
    - 1. Hair
    - 2. Make-up
    - 3. Nails
    - 4. Hygiene Lab Aide
  - C. Etiquette
  - D. Personal Traits
    - 1. Attitude
    - 2. Conversation
    - 3. Interest and Enthusiasm
    - 4. Responsibility
    - 5. Work Ethic
  
- III. Dental Operatory Preparation
  - A. Equipment
  - B. Armamentarium
  - C. Safety
  - D. Patient Preparation
    - 1. Seating and Dismissing the Patient
    - 2. Operator and Assistant Positioning
  - E. Infection Control
    - 1. Disease Transmission
    - 2. Operator and/or Assistant Protection
    - 3. Disinfection
    - 4. Sterilization
    - 5. Handwashing
    - 6. Chain of Asepsis
    - 7. Instrument Management and Storage
  
- IV. Diagnostic Procedures
  - A. Communication Skills
  - B. Medical/Dental History
    - 1. Evaluation
    - 2. Assessment

- C. Armamentarium
  - D. Intraoral/Extraoral Examination
  - E. Charting
  - F. Periodontal Charting
  - G. Study Models
  - H. Radiographs
  - I. Treatment Plan
- V. Assist with Restorative and Specialty Procedures
- A. Communication Skills
  - B. Medical and Dental History
  - C. Armamentarium
    - 1. Amalgam Procedure
    - 2. Composite Procedure
    - 3. Endodontic Procedures
    - 4. Periodontic Procedures
    - 5. Oral Surgery Procedures
    - 6. Orthodontic Procedures
    - 7. Pediatric Dentistry Procedures
  - D. Auxiliary/Patient Positioning
  - E. Instrument Transfer
  - F. Maintaining a Clear Field of Operation
  - G. Handpieces and Rotary Instruments
  - H. Dental Materials
  - I. Post-Operative Instructions
  - J. Expanded Functions
  - K. Ethical and Legal Considerations
  - L. Asepsis
- VI. Maintain a Clear Field of Operation
- A. Oral Evacuator and Saliva Ejector
  - B. Air/Water
  - C. Absorbents
  - D. Rubber Dam
  - E. Retractors and Props
  - F. Asepsis
- VII. Operate and Maintain All Dental Equipment
- A. Operatory
  - B. Sterilization
  - C. Radiology
  - D. Laboratory
  - E. Miscellaneous
- VIII. Ethics and Jurisprudence
- A. Code of Ethics

1. ADAA
2. Personal
- B. NC Dental Practice Act
  1. Dental Assistant I
  2. Dental Assistant II
  3. Expanded Functions
  4. Patient Records
- C. Responsibility
- D. Legal Implications
- E. Terminology

**DEN 106  
CLINICAL PRACTICE I  
Tentative Class Schedule (Lecture Portion)**

<u>Session</u>	<u>Topic</u>	<u>Activity/Experience</u>
1	Course Information	
2	Clinical Information	Read: <u>DA Clinic Manual</u> , p. 1 - 6
3	Clinical Rotations Introduction to Ethics & Jurisprudence	Clinical practice discussion
4	Clinical Rotations ADAA Code of Ethics	Clinical practice discussion Chapter 31, p. 773
5	Clinical Rotations North Carolina Dental Practice Act	Clinical practice discussion
6	Clinical Rotations Dental Assistant I and II	Clinical practice discussion
7	Clinical Rotations Legal functions of DAI and II	Clinical practice discussion
8	Clinical Rotations Civil Law and the Dental Team	Clinical practice discussion Chapter 31, p.765 – 770
9	Clinical Rotations Civil Law (cont.)	Clinical practice discussion
10	Clinical Rotations Civil Law (cont.)	Clinical practice discussion
11.	Clinical Rotations Patient Rights	Clinical practice discussion Chapter 31, p. 771 - 773
12.	Clinical Rotations Patient Rights (cont.)	Clinical practice discussion
13	Clinical Rotations Test Review	Clinical practice discussion
14	Test on Ethics and Jurisprudence	
15	Clinical Rotations	Clinical practice discussion

**NOTE:** Students will receive a separate Clinical Rotation Assignment Schedule for the clinical portion of this course.

**WAYNE COMMUNITY COLLEGE  
DEN 107 SEC 01  
CLINICAL PRACTICE II  
SUMMER 2005  
5/17/05 – 7/28/05**

**LECTURE: Monday 10:30 – 12:00**

**CLINIC: Tuesday and Thursday 8:00 – 12:00 and 1:00 – 5:00, Wednesday 8:00 – 12:00**

**LECTURE: Holly 124**

**CLINIC: TBA**

**Instructor:** Connie McCullen  
**Office:** Holly 130  
**Phone:** 919-735-5151 x289  
**Office Hours:** See door schedule  
**E-mail Address:** [conniem@waynecc.edu](mailto:conniem@waynecc.edu)  
**Fax:** 919-736-3204

**COURSE DESCRIPTION:**

This course is designed to increase the level of proficiency in a clinical setting. Emphasis is placed on the application of principles and procedures of four-handed dentistry and laboratory and clinical support functions. Upon completion, students should be able to combine theoretical and ethical principles necessary to perform entry-level skills including functions delegable to a DA II.

**HOURS:** Credit - 5      Lecture - 1      Clinic - 12

**PREREQUISITES:** DEN 106

**COREQUISITES:** NONE

**PROGRAM LEARNING OUTCOMES**

Upon successful completion of the dental assisting program, the graduate should be able to:

1. display professionalism in the dental setting
2. assist in and perform chairside procedures in the dental office
3. communicate effectively with dental patients
4. perform clinical dental examinations
5. perform dental administrative management procedures
6. perform dental radiographic procedures
7. provide patient dental health education
8. establish and maintain dental office safety procedures
9. perform dental equipment maintenance procedure
10. perform dental laboratory procedures
11. identify methods for managing emergency situations in the dental setting
12. practice infection control protocol throughout the dental assisting program

## **COURSE LEARNING OBJECTIVES**

Upon completion of this course, the student will:

1. Demonstrate professional behavior and appearance.
2. Perform administrative management procedures.
3. Apply the principles of the Dental Assistant's Code of Ethics to clinical practice.
4. Interpret the NC Dental Practice Act as it applies to dental assistants and identify the assistant's role in the prevention of lawsuits.
5. Practice infection control protocol throughout all phases of the dental appointment including pretreatment and post-treatment operatory procedures.
6. Further develop skills in patient management, diagnostic, preventive, restorative and specialty procedures.
7. Recognize signs and symptoms of medical/dental emergencies and assist in administering appropriate care.
8. Operate and maintain all dental equipment.
9. Further develop skills in selected dental laboratory procedures.
10. Expose, process and mount dental radiographs.
11. Perform patient oral health education/instruction.

## **REQUIRED TEXTS**

All dental texts from previous semesters as needed for review for Dental Assisting National Board

## **OTHER REQUIRED MATERIALS**

None

## **LEARNING/TEACHING METHODS**

Class discussion

Clinical practice in private dental offices and on-campus clinic

Self evaluations of clinical performance

Lecture - guest speakers

## **COURSE REQUIREMENTS/METHODS OF EVALUATION**

The student must achieve an 85% overall average to satisfactorily complete the course.

Clinical evaluation of this course will be based on observation by and discussion with college clinical instructors and all on- and off- campus participating dentists and/or their auxiliaries. Attitude and professionalism, as well as actual performance, will be considered when evaluating the student. The final chairside assisting evaluation form from the college clinical assisting assignment is weighted more heavily than earlier evaluations by counting it twice when computing final grades.

Clinical evaluations will be computed using the following percentages:

1.	Chairside Assisting (School)	20%
2.	Chairside Assisting (Private Office)	20%
3.	Secretary/Receptionist	10%
4.	Other (Roving Assistant and Sterilization Aide)	15%
5.	X-rays	15%
6.	Lab Requirements (Models)	10%
7.	Plaque Control	<u>10%</u>
		100%

### **GRADING POLICY/CRITERIA**

The following grading scale will be used for this clinical dental course.

100 - 95	A
94 - 90	B
89 - 85	C
84 - 80	D
79 - Below	F

### **ACADEMIC INTEGRITY STATEMENT**

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## **STUDENT ATTENDANCE POLICY**

Attendance is required at all lecture and clinical sessions. The attendance policy in the Dental Department is different from the general college policy, [http://www.waynecc.edu/catalog/academic regulation p1.htm](http://www.waynecc.edu/catalog/academic%20regulation%20p1.htm). Absences in the dental department cannot exceed 10% of the total contact hours for each portion of this course. Therefore, if absences exceed 10% (19 hours) of the total contact hours for the clinical portion of this course, and 1.6 hours in the lecture portion of this course, the student will be dropped from the course and must immediately withdraw from the dental assisting program. It is the student's responsibility to keep a personal record of her/his absence status.

Absences for the lecture portion cannot be made up; however, it is the student's responsibility to make up all work missed, obtain any handouts or notes given, and learn of any announced future assignments or tests. If an absence results in a missed test, a make-up test will be given to the student on the first day of return to school. Failure to take the missed test upon the first day of return to school will result in a ten point reduction of the test grade.

If a clinical absence occurs, the clinical experience must be made up according to the guidelines stated in the Dental Assisting Clinic Manual. However, the absence will still count as part of the 10% absences as stated in the policy above.

Three tardies will equal one absence. If a student misses 15 minutes or more of a lecture hour, it will be counted as an absence.

## **ADDITIONAL INFORMATION**

### 1. Phones/Pagers/Beepers

Cell phones, beepers, and walkie-talkies cause unnecessary disruption to the learning/teaching process in the classroom, lab or library setting. Out of courtesy to others, all systems of communication should be quiet position during instructional, lab or library time.

### 2. Classroom Disruption

Due to the disruption to others caused by a student entering and exiting the classroom, leaving the classroom while instruction is in progress is not allowed except in emergency situations. Use the phone or bathroom before or after class. If you are tardy and must enter the classroom, do so as quietly as possible.

## **TOPIC OUTLINE: Clinical Practice II**

DEN 107 is a continuation of DEN 106, Clinical Practice I. For Units I - VIII, refer to outline of instruction for DEN 106.

### IX. Introduction

- A. Course Information
- B. Requirements

### X. Office Management Procedures

- A. Communication Skills
- B. Patient/Visitor Reception
- C. Appointment Control
- D. Financial Collections
- E. Accounts Receivable
- F. Patient Clinical Record
  - 1. Preparation
  - 2. Maintenance
  - 3. Accuracy
  - 4. Neatness
  - 5. Spelling
- G. Filing
- H. Dental Insurance
- I. Computerized and Manual Records Management

### XI. Preventive Procedures

- A. Education Plan
  - 1. Medical/Dental History
  - 2. Behavior Modification
  - 3. Individualized Instruction
  - 4. Dental Assistant's Role
  - 5. Patient's Role
  - 6. Motivation
  - 7. Plaque Control Room
- B. Nutritional Counseling
- C. Toothbrushing Techniques
- D. Flossing Aids
- E. Oral Hygiene Aids
- F. Sealants
- G. Coronal Polishing

### XII. Medical and Dental Emergencies

- A. Prevention
- B. Preparation
- C. Respiratory Emergencies
- D. Unconsciousness

- E. Altered Consciousness
- F. Seizure Disorders
- G. Cardiovascular Emergencies
- H. Dental Emergencies

**DEN 107  
Clinical Practice II  
Tentative Class Schedule**

<b><u>Date</u></b>	<b><u>Topic</u></b>	<b><u>Activity/Experience</u></b>
May 25, 2005	Course Information Clinical Rotations Chairside Assisting Review	Clinical practice discussion
June 1, 2005	Clinical Rotations Radiography Review	Clinical practice discussion
June 8, 2005	Clinical Rotations Infection Control Review	Clinical practice discussion
June 12, 2005	DANB Exam	
June 15, 2005	Clinical Rotations	Clinical practice discussion
June 22, 2005	Clinical Rotations Interview Techniques – Glenn Smith	Clinical practice discussion
June 29, 2005	Clinical Rotations Resume and Cover Letter – Kelly Petty	Clinical practice discussion
July 13, 2005	Clinical Rotations Job Placement/Referral – Lori Waller	Clinical practice discussion
July 20, 2005	Clinical Rotations Dental Products Update – Patterson Dental Co.	Clinical practice discussion
July 27, 2005	Clinical Rotations Program Evaluation Graduation Survey	Clinical practice discussion





11. Plan, implement, and provide dental health education to diverse community groups.
12. Maintain and respect the confidentiality of patient information.

### **COURSE LEARNING OUTCOMES**

Upon completion of this course the student should be able to:

1. Assess patient need, plan, implement, and evaluate dental hygiene care for clinical patients.
2. Demonstrate knowledge of clinical procedures.
3. Define periodontal debridement and differentiate between approaches.
4. Compare and contrast hand and ultrasonic periodontal debridement.
5. Discuss the uses, advantages, disadvantages, and care of the ultrasonic scaler.
6. Describe the design, uses, and limitations of the hoe, chisel, and file scalers.
7. Discuss pain, pain perception and reactions, and factors that result in individual variations.
8. Explain the uses and limitations of psychosomatic, topical, and local anesthesia in dental hygiene practice.
9. Identify injection sites that will achieve desired anesthesia.
10. Discuss patient selection, rationale, procedures for implementing, and the role of sub gingival irrigation, dental sealants, and amalgam polishing in plaque control.
11. Explain patient selection, indications, contraindications, precautions, safety issues, and procedure for air polishing teeth.
12. Understand total patient care and initiate a case presentation.

### **REQUIRED TEXTBOOK**

*Clinical Practice of the Dental Hygienist*, 8<sup>th</sup> Edition, Wilkins, Esther M., Lippincott Williams & Wilkins, 1999.

*Mosby's Dental Hygiene: Concepts, Cases, and Competencies*, Daniel, Susan J. and Harfst, Sherry A., Mosby, 2002.

*Fundamentals of Periodontal Instrumentation*, 4<sup>th</sup> Edition, Nield-Gehrig, Jill S., Lippincott Williams & Wilkins, 2000.

### **OTHER REQUIRED MATERIALS/SOFTWARE**

*Dental Hygiene Theory III & Clinic III Course Pack*, Marak, Janeil, WCC, 2004.

### **LEARNING/TEACHING METHODS**

Assigned readings and handouts, lecture, discussion, power point presentations, videos, demonstrations, and extracted teeth.

### **COURSE REQUIREMENTS/METHODS OF EVALUATION**

The student must achieve a 78% overall competency to complete this course. Practical application of didactic material will occur in DEN 221-Dental Hygiene Clinic III. Students are required to complete acceptable plaque control and nutritional counseling for designated freshmen hygiene and assisting students at a competency level of 78 %. If

competency is not met, the student must re-educate patient and check out again with the same instructor. Only the first grade will be recorded. Evaluation will consist of three (3) equally weighted exams consisting of multiple choice, true/false, short answer, or discussion and acceptable completion (78%) plaque control and nutritional counseling patients.

EXAMS (3).....90%  
PLAQUE CONTROL &  
NUTRITIONAL COUNSELING PATIENTS.....10%

**GRADING POLICY/CRITERIA**

A seven (7) point grading scale is used by the dental department.

93-100        A  
85-92         B  
78-84         C  
70-77         D  
Below 70      F

Please make every effort to be present when exams are given. If you must be absent, make-up exams will be given on the first day back. Five (5) points will be deducted from the grade of any exam taken other than the scheduled day.

**ACADEMIC INTEGRITY STATEMENT**

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**NON-DISCRIMINATORY STATEMENT**

Wayne Community College is committed to a policy of providing educational opportunities to all students regardless of economic or social status, beliefs, sexual orientation, national origin, or physical or mental disability.

**STUDENT ATTENDANCE POLICY**

Attendance in class is required. A student may only miss 10% of any course in the dental department (3.2 hours of Dental Hygiene Theory III). Three tardies equal one (1) absence. Please see The WCC Dental Hygiene Clinic Manual for more information.

## **ADDITIONAL INFORMATION FROM THE INSTRUCTOR/MISCELLANEOUS**

1. Phones/Pagers/Beepers  
Cell phones, beepers, and walkie-talkies cause unnecessary disruption to the learning/teaching process in the classroom, lab or library setting. Out of courtesy to others, all systems of communication should be in quiet position during instructional, lab or library time.
2. Classroom Disruption  
Due to the disruption to others leaving the classroom while instruction is in progress is not allowed unless it is an emergency. Use the phone or bathroom before or after class, or during break. Do not disrupt another class that is in session unless it is an emergency. If you are tardy come in with the least amount of disruption possible.
3. Voice Mail  
If you must be absent from class, please report it to the course instructor prior to class. Extension numbers are listed in The WCC Dental Hygiene Clinic Manual and on the course syllabus. Voice mail is available.
4. Participation  
Attention and class participation is essential. Material from other classes should not be on the desk.
5. Reading Assignments  
All reading assignments should be completed prior to class.
6. Chewing Gum  
Please Do Not chew gum in class. It is unprofessional.

## **COURSE OUTLINE AND CALENDAR**

- I. Periodontal Debridement: 2 hours
- II. Pain Control: 4 hours
- III. Ultrasonic Scaling: 4 hours
- IV. Dental Sealants: 2 hours
- V. Hoes, Chisels, Files: 1 hour
- VI. Sub gingival Irrigation: 1 hour
- VII. Gingival Curettage: 2 hours
- VIII. Finishing and Polishing Restorations: 4 hours
- IX. Air Abrasive Polishing: 2 hours
- X. Case Presentation

**SEE NEXT PAGE FOR COURSE CALENDAR**

## **COURSE CALENDAR**

### August 16, Lecture 1

Introduction to course, texts, objectives, case presentation and requirements.

### August 23, Lecture 2

Pain Control-Wilkins, Ch.31, p.492-498  
Mosby, Ch 34, p.576-582

### August 30, Lecture 3

Complete Pain Control

### September 6

**Labor Day Holiday**

### September 13, Lecture 4

**EXAM 1:** Clinical Procedures Manual  
Local Anesthetics-Wilkins, Ch. 31, p. 498-510  
Mosby, Ch. 36 p. 595-606

### September 20, Lecture 5

Periodontal Debridement-Wilkins, Ch. 33, p. 545-554  
Mosby-Ch. 31, p. 523-527  
Fundamentals of Periodontal Instrumentation- p. 505-514

### September 27, Lecture 6

Ultrasonic Scalers-Wilkins, Ch. 33, p. 554-563  
Mosby, Ch. 31, p. 527-538  
Fundamentals of Periodontal Instrumentation- p. 445-504

### October 4, Lecture 7

Complete Ultrasonic Scalers

### October 11

**FALL BREAK**

### **October 18, Lecture 8**

**EXAM 2:** PAIN CONTROL, N<sub>2</sub>O, ANESTHESIA, PERIODONTAL  
DEBRIDEMENT, ULTRASONIC SCALERS

### October 25, Lecture 9

Dental Sealants-Wilkins, Ch. 30  
Mosby, Ch. 26, p. 440-449

### November 1, Lecture 10

Complete Dental Sealants

### November 8, Lecture 11

Hoes, Chisels, and Files-Wilkins, Ch. 32, p. 518-520  
Mosby, Ch.7, p. 138, 141-143, 148, 168-170

### November 15, Lecture 12

Sub gingival Irrigation-Wilkins, Ch. 24, p.382-383  
Mosby, Ch. 24, p. 418-420

### November 22, Lecture 13

Gingival Curettage-Wilkins, Ch. 32, p. 513, 525

### November 29, Lecture 14

Finishing and Polishing restorations-Wilkins, Ch. 40, p. 628-663

December 6, Lecture 15

Complete Finishing and Polishing restorations

December 13, Lecture 16

Air Abrasive Powder Polishing-Wilkins, Ch. 38, p. 613-615

Mosby, Ch. 32, p. 553-558

**TBA**

**FINAL EXAM: SEALANTS, HOES, CHISELS, FILES, SUB GINGIVAL IRRIGATION, CURETTAGE, FINISHING AND POLISHING, AIR ABRASIVE POLISHING**

**A portion of each class will include a discussion of clinical procedures and/or situations.**



12. Maintain and respect the confidentiality of patient information.

### **COURSE LEARNING OUTCOMES**

Upon completion of this course the student should be able to:

1. Practice infection control protocol throughout the dental hygiene appointment including preparation and breakdown of equipment.
2. Assess patient needs, plan, implement, and evaluate dental hygiene care for clinical patients as appropriate.
3. Complete a minimum of 30 patients prophylaxis.
4. Receive credit for 10 additional patients that may be earned either by completing clinical patients or by contributing to the overall team effort raising the total clinical patient requirement for the sophomore year to 65. No more than 12 Class 0 patients will count toward the patient requirement for the year.
5. Achieve a competency level in patient assessment of 93%.
6. Achieve a competency level in calculus removal of 93%.
7. Achieve a competency level in plaque and stain removal of 93%.
8. Achieve an overall 93% competency level to receive credit for a patient.
9. Complete 3 Class II patients with a competency level of 93%. One should be started by mid-term and the 2<sup>nd</sup> started by the 11<sup>th</sup> week of the semester.
10. Complete 2 Class III patients with a competency level of 93%. One should be started by mid-term and the 2<sup>nd</sup> started by the 11<sup>th</sup> week of the semester.
11. Complete a full periodontal probe on all patients presenting a 5mm reading or higher with a minimum of 3 full probes for the semester. Patients should not be probed more than once every year. To be acceptable only 2 errors will be allowed.
12. Complete 3 full mouth radiographic series with 1 at 78% competency and 2 at 83% competency. Two should be completed by mid-term.
13. Complete 4 sets of bitewing radiographs with 2 at 78% competency and 2 at 83% competency.
14. Complete three panellipase radiographs of acceptable quality. One must be on a patient with a primary or mixed dentition and one on a patient with a permanent dentition. Minimum competency will be 1 at 78% and 2 at 83%.
15. Complete one periapical radiographic interpretation by mid-term at 80%.
16. Complete one panellipase radiographic interpretation by mid-term at 80%.
17. Complete acceptable plaque control and nutritional counseling for the patient used for the case presentation.
18. Demonstrate the correct technique for using the air polishing unit on an appropriate patient.
19. Complete acceptable finishing and polishing procedures on 1 amalgam restoration of an extracted tooth.
20. Complete 2 acceptable sealants on appropriate patients.
21. Recall 2 periodontal patients for maintenance evaluation and write a paper on the evaluation.
22. Complete the patient case presentation requirement.
23. Complete a minimum of one rotational assignment in a periodontal practice, state hospital for the handicapped, and public health for personal and professional enrichment.

24. Promote the total team effort through knowledge and contribution in areas of overall clinical responsibilities.
25. Demonstrate a professional demeanor when interacting with patients, faculty, and peers.
26. Complete a self evaluation prior to mid-term and end of semester conferences.

### **REQUIRED TEXTBOOK**

1. *Clinical Practice of the Dental Hygienist*, 8<sup>th</sup> Edition, Wilkins, Esther M., Lippincott Williams & Wilkins, 1999.
2. *The Wayne Community College Dental Hygiene Clinic Manual*.

### **OTHER REQUIRED MATERIALS / SOFTWARE**

*Dental Hygiene Theory IV & Clinic IV Course Pack*, Marak, Janeil, WCC, 2005.

### **LEARNING / TEACHING METHODS**

Student / Instructor interaction and discussion, rotations on and off campus in clinical patient settings, sterilization and reception duties and responsibilities, radiographs on patients, 1 mock board clinical examination, 1 periapical and 1 panelipse radiographic interpretation, air polishing and sealant demonstrations, and student self assessments on clinical performance.

### **COURSE REQUIREMENTS / METHODS OF EVALUATION**

The student must achieve a 78% overall competency to complete this course. Evaluation will consist of instructor evaluation of student assessment, planning, treatment, and end product of all clinical patients, evaluation of all radiographs, and clinical / professional responsibilities according to the level of achievement established.

1. Clinical Patients	75%
2. FMX & Interp	10%.
3. Pan & Interp.	5%
4. Bitewing Radiographs	5%
5. Clinical Responsibilities	2.5%
6. Professional Responsibilities	2.5%

### **GRADING POLICY / CRITERIA**

A seven (7) point grading scale is be used by the dental department.

93-100	A
85-92	B
78-84	C
70-77	D
Below 70	F

All competencies are considered minimum. Deadlines for certain objectives have been established to ensure time for completion and to enhance learning. One point per day will be deducted for late assignments. While the clinic does have a good recall / recare system, students are ultimately responsible for her / his own patients. Points earned for overall team effort are cumulative for the sophomore year and cannot exceed the value of 10 patients for the year.

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3. Clinic Manual  
All clinic manual protocols / procedures are to be strictly adhered to as stated in The WCC Dental Hygiene Clinic Manual.
4. Professionalism  
Students are expected to be on time and professional in both dress and demeanor. Chewing gum is strictly prohibited in the clinical setting. For more information consult The WCC Clinic Manual.
5. Attendance  
Attendance is required and necessary. It is important for students to contact the course instructor or department secretary if they are going to be absent from clinic.

6. Radiographic Interpretation

Periapical and Panelipse radiographic interpretations must be met at an 80% competency level, if below competency on the first attempt an additional interpretation will be allowed. Only the first grade will be recorded

**COURSE OUTLINE AND CALENDAR**

See Attachment

Prepared 10/04