



Commission on Dental Accreditation

Via Email Transmission: llambert@pima.edu

August 17, 2018

Mr. Lee Lambert
Chancellor
Pima County Community College
4905 E. Broadway Blvd.
Tucson, AZ 85709-1005

RE: Pima County Community College, Tucson, Arizona
Dental Assisting, Dental Hygiene, and Dental Laboratory Technology Programs
Status: Approval with Reporting Requirements, Respectively

Dear Mr. Lambert,

At its August 2, 2018 meeting, the Commission on Dental Accreditation (CODA) granted the dental assisting, dental hygiene and dental laboratory technology programs the accreditation status of “approval with reporting requirements,” respectively. The definitions of accreditation classifications are provided at the link below. Below is a summary of actions and additional information.

Dental Assisting Site Visit

The Commission considered the site visit report on the dental assisting program. The Commission also considered the institution’s response to the site visit report. Following careful review of the information provided, the Commission adopted a resolution to grant the program the accreditation status of “approval with reporting requirements.”

Based on a review of the response, the Commission determined that the following recommendations contained in the site visit report remain unmet: **3, 4, 5, 7, 8, 10, 11, 12, 15, and 18**. The Commission specified that continued accreditation of the program will be dependent upon the remaining recommendations being met and the program achieving full compliance no later than **February 2020**. When Accreditation Standards are revised during the period in which the program is submitting progress reports, the program will be responsible for demonstrating compliance with the new standards.

Dental Hygiene Site Visit

The Commission considered the site visit report on the dental hygiene program. The

Mr. Lee Lambert
August 17, 2018
Page 2

Commission also considered the institution's response to the site visit report. Following careful review of the information provided, the Commission adopted a resolution to grant the program the accreditation status of "approval with reporting requirements."

Based on a review of the response, the Commission determined that the following recommendations contained in the site visit report remain unmet: **16** and **23**. The Commission specified that continued accreditation of the program will be dependent upon the remaining recommendations being met and the program achieving full compliance no later than **August 2020**. When Accreditation Standards are revised during the period in which the program is submitting progress reports, the program will be responsible for demonstrating compliance with the new standards.

Dental Laboratory Technology Site Visit

The Commission considered the site visit report on the dental laboratory technology program. The Commission also considered the institution's response to the site visit report. Following careful review of the information provided, the Commission adopted a resolution to grant the program the accreditation status of "approval with reporting requirements."

Based on a review of the response, the Commission determined that the following recommendations contained in the site visit report remain unmet: **17** and **20**. The Commission specified that continued accreditation of the program will be dependent upon the remaining recommendations being met and the program achieving full compliance no later than **August 2020**. When Accreditation Standards are revised during the period in which the program is submitting progress reports, the program will be responsible for demonstrating compliance with the new standards.

Requested Information for February 7, 2019 Commission Meeting

The "Summary of Recommendations and Required Documentation" found at the end of this letter includes the stated recommendation and required documentation to submit with the progress report to demonstrate compliance.

For the dental assisting, dental hygiene and dental laboratory technology programs, the Commission requires one (1) electronic copy of a detailed report for each program, addressing the concerns noted in this letter be submitted by November 15, 2018 for consideration at the Dental Assisting Education Review Committee's January 10-11, 2019 meeting, the Dental Hygiene Education Review Committee's January 8-9, 2019 meeting, the Dental Laboratory Education Review Committee's January 7, 2019 meeting and the Commission's February 7, 2019 meeting.

The Guidelines for Preparation of Reports and Documentation Guidelines for Selected Recommendations can be accessed at the link below to assist you in developing a focused, concise response to the Commission's recommendations. Please note that reports that fail to adhere to the stated guidelines may be returned to the program and may not be reviewed at

Mr. Lee Lambert
August 17, 2018
Page 3

the assigned time. The Commission's timelines for demonstration of full compliance will not be modified due to a delayed review resulting from improperly formatted reports.

Instructions to assist you in developing and submitting an electronic copy can be found at the link below. The electronic copy must include a signed verification page and must conform to the Commission's electronic submission guidelines. The Commission will assess a fee to the program if it fails to provide an electronic version of its report.

General Information

The findings of the Commission on Dental Accreditation are noted in the enclosed Commission approved site visit report. Oral comments made by site visit team members during the course of the site visit are not to be construed as official site visit findings unless documented within the site visit report and may not be publicized. Further, publication of site visit team members' names and/or contact information is prohibited.

One copy of this report has also been sent to the chief administrative officer and program director copied on this letter. The Commission requests that a copy of this report be forwarded to the chairpersons and appropriate faculty.

All institutions offering programs accredited by the Commission are expected to adhere to deadlines for requests for program information. If an institution fails to comply with the Commission's request, or a prescribed deadline, it will be assumed that the institution no longer wishes to participate in the accreditation program. In this event, the Commission will immediately notify the chief executive officer of the institution of its intent to withdraw the accreditation of the programs at its next scheduled meeting.

Institutions/Programs are expected to follow Commission policy and procedure on privacy and data security related to compliance with the Health Insurance Portability and Accountability Act (HIPAA). The Commission's statement on HIPAA, as well as the Privacy and Data Security Summary for Institutions/Programs (PDF), are found in the Policies/Guidelines section of the Commission's website at <http://www.ada.org/en/coda/policies-and-guidelines/hipaa/>. Programs that fail to comply with CODA's policy will be assessed a penalty fee of \$4000.

It should be noted that Commission policy allows for the programs to appear before the Dental Assisting, Dental Hygiene, and/or Dental Laboratory Technology Education Review Committees to supplement the written information contained in your progress report. A written request for a special appearance must be submitted to Dr. Sherin Tooks, director, Commission on Dental Accreditation, thirty (30) days prior to the January 10-11, 2019 meeting of the Dental Assisting Review Committee, January 8-9, 2019 meeting of the Dental Hygiene Review Committee and January 7, 2019 meeting of the Dental Laboratory Technology Review Committee. If the special appearance request is approved, a representative of the institution will be permitted to appear before the Review Committee(s)

Mr. Lee Lambert
August 17, 2018
Page 4

to present the additional information. The special appearance will occur at a specified date and time prior to the committee's consideration of the program's accreditation classification. If additional written materials will be presented, one (1) electronic copy should be submitted by the institution to this office at least one (1) week prior to the meeting, absent documented extraordinary circumstances.

The Commission expects institutions to keep the Commission informed as soon as possible of anticipated changes in any approved educational program offered, particularly in the areas of administration, enrollment, faculty, facilities and curriculum. The Commission's policy and guidelines for reporting program changes can be accessed at the link below. Guidelines for specific program changes, including reporting enrollment changes, adding sites where educational activity occurs, and developing a teach-out report are found on the Commission's website.

The Commission has authorized use of the following statements by institutions or programs that wish to announce their programmatic accreditation by the Commission. Programs that wish to advertise the specific programmatic accreditation status granted by the Commission may include that information as indicated in italics below (see text inside square brackets); that portion of the statement is optional but, if used, must be complete and current.

The program in dental assisting is accredited by the Commission on Dental Accreditation [*and has been granted the accreditation status of "approval with reporting requirements"*]. The Commission is a specialized accrediting body recognized by the United States Department of Education. The Commission on Dental Accreditation can be contacted at (312) 440-4653 or at 211 East Chicago Avenue, Chicago, IL 60611. The Commission's web address is: <http://www.ada.org/en/coda>.

The program in dental hygiene is accredited by the Commission on Dental Accreditation [*and has been granted the accreditation status of "approval with reporting requirements"*]. The Commission is a specialized accrediting body recognized by the United States Department of Education. The Commission on Dental Accreditation can be contacted at (312) 440-4653 or at 211 East Chicago Avenue, Chicago, IL 60611. The Commission's web address is: <http://www.ada.org/en/coda>.

The program in dental laboratory technology is accredited by the Commission on Dental Accreditation [*and has been granted the accreditation status of "approval with reporting requirements"*]. The Commission is a specialized accrediting body recognized by the United States Department of Education. The Commission on Dental Accreditation can be contacted at (312) 440-4653 or at 211 East Chicago Avenue, Chicago, IL 60611. The Commission's web address is: <http://www.ada.org/en/coda>.

Mr. Lee Lambert
August 17, 2018
Page 5

The Commission wishes to thank you and the faculty and staff for their cooperation during the site visit. If this office can be of any assistance to you, please contact me by telephone, at 1-800-621-8099, extension 4660 or by e-mail, at smithmi@ada.org.

Sincerely,



Michelle Smith, RDH, MS
Manager, Allied Dental Education
Commission on Dental Accreditation

MS/ds

Enclosures: CODA Accreditation Status Definitions
<https://www.ada.org/en/coda/find-a-program/status-definitions>
Guidelines for Preparation of Reports and Documentation Guidelines
for Selected Recommendations
<https://www.ada.org/en/coda/policies-and-guidelines/program-changes>
Formal Report of the Site Visit
Electronic Submission Guidelines for Responses to Site Visits & Progress
Reports
<https://www.ada.org/en/coda/policies-and-guidelines/electronic-submission-guidelines>
Guidelines for Reporting Program Changes in Accredited Programs
<https://www.ada.org/en/coda/policies-and-guidelines/program-changes>
Electronic Submission Guidelines for General Correspondence
<https://www.ada.org/en/coda/policies-and-guidelines/electronic-submission-guidelines>

cc: Mr. James Craig, dean, Allied Health Programs, Pima County Community College
Ms. Sarah Marcus, program director, Dental Assisting Program
Ms. Donna Richards, program director, Dental Hygiene Program
Mr. Max Atwell, director, Dental Laboratory Technology Program
Mr. Herman Bounds, Jr., director, Accreditation Division, U.S. Department of
Education (via CODA website)
State Boards of Dentistry (via CODA website)
Institutional Accreditors (via CODA website)
Dr. William G. Leffler, chair, CODA

Mr. Lee Lambert

August 17, 2018

Page 6

Dr. Sherin Tooks, director, CODA

Ms. Doreen Johnson, manager, Allied Dental Education, CODA

Mr. Lee Lambert
August 17, 2018
Page 7

Summary of Recommendations and Required Documentation
Pima County Community College
Tucson, Arizona
Dental Assisting

Please review the following paragraphs that include the stated recommendations and required documentation to submit with the progress report to demonstrate compliance.

Recommendation #3: It is recommended that written documentation of each course in the curriculum be provided to students at the start of each course and include:

b. Course content outline including topics to be presented. (DA Standard 2-6, b)

The Commission reviewed course syllabi for the following courses: DAE 159 Introduction to Healthcare for Dental Assisting, DAE 160 Orientation to Dental Care and DAE 161 Biomedical Dental Sciences.

To demonstrate compliance with Recommendation #3 the Commission requests: course content outlines including topics to be presented for DAE 159 Introduction to Healthcare for Dental Assisting, DAE 160 Orientation to Dental Care and DAE 161 Biomedical Dental Sciences.

Recommendation #4: It is recommended that objective student evaluation methods be utilized to measure all defined course objectives to include:

c. Expectation of student performance elevates as students progress through the curriculum. (DA Standard 2-7, c)

The Commission reviewed skill evaluations for DAE 160 Orientation to Dental Care, DAE 161 Biomedical Dental Sciences, DAE 162 Laboratory Dental Assisting I, DAE 163 LC Oral Radiography, DAE 164 LB Dental Materials Laboratory, DAE 165 LC Dental Assisting Procedures Clinic, DAE 166 Dental Assisting II, and DAE 167 Dental Assisting III. It was noted that in DAE 162 LB, an assignment was unclear with the total number of points awarded, DAE 164 LB Dental Materials Laboratory did not have rubrics or objective evaluations, and the remaining evaluations were not objective. Additionally, the evaluations elevated, but not as the students progress through the curriculum.

To demonstrate compliance with Recommendation #4 the Commission requests: evidence that performance elevates as students progress through the curriculum with objective evaluations for DAE 160 Orientation to Dental Care, DAE 161 Biomedical Dental Sciences, DAE 162 Laboratory Dental Assisting I, DAE 163 LC Oral Radiography, DAE 164 LB Dental Materials Laboratory, DAE 165 LC Dental Assisting Procedures Clinic, DAE 166 Dental Assisting II, and DAE 167 Dental Assisting III.

Recommendation #5: It is recommended that curriculum content include didactic and

Mr. Lee Lambert
August 17, 2018
Page 8

laboratory/preclinical objectives in the following dental assisting skills and functions. It is further recommended that prior to performing these skills/functions in a clinical setting, students demonstrate knowledge of, and laboratory/preclinical competence in the program facility.

o. Identify and respond to medical and dental emergencies (DA Standard 2-8, o)

The Commission reviewed course syllabi and skill evaluations for DAE 162 Laboratory Dental Assisting I, DAE 162 LB Dental Assisting I, DAE 165 Dental Assisting Procedures I, DAE 165 LC Dental Assisting Procedures Clinical I. It was noted that medical and dental emergencies were listed in the course outline with a skill evaluation for medical emergencies; however, no evaluation mechanism was submitted for dental emergencies.

To demonstrate compliance with Recommendation #5 the Commission requests: skill evaluation mechanism for identifying and responding to dental emergencies.

Recommendation #7: It is recommended that where graduates of a CODA-accredited program are authorized to perform additional functions defined by the program's state-specific dental board or regulatory agency, program curriculum include content at the level, depth, and scope required by the state. It is further recommended that curriculum content include didactic and laboratory/preclinical objectives for the additional dental assisting skills and functions. It is further recommended that students demonstrate laboratory/preclinical competence in performing these skills in the program facility prior to clinical practice. (DA Standard 2-10)

The Commission reviewed the Arizona State Board of Dental Examiners Administrative Code and Intra and Extra Oral Functions. It was noted that the program provided a chart of deligible duties; however, no documentation was provided on where bleaching agents, in-office application, and intraoral and extraoral photography are taught and evaluated in the curriculum.

To demonstrate compliance with Recommendation #7 the Commission requests: the course syllabi demonstrating where bleaching agents, in-office application, and intraoral and extraoral photography are taught and evaluated in the curriculum, along with the evaluation skill sheets.

Recommendation #8: It is recommended that students demonstrate competence in the knowledge at the familiarity level in dental practice management:

- a. Computer and dental software
- e. Maintenance and retention of business records
- f. Management of patient information
- g. Recall systems (DA Standard 2-11, a, e, f, g)

The Commission reviewed the DAE 167 Dental Assisting III course syllabus, Dentrix

assignment, and correlating skill evaluation.

To demonstrate compliance with Recommendation #8 the Commission requests: skill evaluations for computer and dental software, maintenance and retention of business records, management of patient information, and recall systems.

Recommendation #10: It is recommended that the curriculum include didactic content at the in-depth level to include:

f. Management of dental emergencies (DA Standard 2-18, f)

The Commission reviewed the DAE 165 Dental Assisting Procedures I course syllabus, lecture PowerPoint for medical/dental emergencies, a pre- and post-test for medical/dental emergencies, and a medical/dental emergency role playing performance evaluation. It was noted that the program provided content for medical emergencies only.

To demonstrate compliance with Recommendation #10 the Commission requests: evaluation mechanism for management of dental emergencies.

Recommendation #11: It is recommended that each student be assigned to two or more offices or clinics for clinical experience and assisting in general dentistry situations is emphasized. (DA Standard 2-22)

The Commission reviewed the course syllabi for DAE 169 and DAE 169 LC Dental Assisting Procedures II.

To demonstrate compliance with Recommendation #11 the Commission requests: a rotation schedule demonstrating each student attends two (2) or more clinical externship sites.

Recommendation #12: It is recommended that when clinical experience is provided in extramural facilities, dental assisting faculty visit each facility to assess student progress. (DA Standard 2-27)

The Commission reviewed the DAE 169 LC Dental Assisting Procedures II Externship Visitation Form.

To demonstrate compliance with Recommendation #12 the Commission requests: the rotation schedule to extramural facilities showing all faculty members highlighted with dates and rotation site visits.

Recommendation #15: It is recommended that the program administrator have had instruction in educational theory and methodology, e.g., curriculum development, educational psychology, test construction, measurement and evaluation. (DA Standard 3-4)

Mr. Lee Lambert

August 17, 2018

Page 10

The Commission reviewed a certificate from the Student Learning Outcomes Bi-Annual Workshop, a certificate from the All Faculty Day 2017-D2L in the Face to Face Classroom, and information regarding a course in clinical teaching methodology. It was noted that these were not actual certificates of attendance.

To demonstrate compliance with Recommendation #15 the Commission requests: proof of completion including certificates of completed courses in educational theory and methodology.

Recommendation #18: It is recommended that instruments and appropriate models and armamentaria be provided to accommodate students' needs in learning to identify, exchange, prepare procedural trays and assist in procedures including:

e. Orthodontic

f. Removable and fixed prosthodontics (DA Standard 4-6, e and f)

The Commission reviewed an order of instruments, appropriate models, and armamentaria, and proof of purchase of appropriate models and armamentaria. In the program response, it was noted that a list of some of the required equipment has been placed.

To demonstrate compliance with Recommendation #18 the Commission requests: invoices or proof of purchase of instruments and armamentaria related to operative, removable and fixed prosthodontics so that students can learn to identify, exchange, prepare procedural trays, and assist in these areas.

Mr. Lee Lambert
August 17, 2018
Page 11

Summary of Recommendations and Required Documentation
Pima County Community College
Tucson, Arizona
Dental Hygiene

Please review the following paragraphs that include the stated recommendations and required documentation to submit with the progress report to demonstrate compliance.

Recommendation #16: It is recommended that the faculty to student ratios be sufficient to ensure the development of competence and ensure the health and safety of the public. It is further recommended that in preclinical laboratory sessions, there not be less than one faculty for every five students. (DH Standard 3-6) **The recommendation related to Dental Hygiene Standard 3-6 was cited at the time of the last site visit.**

The Commission reviewed a copy of the Spring 2019 Proposed Schedule. The program referenced its compliance with Standard 3-6 since the time of the last site visit in 2011; however, Standard 3-6 has been revised since 2011. The faculty-to-student ratio for preclinical laboratory sessions in 2011 was one (1) faculty for every six (6) students.

To demonstrate compliance with Recommendation #16 the Commission requests: evidence of implementation of the correct ratios for preclinical laboratory sessions, as required by the current standard which is one faculty to every five students.

Recommendation #23: It is recommended that the program establish, enforce, and instruct students in preclinical/clinical/laboratory protocols and mechanisms to ensure the management of emergencies. It is further recommended these protocols be provided to all students, faculty and appropriate staff. It is further recommended faculty, staff and students be prepared to assist with the management of emergencies. (DH Standard 5-3)

The Commission reviewed the program's Epinephrine Protocol, Emergency Medical Procedures, and Protocol for Handling Emergency Procedures in the Dental Hygiene Clinic. The program had expired epinephrine at the time of the site visit and has ordered an epi-pen that is still on back-order.

To demonstrate compliance with Recommendation #23 the Commission requests: evidence that the program has received the order of epinephrine for treating medical emergencies.

Mr. Lee Lambert
August 17, 2018
Page 12

Summary of Recommendations and Required Documentation
Pima County Community College
Tucson, Arizona
Dental Laboratory Technology

Please review the following paragraphs that include the stated recommendations and required documentation to submit with the progress report to demonstrate compliance.

Recommendation #17: It is recommended that faculty providing instruction have current educational theory and, e.g., curriculum development, educational psychology, test construction, measurement and evaluation. (DLT Standard 3-7)

No documentation was provided regarding Recommendation #17.

To demonstrate compliance with Recommendation #17 the Commission requests: an updated biosketch and evidence of educational methodology courses for the adjunct faculty member teaching DLT 106 Orthodontic Appliances.

Recommendation #20: It is recommended that the program provide adequate and appropriately maintained learning resources to support the goals and objectives of the program. (DLT Standard 4-6)

The Commission reviewed the Pima County Community (PCC) College's Library Availability of Dental Laboratory Technology Course Texts. The program response stated that the library is in the process of acquiring one (1) missing text and subscriptions to the Journal of Dental Technology, Lab Management Today, and Inside Dental Technology.

To demonstrate compliance with Recommendation #20 the Commission requests: an updated list of dental laboratory technology course texts and subscriptions showing that all texts and journals are available to students at the PCC library.