

American Dental Academy - Dental Administration Assisting Program

LEGAL ORGANIZATION

American Dental Academy (ADA) is an affiliated company of Western Health Occupational Training School, Inc. Western Health Occupational Training School, Inc., is a private for Profit Corporation and is approved to operate by the Bureau for Private Postsecondary Education. An approval to operate means compliance with state standards as set forth in the CEC and 5, CCR.

MISSION

American Dental Academy (ADA) is a private institution developed by the combined effort of Dr. Lin Y. Hu . ADA is approved to operate by the Bureau for Private Postsecondary Education. ADA offers the best possible dental administration education in the shortest possible time consistent with proper educational procedures. ADA will help prepare interested persons in becoming part of the dental profession and assume a position as a well-respected professional dental administration assistant as it is described under United States Department of Labor Code 43-1000.

PURPOSE

It is our endeavor to prepare individuals with the knowledge, technical proficiency, and interpersonal skills that will allow them to become immediately employable in a dental office upon graduation. American Dental Academy is dedicated to the ideal of developing efficient, effective dental administrators through a competency based program. It is our goal to offer the best possible education in the shortest possible time consistent with proper educational procedures. Students are accepted regardless of sex, race, age, and marital status, and religious creed, ethnic or national origin.

OBJECTIVES

American Dental Academy (ADA) prepares students for an entry-level position as a Dental Administration Assistant. Students will learn proper procedures to check in patients and scheduling appointments in a dental office; Filing and maintains patient records, billing, coding for insurance purposes and keep track of mails. Modern dentistry requires the coordination and assistance of a dental administrator and receptionist well-trained in dental knowledge, customer service, communication skills, and protocols needed to smoothly manage the office of a dental practice. After students have completed the Dental Administration Assisting Program training, the graduates may have future opportunities to pursuit leadership as a dental administration assistant and become office manager. Other potential positions are supervisory, middle management, instructor, or even sales representative according to The California Employment Development Department Labor Market Information Division.

No Bankruptcy Statement

ADA does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, nor has it had a petition in bankruptcy filed against it within the preceding five years, that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Section. 1101 et seq.) (CEC 94909)(a)(12).

ADMISSION INFORMATION

Statement of Non-Discrimination

American Dental Academy does not deny admission or discriminate against students on the basis of race, color, religion, sex, age, handicap, financial status, residence or sexual orientation or nationality. ADA will reasonably accommodate applicants and students with a disability to the extent by law.

Transferring Units

ADA does not accept prior experiential learning. Any student who has either attended this school or been enrolled in a similar course elsewhere and who has voluntarily ceased his/her training for a period of time may, upon paying the application fee and assessment fee of \$40.00, be tested and given the appropriate credit, provided that all other requirements have been met.

Assessment Policy and Procedures,

The school director will determine the credit for advancement after the completion of an assessment examination. The maximum allowable credit will be up to 50% of the total tuition. The tuition will be reduced accordingly and the student will be informed in writing.

Provision for Appeal,

If the student is not in agreement with the results of the credit determination, he/she may appeal the decision in writing to the Director and follow the steps outlined complaint section of this catalog. (See page 17.)

Admission Eligibility/Requirements

Applicants interested in enrolling are required to meet the following admissions requirements:

- 1). High School Diploma or equivalent.
- 2). 18 years of age (or with parent permission if under 18).
- 3). High school English Level documented by a high school diploma.
ADA does not provide ESL; we accept a TOEFL score of 60 or greater.
- 4). Be able to clearly understand the terms and conditions of the Enrollment Agreement written in English without help from others.
- 5). Be in adequate health to perform physical a tasks in the dental office.
- 6). Present in a clean and orderly appearance.
- 7). Attendance and tardiness records are kept and are part of the student evaluation for prospective employers.

Note: If English is not the primary language and a student is unable to understand the terms and conditions of the enrollment, the student shall have the right to obtain a clear explanation of the terms and conditions and all the cancellation and refund policies in his or her primary language. (ADA can provide oral translation in Chinese and Spanish). If another language is needed the student will be encouraged to bring someone who can translate in the desired language. However, all recruitment and final enrollment procedures will be conducted in English.

Ability-to-Benefit- Foreign high school diplomas are acceptable proof of high school graduation but must be verified by a translator. Any applicant who cannot provide a high school diploma or equivalent must pass a nationally recognized *ability-to-Benefit* test. ADA uses the *CELSA Test: Combined English Language skills Assessment Basic Forms 1 and 2*.

Passing Score: Reading (35); Writing (35); Numerical (33).

Applicants may submit an application for admission in person, by mail, or online. All applications must be submitted 30 days prior to the first day of class. No late enrollments will be accepted.

Only applicants who show a real desire to study and whose personal educational background points to enthusiasm to learn will be accepted. Applicants will be considered without regard to race, creed, sex, or national origin.

Foreign Students/ESL

ADA does not admit students from other countries nor does it offer Visa services. ADA does not offer English as a Second Language course. Students must be able to clearly understand read and write English as evidenced from the basic skills noted above and complete an interview with the Program President. Instruction will not be provided in any other language other than English.

Distance Education American Dental Academy does not plan to offer Distance Education.

Re-Admission

The school President will determine the eligibility for readmission for any student having been suspended by the school for academic reasons. The school director will determine readmission eligibility for any student having been suspended for attendance problems or disciplinary problems. If eligible, the student may reapply at the beginning of the next term. A complete new application procedure will be required, as the application will be considered with other applicants who have applied for a particular course. If accepted, the student will begin at the beginning of the next scheduled term.

Exception

A student taking a voluntary leave of absence from the school may re-enter during the next term at the point in the course where the leave was taken. No additional tuition will be required beyond the original contract. Students not returning during the next term must begin at the beginning of the program and be considered a new student.

Credit for previous training

American Dental Academy does not accept prior experiential learning.

Any student who has either attended this school or been enrolled in a similar course elsewhere and who has voluntarily ceased his/her training for a period of time may, upon paying the application fee and tuition, be tested and given appropriate credit, provided all other requirements have been met. The school president will determine the credit for advancement after the advancement standing examination. The maximum allowable credit is 50% of the total program. The tuition will be reduced accordingly and the student will be informed.

ENROLLMENT PROCEDURES

Classes are structured so that registration for classes is continuous through the year. Program start dates are every Monday depending on seat availability. (If an observed holiday falls on a Monday, the program enrollment will begin the following day.) Interested applicants may obtain information from the front office. Applicants are asked to make an appointment to meet the Director or one of the instructors to discuss their career objectives and the ADA programs.

Program Hours

Classes are held every Wednesday from 8 AM – 2 PM for the first seven weeks, and then every Tuesday or Friday mornings from 8 AM – 2 PM for the last five weeks of the program.

Academic School Calendar

Contact the school director for specific dates included in the school calendar supplemental along with a listing of holidays and vacations. **Note:** American Dental Academy does not provide English-as-a-second language instruction.

ACADEMIC STANDARDS AND POLICIES

Grading standards, probation and dismissal policies,

Students must adhere to high standards of scholarship. An overall grade of 70% is required for graduation. Satisfactory progress is considered a grade point average of 70% or better, unsatisfactory progress is considered an overall average of below 70%. If a student receives an (I) incomplete for any course of training or a grade below 70%, the student may repeat the course the next time it is taught and pay a prorated portion of the tuition for that course. *A student may repeat a course only once.*

A student will be considered to have unsatisfactory progress and be on probation if his/her average is below seventy percent. The student will be removed from probation when the overall average is above seventy percent. If a student receives less than a seventy percent average in two courses, the student must repeat these courses and receive a passing grade in at least one of them the next time they are taught. If a student receives less than a seventy percent average in three courses, the student will be terminated from the program. If the student wishes to be readmitted to the program, he/she must follow the re-admittance procedures.

The School President has the Discretion to place student on probation at any time, if deemed necessary, for incidents such as repeated absences, tardiness, disruptive attitude, inappropriate behavior e.g., foul language, disrespect to staff/ students, etc. Students placed on probation will receive notice indicating the duration of and reasons for the probation including corrective actions required to remain in good standing. However, if students fail to comply with the corrective actions, student will be dismissed from the school and follow re-admittance procedures if wishes to be readmitted.

GRADING SYSTEM:

A 90-100%; B 80-89%; C 75-79%; D 70-74%; F Below 70%; I Incomplete; W Withdrawal

Averaging all grades and assigning a letter grade as defined above obtain the overall grade average. A grade of I is a temporary transcript entry that will be treated as an F until changed. A grade of W will be treated as an F until the course(s) is/are completed.

Conduct Standards

Since career preparation is the objective of the dental administration program, the student's conduct should be that which is normally required in the dental profession. Uses of profanity, alcoholic beverages or drugs on school property are all grounds for immediate suspension. Neither eating, drinking, nor smoking is permitted in the classrooms. Students may use the office break room for eating; however, no smoking is allowed in these facilities.

Knowledge of rules and regulations

American Dental Academy reserves the right to change any provision or requirements in this catalog at any time without notice. The school further reserves the right to require a student to withdraw from the school for just cause, defined, as any cause deemed detrimental to the school or other students, as determined by the school President. The school President may suspend students violating the conduct standards. A suspended student may apply for reinstatement after a one-month separation. The decision of the President will be final.

Controlled Substances, Alcohol and Drug Abuse Policy

All students and employees are informed that the unlawful manufacture, distribution, dispersion, possession, or use of a controlled substance or alcohol within the premises of the school is strictly prohibited. Employees and students violation this rule will be subject to immediate termination of employment or their program training. In addition, person(s) distributing drugs to employees and/or students will be referred to the authorities and the school will press charges of drug distribution.

Retention of Student Records:

ADA shall maintain records of name, address, email address, and telephone numbers of each student who is enrolled in the Dental Assisting Program. ADA shall maintain for each student granted a certificate, permanent records of all of the following:

1. The certificate granted and the date on which that certificate was granted;

2. The courses on which the certificate was based;
3. The grades earned by the student in the course.

ADA shall maintain for a period of not less than five years at the 212 S. Atlantic Blvd, #103, Los Angeles, CA 90022 address.

ADA shall maintain complete and accurate records of all of the following information:

- a. The educational program offered by the institution and the curriculum for the program.
- b. The names and addresses of the members of the institution's faculty and records of the educational qualifications of each member of the faculty.
- c. Any other records required to be maintained by this institution.

Grade Reports: The school will issue a transcript of grades at the end of the training period. Each student is entitled to one copy of his/her transcript provided the tuition account has been satisfied.

Make-up Work: Students may make up work missed due to excused absence at the discretion of the individual instructor.

GRADUATION REQUIREMENTS

Graduates of the program receive a certificate of completion upon successful completion of their program of study. An overall average of 70 is required for graduation.

TRANSCRIPTS

Transcripts are available upon request unless the student is indebted financially to the school. No transcript of grades will be released without the student's prior approval in writing. Each graduate is issued an official transcript of her/his academic record. Each subsequent transcript for a graduate or any transcript for a non-graduate is furnished after receipt of a \$15.00 fee. A federal or state agency, which periodically requires a transcript in order to determine a student's progress, is exempt from this fee.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at American Dental Academy is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the Educational Program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending American Dental Academy to determine if your certificate will transfer.

Note: *American Dental Academy has not entered into an articulation or transfer agreement with any other college or university.*

SCHOOL POLICIES AND REGULATIONS

Orientation

Orientation is held on the first day of class. Notification of time and place of orientation is delivered by mail to all students.

During orientation, students will be acquainted with the rules and regulations of the school, informed of student services available, familiarized with the facilities, and introduced to instructors and administrators.

Attendance

Regular attendance is essential for adequate training. Cultivation of desirable work habits is just as important as the acquisition of knowledge and the development of skills needed in a given occupation. Students should train themselves to be present and on time for all classes. Students are responsible for all work missed during an absence and should contact an instructor regarding makeup work. Makeup work shall not be authorized for the purpose of removing an absence.

Students may not miss more than two classes during a program term for a total of 12 hours. If a student misses two complete classes (twelve hours), the student must make up these classes the next time the program is taught. If a student misses more than two complete classes, the student will be terminated from the training program and must follow the institutional procedure for re-admittance.

Note: A complete class is defined as one six-hour class. Students must arrive on time for all scheduled classes. Any time out of class (tardiness) will be treated as absence time.

Family Educational Privacy Act

All students enrolled at the school shall have the right to inspect and review their education records, to request corrections or deletions, and to limit disclosure of the records in accordance with the Family Educational Rights and Privacy Act of 1974. The procedure for reviewing records and subsequently correction or deleting portions of the records may be received from the school President.

Disabilities In accordance with the Americans with Disabilities Act, the school does not discriminate on the basis of disabilities. Persons with disabilities should contact the school to determine if their capabilities will enable them to meet the requirements for graduation.

STUDENT PROTECTION POLICIES

Leave of absence Policy

Those wishing to cancel for illness or personal reasons may resume their course of study in the next class series with no penalty and may repeat the already completed sessions if desired at no cost. A withdrawal or *Leave of Absence* request is made in writing to the Director Constantino Gabriele CDT, 212 S. Atlantic Blvd., #103, East Los Angeles, CA 90022.

STUDENT TUITION RECOVERY FUND

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to:

Bureau for Private Postsecondary Education
2535 Capitol Oaks Drive, Suite 400
Sacramento, CA 95833
(916) 431-6959 or (888) 370-7589

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120-day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120-day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in-excess of tuition and other costs.

6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or courts, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.
8. To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

CANCELLATION & REFUND POLICY

Cancellation Policy:

STUDENT'S RIGHT TO CANCEL: The student (applicant) has a right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the 7th day after enrollment, whichever is later.

All notice of cancelation should be submitted in writing, Cancelation notice will be effected immediate after is hand deliver to Lin Yun Hu DDS at: 212 S. Atlantic Blvd., #103, East Los Angeles, CA 90022.

A full refund of all monies paid will be made to any applicant who cancels the enrollment agreement within seven business days of signing the enrollment agreement and making initial payment to the school.

An applicant requesting cancellation of enrollment after more than seven business days after enrolling and signing an enrollment agreement is entitled to a refund of all monies paid minus the \$100.00 application fee.

A full refund of all monies paid will be made to any applicant who is not accepted by the school. A full refund of all monies paid will be made to any applicant if school discontinues educational service. A full refund of all monies will be made to any applicant if the school cancels or changes the time or location of the program is such a way that a student who had started the course is unable to complete.

Any monies due the applicant shall be refunded within 30 days from date of cancellation or failure to appear on or before the first day of class.

Refund Policy:

1. Refund computations will be based on scheduled clock hours of class attendance and calculated as of the last date of attendance. Refund will be made in full to the applicant within thirty days as directed on our policy.
2. The official date of withdrawal will be considered to have occurred the earliest of the following:
 - (a) The last date of attendance, if the students is terminated by the school; or,
 - (b) The date of receipt of written notice from the student; or,
 - (c) The day after the second complete absence from the program.
3. If an applicant pays any portion of tuition prior to entrance and does not enter school after the seven-business day cancellation privilege, a full refund of the tuition will be made to the applicant minus the \$100.00 application fee.
4. Once the student has entered school and after the expiration of the seventh-business day cancellation privilege, the following policy will be in effect:
 - (a) The student may withdrawal from the course after instruction has started and receive a pro rata refund for the unused portion of the tuition and other refundable charges if the student has completed 100% or less of the instruction. The tuition charges made by the school will be the pro rata amount of tuition based on the number of clock hours completed.

AN EXAMPLE OF THE REFUND POLICY: If a student completes 12 hours of the 115-hour program and has paid the entire tuition of \$3,600.00 the student would receive a \$3,224.35 refund for the unused portion of tuition paid. This is based on the fact that the tuition is \$31.30 per instructional clock hour.

Financial Aid

ADA participates in the Federal Financial aid Program (EDD/Worksource). It does not participate in any state financial aid. If needed, ADA makes provisions for students to be able to make payments. If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest less the amount of any refund.

If the student defaults on the loan, both of the following may occur:

1. The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
2. The student may not be eligible for any other federal student financial aid at another institution or other government financial assistance until the loan is repaid.

STUDENT SUPPORT SERVICES

Telephones- The front desk will take emergency calls only.

Office Equipment- Students are allowed to use the office telephones, copy machines, or fax machines in the Student Service Office only when the use is applicable to the needs with regard to training and/or employment. The Student Services Office hours are 9am – 4pm Monday – Friday

Advising- It is the mission and purpose of ADA to assist students to complete the program in which they have enrolled successfully. Academic advising is available to all students throughout the entire program.

Job Placement Assistance

Following graduation, or at any time thereafter, graduates may avail themselves of the school's placement assistance. The school director will provide leads for job opportunities. The school will make every effort not only to satisfy the wishes of a graduate as to location and type of employment but also to match his or her particular qualifications to the requirements of the prospective employer. Although no guarantee of employment can be made, the school will make every attempt possible.

First Aid- First Aid services are available to students for minor injury or burns while students are engaged in laboratory work.

Housing- ADA does not provide housing and does not offer housing arrangement services. A variety of housing is available in the surrounding areas such as apartments and rooms for rent. The prices range from \$350.00 to \$1,000.00 and up.

Transportation- Routine bus and Metro-link services are available. The Atlantic Station Gold Line is within a 1 minute walking distance.

Student to Instructor Ratio -The maximum number of students per instructor is 10 to 1 for both lecture and Laboratory.

Resource / Library Services-- A resource center is available to all students to locate the information, which may aid them in their program of study. The resources consist of text books, reference book and the World Wide Web. Student will be available to borrow one book at a time. Student's will have to return book in seven days and should be return in good condition. In order to use computer students will have to arrange time by appointment with a staff member during school hours.

PROGRAM OF STUDY

DENTAL ADMINISTRATION CURRICULUM

115 Clock Hours

American Dental Academy's Dental Administration Assisting program is a twelve week program which involves 115 clock hours, twelve weeks of "hands-on" training where students have an opportunity to learn dental procedures and terminology in the first seven weeks; and customer service etiquette, communication techniques, computer scheduling and charting skills necessary to ensure the smooth running of a dental office for the last five weeks. At the completion of the 115 hours, which is equivalent to credit hours, of the twelve-week training, which includes a 40-hour externship in a local dental office and 3 hours of CPR training, students will receive a Certificate of Dental Administration Assisting and a CPR license approved by the American Heart Association.

The externship may be completed in one week or may be spread over a period of several weeks depending on the availability of the student and or the doctor overseeing the

externship. The course of study includes the following on a weekly basis:

Classes are held every Wednesday from 8 AM – 2 PM for the first seven weeks, and then every Tuesday or Friday mornings from 8 AM – 2 PM for the last five weeks of the program.

WEEK	SUBJECT	CLOCK HOURS
Week I	Orientation to the Profession	6
Week II	Sterilization & Infection Control	6
Week III	Dental Anatomy & Physiology	6
Week IV	Dental Charting	6
Week V	Initial Clinical Orientation	6
Week VI	Instrumentation	6
Week VII	Advanced Clinical Procedures I	6
Week VIII	Developing Front-office Communication Skills	6
Week IX	Fundamental Computer Skills and Written Communication	6
Week X	Managing Dental Services & Patient Payment Plans	6
Week XI	Introduction to Computer Dental Software	6
Week XII	Dentistry Marketing and Mastering Administrative Skills	6
	CPR training	3
	Externship	<u>40</u>
Total Clock Hours		115

COURSE DESCRIPTIONS

Orientation to the Profession (DAC 101)

A general overview of the dental profession is given including a discussion of professional team associations, dental specialties, and the role of the dental assistants and administrators in the general dental office. Dental ethics is reviewed emphasizing the dental administrator's obligation to observe established principles. A comparison is made between ethics and jurisprudence. This course includes an introduction to basic infection control and assistants are taught how to protect the patient, doctor, and themselves.

Sterilization & Infection Control (DAC102)

The importance of maintaining sterility in the dental environment is discussed. Various methods of sanitization, disinfection, and sterilization are practiced. Students are given a broader look at the potential spreading of disease from a dental treatment area and an

understanding of protection procedures.

Dental Anatomy & Physiology (DAC 103)

This course is designed to provide the student with an understanding and knowledge of dental anatomy as well as function. The individual characteristics of dental anatomy are studied as well as the human dentition and supporting structures.

Dental Charting (DAC 104)

This course is designed to acquaint the student with the methods and symbols used in the dental office to properly record all needed and existing treatment. The classification of cavities is discussed, and students practice preparing dental charts using appropriate symbols and abbreviations.

Initial Clinical Orientation (DAC 105)

This course is designed to give the student basic skills in the initial reception, seating, and examination of the patient. Demonstrations are given using basic instruments and dental filling materials. Students are taught how to develop a dental x-ray film using the automated processor and how to sterilize instruments. Chairside role-playing situations are created to give students actual experience assisting the doctor.

Instrumentation (DAC 106)

This course is designed to provide the student with a fundamental knowledge of the hand, surgical, and rotary instruments used in the dental office. The student will become proficient in setting up trays and passing instruments.

Advanced Clinical Procedures I (DAC 107)

During this course, students will assume a role-playing status and have the opportunity of assisting in various operative procedures. Students will assist with cavity preparations and fillings, root canal procedures, and simple surgical procedures. Students will take and develop x-rays, chart dental records, and sterilize instruments.

Developing Front-Office Communication Skills (DAC 108)

This course is designed to give students the knowledge and skills as front-line employees in a dental office to ensure the best possible client/customer experience. Students will learn proper patient greeting procedures, telephone etiquette and communication techniques to inform, persuade, assuage, and handle difficult clients. Students will also learn how to address and communicate with other professionals – such as dentists, colleagues, suppliers, etc. – in the dental field. Situational role-plays will make up a significant portion of this class.

Fundamental Computer Skills & Written Communication (DAC 109)

In this course, students will become familiar with basic computer parts, terminology, and functions. They will also become knowledgeable in troubleshooting common computer, printer, and Internet connection issues, and be proficient in using basic computer programs and software, such as Microsoft Word, Excel, and Outlook. This course will also strengthen students' writing skills and styles necessary for electronic and paper correspondence. Forms and formats of written communication – e.g., e-mails, business letters, memos, etc. – will also

be introduced and practiced.

Managing Dental Services & Patient Payment Plans (DAC 110)

This course exposes students to a range of dental insurance plans, and equips them with the ability to understand the types of plans, benefits, contracts, and coverage options available. They will also become familiar with the types of dental services performed, and the respective coding system needed to complete dental claim forms for billing. Different types of payment options, the costs and benefits for each type, as well as the consequential procedures for outstanding balances and overdue payments.

Introduction to Computer Dental Software (DAC 111)

This course introduces students to the functions and organizational capabilities of common computer dental software used to schedule appointments, and manage patient information, dental procedures, and treatments. Through a hands-on approach, students will learn to input patient information set up and input treatment plans and payment plans, upload X-ray images to patient records, process billing statements, and etc.

Dentistry Marketing & Mastering Administrative Skills (DAC 112)

This course will discuss advertising and marketing methods through printed materials, such as postcards and brochures, as well as through referrals and establishing strong connections with other dental clinics and businesses. In addition to becoming familiar with various types of patient forms and records filing systems, students will also be knowledgeable in the procedures taken for maintaining and storing patient records. At the end of the course, students will also be capable in creating dental treatment plans and payment plans for patients.

Externship (DAC 113)

The student will spend 40 hours in a dental office. This opportunity is offered to the student for practical application of all skills learned while in school. Although the student receives no remuneration, this experience provides actual work experience prior to graduation.

Cardiopulmonary Resuscitation, CPR, (DAC114)

Students will demonstrate life saving emergency procedures performed on adult, children and infants in an effort to manually preserve brain function until further measures are taken to restore spontaneous blood circulation and breathing in a person who is in cardiac arrest or are unable to breathe properly. This CPR training class empowers students to learn the core skills of CPR in a 3 hour class, and it teaches and provides a CPR Certification. The CPR training class teaches guidelines and techniques by the American Heart Association and incorporates the very latest science.

Textbook, Reference Books & Training Aids

Textbook: Guide to Dental Front Office Administration, 2009 by ICDC Publishing

Reference Books: Dental Practice Tool Kit

Training Aids: Currently Dental administration trade materials, such as American Dental Association and California Dental Association annual conference update materials for Dental administration.

Final tests and Examination Information

Students need to pass 12 weekly quizzes which include:

- Week I Orientation to the Profession
- Week II Sterilization and Infection Control
- Week III Dental Anatomy and Physiology
- Week IV Dental Charting
- Week V Initial Clinical Orientation
- Week VI Instrumentation
- Week VII Advanced Clinical Procedures
- Week VIII Developing Front-office Communication Skills
- Week IX Fundamental Computer Skills and Written Communication
- Week X Managing Dental Services & Patient Payment Plans
- Week XI Introduction to Computer Dental Software
- Week XII Dentistry Marketing and Mastering Administrative Skill

There will be a chapter test at the end of each Dental Administration course. After the entire course, students need to pass a final exam worth 100 points. For CPR Certification class, students will successfully complete all lecture presentation, hands-on lab training.

FACILITY LOCATION / DESCRIPTION

- American Dental Academy's Dental Administration Program sessions will be held at 212 S. Atlantic Blvd. Suite 103 and Suite 106, East Los Angeles, California.
- The following equipment is found in the office and used in hands-on training to achieve the educational objectives for the Dental Assisting Program:
Royal Model 16 Dental Chair Units (4); Gendex Model 6x-770 X-ray machine (2); Tuttnauer 2340 model autoclave (1); Ray Foster model processing machine (1); Star X-ray view mount (3).
- In classroom #106, the following equipment is found and used in the Dental Administration Program for demonstration and role-play practice:
Healthco International Celebrity dental chair units (2); Dental stools (3); GE X-ray machine (1) owned; Marksman X-ray machine (1); Leeson Model Trimmer; Pelton & Crane Sterilizer (1); Chemiclave 50001 Sterilizer (1); Peri-Pro X-ray Developer (2); X-ray view mount (1).
- The following is a list of equipment used in the Dental Administration Program:
Computers (2); Copy Machines (1); Fax Machine (1); Credit Card machine (1)

FACULTY AND STAFF

Dr. Lin Y Hu, DDS: Chief Executive Officer, School President

Dr. Lin Y. Hu received her DMD from Kunming Medical College, China, in 1984, and earned her

Masters of Oral Medicine from Shanghai Second Medical University, China, in 1990. Dr. Hu is a member of the American Dental Association, California Dental Association and the Southern California Chinese Dental Association, and San Gabriel Valley Dental Society and PUNJABI Dental Society. Dr. Hu has practiced dentistry since 1984, established Gabriele Dental Center in 2000, and founded American Dental Academy in 2005. She makes the final decisions regarding all academic, faculty, and student issues.

Constantine Gabriele, CDT, Volunteer

Constantino Gabriele received his AA in Humanities from Ventura Community College in 1977, and then earned another AA in Dental Technology in 1980 from Los Angeles City College. In 1999, he obtained a BS in Business Management from the University of Phoenix. For about 10 years Mr. Gabriele worked as a trainer and a sales representative for American Tooth Industries. He is a member of the National Dental Laboratory Association, California Dental Laboratory Association, and the Dental Laboratory Owners Association of California. He has owned and operated American Dental Arts and Crenshaw Dental Laboratory for many years. He holds a bachelors degree in Business Management. He trained dental laboratory technicians and owners as national trainer for Valplast International, Inc., NY. A consultant for American Tooth Industries, and is a retired Professor from Los Angeles City College. Currently holds a seat on the National Association of Dental Laboratories, National Board of Certification; NBC Board Trustee 2012 and has been nominated as an officer for 2013-2015 NBC Educator Board Trustee.

Teresita Esteban, RDA: Chief Academic Officer & Instructor

Teresita Esteban graduated with a Doctor of Dental Medicine from Centro Escolar University in 1993. She practiced dentistry several years in Philippines. She is a Registered Dental Assistant in California; She has many years of experience in both dental administration and chairside dental assisting in California. She is also a member of California Dental Assistant Teachers Association. At American Dental Academy, she assists Dr. Hu and Mr. Gabriele in making decisions regarding academic, student and faculty issues; teaches dental assisting and future dental administrative courses; assist the recruitment of students and school tours; and assists students in job placement upon program completion.

Maria Maldonado, Program Coordinator & Teaching Assistant

Maria performs routine clerical and organizational tasks, organizes files, drafts messages, and facilitates in the student recruitment process, job placement and school tours for English- and Spanish-speaking students. She also assists teachers in the classroom.

Lucy Huang, Program Coordinator & TA

Lucy assists in the student recruitment process and organization of school tours. She assists teachers in the classroom and arranges job placements for students.

TUITION AND FEES

All students enroll for a complete program and pay tuition for the complete program prior to entrance unless other arrangements have been made. Tuition includes books and supplies.

Course	Tuition	Application Fee	STRF FEE
Dental Administration	\$3,500.00	\$100.00	\$ 0.00

Arrangements may be made for students to pay tuition on a monthly basis. Tuition must be paid either prior to entrance or prior to the month in which it is due. A late fee of \$25.00 is charged for late payments.

IF A STUDENT OBTAINS A LOAN TO PAY FOR AN EDUCATIONAL PROGRAM, THE STUDENT WILL HAVE TO REPAY THE FULL AMOUNT OF THE LOAN PLUS INTEREST, LESS THE AMOUNT OF ANY REFUND, AND THAT, IF STUDENT RECEIVES FEDERAL STUDENT FINANCIAL AID FUNDS, THE STUDENT IS ENTITLED TO A REFUND OF THE MONEY NOT PAID FROM FEDERAL FINANCIAL AID FUNDS.

THE TOTAL CHARGE FOR THE ENROLLMENT PERIOD IS: \$3,600.00

THE TOTAL ESTIMATED CHARGES FOR THE ENTIRE ENROLLED PRORAM IS: \$3,600.00

THE TOTALCHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT IS \$3,600.00

PERFORMANCE FACT SHEET/ENROLLMENT AGREEMENT

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing this agreement. The documents contain important policy and performance data for this institution. The institution is required to have the student sign and date the information included in the School Performance Fact Sheet relating to completion rates, license examination passage rates and salaries or wages, prior to signing the agreement.

PLACEMENT ASSISTANCE/FOLLOW-UP INFORMATION

Follow-up surveys of both graduates and employers are conducted and maintained for the purpose of improving curriculum and assisting future graduates with employment.

CERTIFICATION LIMITATIONS

The Dental Administration Program, a post-secondary certification program is not accredited by an accrediting agency recognized by the United States Department of Education.

CERTIFICATION REQUIREMENTS FOR A DENTAL ADMINISTRATION/CAREER ADVANCEMENT

There is no exam needed for an individual to become a front-office administrator at a dental clinic or office. Becoming proficient with computer operations, knowledgeable in dental procedures, and skillful in speaking, listening, and writing will lead to promotional opportunities such as supervisory position.

WEBSITE INFORMATION:

American Dental Academy maintains a website that contains the following information:

- (1) The school catalog
- (2) A School Performance Fact Sheet
- (3) Student brochures offered by the institution
- (4) A link to the bureau's Internet Web Site
- (5) The institution's most recent annual report submitted to the bureau
- (6) Programs offered at ADA

www.la-ada.com

CATALOG UPDATES:

Pursuant CCR 71810 (a), ADA will update the catalog annually. Annual updates will be made by the use of supplements or inserts accompanying the catalog. If changes in educational programs, educational services, procedures, or policies required to be included in the catalog by statute or regulations are implemented before the issuance of the annually updated catalog, those changes shall be reflected at the time they are made in supplements or inserts accompanying the catalog.

It is the policy of ADA to provide each prospective student with a catalog prior to enrollment. The catalog will be provided either by a hard copy or an electronic version.

A hard copy will be provided at the time initial contract is made by the prospective student at the ADA location.

An electronic version of the catalog will also be provided to a prospective student prior to enrollment. The electronic catalog will be available on the ADA website whereby prospective students are able to click on a catalog icon where the student can view the catalog or print it.

The electronic version of the catalog can also be email to any prospective student that calls the ADA office.

If a prospective student brings an electronic devise to any initial meeting at ADA an electronic version may also be transferred to the student devise upon request.

COMPLAINT PROCEDURE

From time to time circumstances will arise where a student wishes to sit down with the school President and discuss a problem or complaint. Students should feel free to see the President to make an appointment for a convenient time where concerns can be discussed. The school President will remain readily available to students.

If, after discussing your complaint with the school President , you still feel that your complaint has not been resolved, you may follow the review procedures listed below:

1. Write a complete description of your complaint and present it to the school President
2. Within ten days of receiving your written complaint, the school President will appoint a review board consisting of the school President, one instructor, and one student.
3. The review board will meet within five business days of its appointment and review the written complaint as well as meet with the complainant.
4. The review board will issue a decision within ten days of the final hearing on a particular complaint. The decision of the review board will be final.

NOTICE: Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capital Oaks Drive, Suite 400, Sacramento, CA 95833. PO Box 980818, West Sacramento, CA 95798-0818;

Web site Address: www.bppe.ca.gov

Toll-free Telephone#: (888) 370-7589 or by fax (916) 263-1897 or (916)431-6959

COMPLAINT: A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling toll-free (888)-370-7589 or by completing a complaint form, which can be obtained on the bureau's internet web site: www.bppe.ca.gov