

## **ABC Adult School**

**2024-2025**

Dental Assistant Advisory Minutes

Friday, October 4, 2024

8:30 AM - 10:00 AM

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### **Committee Members Present:**

Elizabeth Aguirre, **Lead Registered Dental Assistant**

Luth Campos, **Dental Assistant/Office Manager**

Dr. Maria Chavez, **Owner Dentistry Office**

Maryvel Claustro-Acedo, **Oral Health Team Manager**

Mylien Do, **Office Manager**

Alejandro Saravia Back, **Office Supervisor**

Linda McLaughlin, **Dental Hygienist**

### **Committee Members Absent:**

Alejandro Saravia Back

### **School Members:**

Manolita Abby Teh, **Instructor**; Nancy Amara, **Principal**; Jeff Heilig, **Assistant Principal**;

Georgia Grissom, **TOSA/Lead Instructor**; Ty Holloway, **Job Developer**, Jessica Arias,

**Secretary II**

Transcription By:

Ana Segura, **Secretary II Bilingual**

## **Minute Items**

### **Welcome/Review of Advisory Goals**

Jeff Heilig, Assistant Principal: Goals

- Meeting requirements of the Council on Occupational Education (COE) for accreditation purposes.
- Connect with professionals to learn, grow, and ensure our Dental program meets industry expectations and standards.
- Create community relationships increasing support for our program and students.

### **Introduction of Advisory Members**

- Committee members and ABC staff introduce themselves to each other.

### **Welcome**

Nancy Amara, Principal / ABC Adult School

- The ABC Adult School is accredited by Western Association of Schools and Colleges (WASC) and The Council on Occupational Education (COE). That means they come in and they look at all of our programs. They make sure that we are meeting certain standards, that we have a reason, a vision. We have nine pathways, accounting is one

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of them. But they are certain standards that we have to meet. One of them is to hold advisories. COE allows us to offer financial aid to our students. All of our nine programs, we offer Pell grants. We do not believe in offering student loans, because we offer entry level job training, and we do not want any of our students to come away from our school in debt. So the Pell Grants, the money does not need to be paid back. Everybody needs a high school diploma. Though, our adult school, we are one of the only comprehensive adult schools in the area, and that means that we offer Career Technical Education, ESL, Academics, Parent Education Program, and then we have our community education program that is the health and fitness, some arts and crafts classes. We have an amazing upholstery program. And then, last but not least, we have an Adults with Disabilities Program. We are in three local community facilities. As an adult school, we have a tremendously diverse community, and the quality of instruction is critical to making sure that students are completing programs and then ready to go out to the workforce.

### **Mission of the ABC Adult School**

The Mission of the ABC Adult School is to provide quality education to our diverse community with meaningful opportunities for success in career, academic, and personal goals.

### **Vision Statement:**

Students will develop confidence and self-reliance as they aspire to reach their full potential in life-long learning. We will cultivate our students' desire for learning, and encourage them to try new and exciting challenges by giving them a solid foundation to build on.

### **Approval of Minutes from Last Advisory**

Last minutes approved, Mylien Do motioned, Luth Campos second.

### **Completion, Placement, Licensure Reports**

Jeff Heilig:

Accreditation

- Council on Occupational Education (COE) accreditation.
  - 60% of students must complete the program
  - 70% placement rate.
  - We are writing our COE Accreditation Report this Year- COE visitation Next Year
  - Western Association of Schools and Colleges (WASC) - accreditation.
  - Report Year for COE and WASC - visitation for COE and WASC will be next year.
- Last Reporting Year
  - 11- Students

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- 64% Completion Rate
- 86% Placement Rate
- No Licensure Required (NA)

### **Panel Input and Discussion Guiding Questions**

#### **Requirements for Admission**

Jeff Heilig:

- We require a high school diploma or equivalent (GED—General Equivalency Diploma—or HISET—High School Equivalency Test) and a minimum age of 18 for the vocational diploma.
- The only requirement for those not wishing to pursue the vocational diploma is 18.
  - Are the admission requirements appropriate for this program?
    - Elizabeth Aguirre - For those students who are 17 do they still need parental permission prior to enrolling? Nancy Amara response with a No.
    - Dr. Chavez- Asks if we visit high schools and meet with counselors. Nancy Amara replies that our school is starting to do that and will discuss it later in the meeting.
  - Do you have any suggestions for adjusting or changing our admission requirements?
- Nancy Amara - If a student is 17 and graduates high school and then enters the following summer or fall and is still 17 because they turn 18 later in the year, we are able to take them because by the time they complete the program they will be 18.

#### **Program Objective**

Jeff Heilig:

- A Dental Assistant Program graduate can work in various areas within the dental industry (such as dentists, orthodontists, pedodontists, endodontists, hospital dental departments, laboratories, insurance companies, and manufacturers, among others) because of the clinical skills, radiographic skills, and knowledge obtained from this program.
  - This program equips students with the skills and knowledge necessary for Coronal Polishing, Infection Control, CDPA, HIPAA, OSHA, and Radiology Certificates, among other relevant areas.
  - This program is designed to equip students with the skills and knowledge necessary to thrive in the ever-changing field of dentistry and orthodontics. A diploma acknowledges completion of the Dental Assistant Program, including the classroom training and externship, paving the way for a successful career in the dental industry.

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Jeff Heilig:

1. Are the objectives relevant and sufficient for students to be successful in the professional setting?
  - a. Dr. Chavez, they are all good but we should add people skills. It is very important that they have people skills. Dentistry is a very stressful profession and staff should be smiling to make the patient more welcome. Good hygiene too.
  - b. Maryvel Claustro-Acedo, Bedside manners and interview skills is important.
  - c. Elizabeth Aguirre, agrees with interview skills. How to properly dress how to properly talk. First impressions are everything.
  - d. Georgia Grissom, adds that our Job Developer Ty Holloway has resume workshops and has interview skills. They are available to all students.
  - e. Manolita Teh, in addition. She agrees with what everyone is saying and adds that soft skills are very important.
  - f. Nancy Amara adds that soft skills are the number one issue that all employers in the industry.
  - g. Mylien Do, she adds that some people are not good with interviews but are really good workers. We need to recognize that when interviewing people. She agrees with everything else the committee is saying.
  - h. Jeff Heilig, it is important we work together with the facilities we are sending them so they are able to give us information on how the students are working. Have meaningful relationships with the people we are working with.
2. Should any objectives, additions, revisions, or upgrades be adjusted? Should any objectives be removed, revised, or modified?
  - a. No comments

### **Program Length and Class Content**

- The Dental Assistant Program is 1010 hours.
  - Each class is 130 hours (plus 10 hours of Infection Control and 210 hours of Externship).
  - Our program can be completed in (approximately) one year.
  - The Modules are as follows:
    - Introduction to Dental Assisting
    - Clinical Dentistry and Dental Material
    - Preventative Dentistry and Dental Health
    - Dental Radiology and Safety
    - Dental Laboratory and Procedures
    - Dental Specialties and Administrative Billing and Coding
    - Externship

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- Manolita Teh adds it is 20 hours of infection control. Students are in class from 8AM to 3PM. They do laboratory then we do lectures. We do test and skills in our back office. Manolita Teh then goes into detail about what each class is about and what the students learn. As of last year 3 students graduated and 2 of them are currently working and making good money. We have dentrix software and is one of the strongest in the dentistry field.
- Manolita Teh adds that one of our students by the name of Maria is currently working at Elizabeths Aguirre dental office. Elizabeths adds that she trained Maria and is thriving in the office. The student has be relocated to a newer office.
- Jeff Heilig adds that when he visits the classroom he sees every student working hands-on on the models or mannequins or working on each other sometimes. He adds that we have a wonderful teacher who opens the door to new a career.

Jeff Heilig:

1. Is the program amount of time sufficient for an entry-level Dental Assisting position?
  - a. Dr. Chavez, Elizabeth agree that everything is good.
2. Are the topics/classes appropriate for this program?
  - a. No comments
3. Do you have any suggestions for improvements or upgrades?
  - a. No comments

### **Instructional Materials and Equipment used by Instructors and Students:**

- There is a dedicated classroom, and a dedicated Dental Laboratory room.
  - X-ray units
  - Autoclave
  - Oral Evacuation Delivery Units
  - Amalgamators
  - Lathe
  - Instruments tray-set-up
  - Ultrasonic equipment
  - Projector
  - Typodonts & Bench Mounts
  - Blood Pressure kits thermometer
  - Automatic Processing Equipment
  - X-ray view box
  - High speed and low-speed Handpieces
  - Anatomical Models and Charts
  - Operators Stools

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- Practice Mannequins (Fletcher & Dexter)
- Model Trimmers/Vibrators
- Curing Light
- Vacuum former
- Digital X-rays
- Laptop computer
- Automatic Processing Equipment

Jeff Heilig:

1. Are the instructional materials and equipment aligned with current industry expectations and needs?
  - a. Dr. Chavez, would like to know if we are teaching them first aid and CPR. Also asks if they learn how to use the oxygen tank. When it comes to implants it is usually one person assistant. Infection control is more important.
  - b. Manolita Teh responds with yes, it is a prerequisite to have first aid and CPR. As for the oxygen tank she has a module and also has a medical emergency kit. Students practice on the mannequin. Students follow the American Association Structure.
  - c. Manolita Teh responds that she teaches students how to properly use the camera. And adds that we also have an ultrasonic scalar.
  - d. Nancy Amara adds that we also have a digital blood pressure.
2. Are there any other materials or equipment recommended or needed to better prepare students for the workforce?
  - a. Linda McLaughlin feels that having the indoor camera is an excellent idea a picture means a thousand words. Also adds that implants are a very important subject.
  - b. Manolita Teh - Replies that the implant activity is hard because of how they have to drill, she shows her students videos.
  - c. Dr. Chavez agrees that implants are very important and she only has one assistant at her office that assists her. Adds that infection control is important.

### **Instructional Delivery Modes:**

- Lecture
- Teacher demonstration
- Videos
- Peer teaching
- Project-based learning
- Student Collaboration

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Jeff Heilig:

1. Is there an instructional method you would like to see more of to prepare students better?
  - a. Mylien Do, she believes that everything we have is sufficient
  - b. Elizabeth Aguirre, teach students how to read charts especially when a patient has multiple medical issues. She adds that if a patient is there for treatment they do not get the medical chart of the patient. Adds that students should open anything that they are aware of.
  - c. Manolita Teh, students do practice charts, students have their own medical history charts. Teaches the students to highlight the chart when patients have medical conditions. Teaches students to always double check with their patient. Adds that Dentrix is a good software and has red dots that inform you if they are medical conditions.
  - d. Elizabeth Aguirre feels that everything that Manolita is teaching them is great but the student also needs to know that some patients come from other offices and the medical records are not given. Also adds that most medical records are electronically and students need to know how to reiterate them to go to the patient's chart and review that there are no medical issues.
  - e. Manolita Teh replies that the Dentrix Software will show them how to open the chart and they will see a red dot across the file.
  - f. Dr. Chavez adds that there is a change in the protocol for prescribing and they are doing everything online.
  - g. Luth Campos agrees with Dr. Chavez
2. Do you have any suggestions for revising, adjusting, or modifying how the curriculum is provided to students?
  - a. No Comments.

### **Student Evaluation and Competency Exams**

- Teacher-developed exams.
- Laboratory Skills
- Homework and Project Assignments
- "Real world" scenarios and questions
- Computer-based exams
- Portfolios
- Final Written Exams

Jeff Heilig:

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1. Are the measurements of evaluation and exams sufficient to show competency and ability?
  - a. Luth Campos, students should be expose to intra oil scanning because most laboratories want to summit everything online. The return of cases is faster. When you are doing an impression the return in 3 weeks but if you do an oral scanning the return is about one week. The scanner is expensive and can run up to \$30k
  - b. Dr. Chavez adds that a scanner can be used for training purposes. Impression are very messy but with the oral scan is not. The CBC machine is expensive so she offers having an externship with them and she can train the students.
  - c. Manolita Teh adds that she would like to have the Panoramic machine but it is also expensive.
2. What type of work, exam completion, etc., should students have available to show potential employers? Is industry certification needed or preferred?
  - a. Elizabeth Aguirre. As a private clinic all we ask for is certifications like they x-ray, RDA Licensed.
3. Do you have any suggestions for revisions, modifications, or changes?
  - a. No Comments
4. Are portfolios still relevant, wanted, or required by hiring professionals?
  - a. Elizabeth Aguirre, ever since she has been working no one has needed a portfolio all they need is a resume. Maryvel Claustro-Acedo, adds that she did have someone show up with a certificate of the whole course and it was impressive.

### **Inter/Intra Personal Skills Wanted and Needed**

Jeff Heilig:

- We are interested in your perspective on the most essential interpersonal and intrapersonal skills for a successful career in dental assisting. Your insights will help us better prepare our students for the workforce.
- What are the most important inter/intrapersonal skills, “soft skills” that are needed when you are hiring (e.g., people skills, communication, responsibility, task management and completion, discipline, and organization, among others); please list a few that are priorities for you -
  - Dr. Chavez, she tells her staff to always put themselves in the patients shoes, treat them like if they are their father, mother, sister, or children so you know how your patient feels. People Skills.
  - Luth Campos, agrees with Dr. Chavez
  - Linda McLaughlin, adds that back in her days they would write notes in the patients charts so that if a patient is going on vacation and next time they come in



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you can ask the patient how it went. Make the patient feel at home. Have a cheat sheet so you can have conversations with your patients. The office also send them birthday cards. Office would have raffles too and the office would do this to let their patients know that the office cares.

- Manolita Teh adds that in dentistry you don't see the patient as a patient but as a family. Team work.
- Jeff Heilig adds that a presenter that visited our Cosmetology program emphasized that you need to like people to work in this field. He felt like that was so profound to hear that.

- **Role of AI**

- What is the importance of knowing AI in the dental industry?
- What essential AI knowledge, skills, or programs should our students learn for a successful career in the dental industry?
  - Dr. Chavez, she is not an AI person but she recommends her staff to learn because she believes that in 10 years the industry will change. She wants to her staff to learn and she buys new software so they are updated with the new technology.
  - Jeff asks if there is anything specific that they need.
    - Manolita Teh suggest AI Marketing
    - Elizabeth Aguirre adds that AI can help in ortho for the before and after pictures.
    - Mylien Do Molding is being replace with digital it is less messy. Teach them the basics because AI will not teach them the basics.
    - Manolita Teh, adds that RDA are doing the majority of the work.

- **Ideas/Thoughts-Building the Program**

- Dr. Chavez, suggest marketing the program to high school students and counselors, and having open houses.
- Linda McLaughlin, and Manolita Teh, share their experiences and success stories, emphasizing the value of the program and the opportunities it provides.
- Nancy Amara added the importance of making students aware of the practical aspects of the program, including working with blood, is discussed.
- Jeff Heilig asks if the job market in this field is strong and if offices are training their staff.
- Elizabeth Aguirre adds that the doctors are willing to train you but you still need to have the basic skills.
- Maryvel Claustro-Acedo adds that they are training in their office.

### **Debrief Adjournment**

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Jeff Heilig - Thanks everyone for their participation and input. Participants express their appreciation for the program and the opportunities it provides. Jeff Heilig emphasizes the importance of feedback and continuous improvement. The meeting concludes with a reminder to leave notes and contact information for future communication. Adds that we offer financial aid and that if a student qualifies for the grant they can take this program for free.