

**University of Arkansas for Medical Sciences  
College of Health Professions  
Department of Dental Hygiene**

**STUDENT POLICIES AND PROCEDURES**



**2021-2022**

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## **Mission of the Dental Hygiene Program**

The Department of Dental Hygiene, an educational program in the College of Health Profession at the University of Arkansas for Medical Sciences, derives its purposes and functions from the established missions of the University and the College.

The mission of the University of Arkansas for Medical Sciences is to provide excellent educational opportunities for students of the health care professions in a stimulating environment of basic and clinical research, integrated with the delivery of superb, comprehensive health care services. This four-pronged mission, which includes education, service, research, and patient care, is echoed in the mission of the College of Health Professions. The College offers education opportunities for students to prepare them as graduates to be effective and competent allied health professionals who can provide quality health care. Additionally, the College is committed to community and professional service, patient care, and research in a quest to address the health and health care educational needs of the state, and the sharing of this information with the scientific community.

The mission of the Department of Dental Hygiene is to provide high quality educational opportunities for qualified students to prepare them as graduates to assume and maintain the role of ethical, competent, and progressive professional practitioners. We are committed to providing a curriculum that facilitates instructional strategies that enhance student learning and provides graduates a learning environment that fosters a commitment to scientific inquiry, life-long learning, community service, and professional development. Additionally, we are dedicated to addressing the oral health care needs of the community by providing quality patient care, promoting community and professional oral health education through service activities, and contributing to the research base in order to advance the art and science of dental hygiene and the dental hygiene profession.

## **Goals and Objectives of the UAMS Dental Hygiene Program**

The following dental hygiene program goals reflect the mission of the University and College. Reflected in the curriculum, the program competencies support the attainment of the program goals.

### Goal 1 (Education)

Through appropriate evidenced-based education, graduates will be equipped with the knowledge, skills, and attitudes to be competent and qualified dental professionals that value life-long learning.

Dental hygiene students will:

1. Complete a curriculum that is aligned with CODA Standards and the ADEA Compendium Guidelines.
2. Complete two seminar courses that emphasize evidence-based practice and review of scientific literature.
3. Complete a theory course that incorporates the importance of life-long learning.

Outcomes: Course grades, course evaluations, NBDHE pass rates, alumni surveys, and employer surveys

### Goal 2 (Patient-centered Care)

Dental hygiene graduates will possess the clinical skills and knowledge fundamental to providing high quality patient-centered care to all populations in an ethical and professional manner.

Dental hygiene students will:

1. Utilize and complete a non-graded clinical competency-based program incorporating the dental hygiene process of care to demonstrate competence.
2. Employ ethical and professional attributes as well as patient-centered care throughout the clinical program.

Outcomes: Portfolio, clinical course pass rates, CITA pass rates, alumni surveys, employer surveys, senior exit interviews

### Goal 3 (Professional Service)

Dental hygiene graduates will promote oral health as an integral part of the health and welfare of the community through involvement in oral health care programs and activities for diverse populations.

Dental hygiene students will:

1. Participate in professional organizations and community dentistry projects to advance the profession through leadership and service activities.

Outcomes: student professional organization membership and participation, community dentistry lesson plan, community dentistry lab portfolio, and management of patients with special needs in-service presentation.

### Goal 4 (Life-Long Learning and Scientific Activity)

Dental hygiene graduates will possess skills to engage in interprofessional collaboration.

Dental hygiene students will:

1. Participate in the interprofessional collaboration at the university.
2. Complete clinical hours at the UAMS 12<sup>th</sup> Street Health and Wellness Center.

Outcomes: UAMS IPE Milestones, clinical hours at the 12th Street Health and Wellness Center

## **Competencies of the UAMS Dental Hygiene Program**

1. Use critical thinking skills and comprehensive problem-solving to identify oral health care strategies that promote patient health and wellness.
2. Continuously perform self-assessment for lifelong learning and professional growth.

3. Systematically collect, analyze, and record diagnostic data on the general, oral, and psychosocial health status of a variety of patients using methods consistent with medicolegal principles.
4. Recognize the relationships among systemic disease, medications, and oral health that impact overall patient care and treatment outcomes.
5. Use patient assessment data, diagnostic technologies, and critical decision-making skills to determine a dental hygiene diagnosis to reach conclusions about the patient's dental hygiene care needs.
6. Collaborate with the patient and other health professionals as indicated to formulate a scientific evidence and professional judgment.
7. Provide specialized treatment that includes educational, preventive, therapeutic services designed to achieve and maintain oral health.
8. Determine outcomes of dental hygiene interventions using indices, instruments, examination techniques, and patient self-reports as specified in patient goals.
9. Record accurate, consistent, and complete documentation of oral health services provided.
10. Assess the oral health needs and services of the community to determine action plans and availability of resources to meet the health care needs.
11. Provide community oral health services in a variety of settings.
12. Apply a professional code of ethics in all endeavors.

## **ADHA Code of Ethics**

Students will be held accountable to the ADHA Code of Ethics. The Code establishes concise standards of behavior to guide the public's expectations of our profession and supports dental hygiene practice, laws and regulations. By holding ourselves accountable to meeting the standards stated in the Code, we enhance the public's trust on which our professional privilege is based.

### Preamble

As dental hygienists, we are a community of professionals devoted to the prevention of disease and the promotion and improvement of the public's health. We are preventive oral health professionals who provide educational, clinical, and therapeutic services to the public. We strive to live meaningful, productive, satisfying lives that simultaneously serve us, our profession, our society, and the world. Our actions, behaviors, and attitudes are consistent with our commitment to public service. We endorse and incorporate the Code into our daily lives.

### Purpose

The purpose of a professional code of ethics is to achieve high levels of ethical consciousness, decision making, and practice by the members of the profession. Specific objectives of the Dental Hygiene Code of Ethics are:

- to increase our professional and ethical consciousness and sense of ethical responsibility.
- to lead us to recognize ethical issues and choices and to guide us in making more informed ethical decisions.
- to establish a standard for professional judgment and conduct.
- to provide a statement of the ethical behavior the public can expect from us.

The Dental Hygiene Code of Ethics is meant to influence us throughout our careers. It stimulates our continuing study of ethical issues and challenges us to explore our ethical responsibilities. The Code establishes concise standards of behavior to guide the public's expectations of our profession and supports dental hygiene practice, laws and regulations. By holding ourselves accountable to meeting the standards stated in the Code, we enhance the public's trust on which our professional privilege and status are founded.

### Key Concepts

Our beliefs, principles, values and ethics are concepts reflected in the Code. They are the essential elements of our comprehensive and definitive code of ethics and are interrelated and mutually dependent.

### Basic Beliefs

We recognize the importance of the following beliefs that guide our practice and provide context for our ethics:

- The services we provide contribute to the health and well-being of society.
- Our education and licensure qualify us to serve the public by preventing and treating oral disease and helping individuals achieve and maintain optimal health.
- Individuals have intrinsic worth, are responsible for their own health, and are entitled to make choices regarding their health.
- Dental hygiene care is an essential component of overall health care and we function interdependently with other health care providers.
- All people should have access to health care, including oral health care.
- We are individually responsible for our actions and the quality of care we provide.

### Fundamental Principles

These fundamental principles, universal concepts and general laws of conduct provide the foundation for our ethics.

### Universality

The principle of universality expects that, if one individual judges an action to be right or wrong in a given situation, other people considering the same action in the same situation would make the same judgment.

### Complementarity

The principle of complementarity recognizes the existence of an obligation to justice and basic human rights. In all relationships, it requires considering the values and perspectives of others before making decisions or taking actions affecting them.

### Ethics

Ethics are the general standards of right and wrong that guide behavior within society. As generally accepted actions, they can be judged by determining the extent to which they promote good and minimize harm. Ethics compel us to engage in health promotion/disease prevention activities.



### Community

This principle expresses our concern for the bond between individuals, the community, and society in general. It leads us to preserve natural resources and inspires us to show concern for the global environment.

### Responsibility

Responsibility is central to our ethics. We recognize that there are guidelines for making ethical choices and accept responsibility for knowing and applying them. We accept the consequences of our actions or the failure to act and are willing to make ethical choices and publicly affirm them.

### Core Values

We acknowledge these values as general for our choices and actions.

#### Individual autonomy and respect for human beings

People have the right to be treated with respect. They have the right to informed consent prior to treatment, and they have the right to full disclosure of all relevant information so that they can make informed choices about their care.

### Confidentiality

We respect the confidentiality of client information and relationships as a demonstration of the value we place on individual autonomy. We acknowledge our obligation to justify any violation of a confidence.

### Societal Trust

We value client trust and understand that public trust in our profession is based on our actions and behavior.

### Non-maleficence

We accept our fundamental obligation to provide services in a manner that protects all clients and minimizes harm to them, and others involved in their treatment.

### Beneficence

We have a primary role in promoting the well-being of individuals and the public by engaging in health promotion/disease prevention activities.

### Justice and Fairness

We value justice and support the fair and equitable distribution of health care resources. We believe all people should have access to high-quality, affordable oral healthcare.

### Veracity

We accept our obligation to tell the truth and expect that others will do the same. We value self-knowledge and seek truth and honesty in all relationships.

### Standards of Professions Responsibility

We are obligated to practice our profession in a manner that supports our purpose, beliefs, and values in accordance with the fundamental principles that support our ethics. We acknowledge the following responsibilities:

**To Ourselves as Individuals...**

- Avoid self-deception, and continually strive for knowledge and personal growth.
- Establish and maintain a lifestyle that supports optimal health.
- Create a safe work environment.
- Assert our own interests in ways that are fair and equitable.
- Seek the advice and counsel of others when challenged with ethical dilemmas.
- Have realistic expectations of ourselves and recognize our limitations.

**To Ourselves as Professionals...**

- Enhance professional competencies through continuous learning in order to practice according to high standards of care.
- Support dental hygiene peer-review systems and quality-assurance measures. Develop collaborative professional relationships and exchange knowledge to enhance our own lifelong professional development.

**To Family and Friends...**

- Support the efforts of others to establish and maintain healthy lifestyles and respect the rights of friends and family.

**To Clients...**

- Provide oral health care utilizing high levels of professional knowledge, judgment, and skill.
- Maintain a work environment that minimizes the risk of harm.
- Serve all clients without discrimination and avoid action toward any individual or group that may be interpreted as discriminatory.
- Hold professional client relationships confidential.
- Communicate with clients in a respectful manner.
- Promote ethical behavior and high standards of care by all dental hygienists.
- Serve as an advocate for the welfare of clients.
- Provide clients with the information necessary to make informed decisions about their oral health and encourage their full participation in treatment decisions and goals.
- Refer clients to other healthcare providers when their needs are beyond our ability or scope of practice.
- Educate clients about high-quality oral health care.
- Recognize that cultural beliefs influence client decisions.

**To Colleagues...**

- Conduct professional activities and programs, and develop relationships in ways that are honest, responsible, and appropriately open and candid.
- Encourage a work environment that promotes individual professional growth and development.

- Collaborate with others to create a work environment that minimizes risk to the personal health and safety of our colleagues.
- Manage conflicts constructively.
- Support the efforts of other dental hygienists to communicate the dental hygiene philosophy and preventive oral care.
- Inform other health care professionals about the relationship between general and oral health.
- Promote human relationships that are mutually beneficial, including those with other health care professionals.

#### **To Employees and Employers...**

- Conduct professional activities and programs, and develop relationships in ways that are honest, responsible, open, and candid.
- Manage conflicts constructively.
- Support the right of our employees and employers to work in an environment that promotes wellness.
- Respect the employment rights of our employers and employees.

#### **To the Dental Hygiene Profession...**

- Participate in the development and advancement of our profession.
- Avoid conflicts of interest and declare them when they occur.
- Seek opportunities to increase public awareness and understanding of oral health practices.
- Act in ways that bring credit to our profession while demonstrating appropriate respect for colleagues in other professions.
- Contribute time, talent, and financial resources to support and promote our profession.
- Promote a positive image for our profession.
- Promote a framework for professional education that develops dental hygiene competencies to meet the oral and overall health needs of the public.

#### **To the Community and Society...**

- Recognize and uphold the laws and regulations governing our profession.
- Document and report inappropriate, inadequate, or substandard care and/or illegal activities by a health care provider, to the responsible authorities.
- Use peer review as a mechanism for identifying inappropriate, inadequate, or substandard care provided by dental hygienists.
- Comply with local, state, and federal statutes that promote public health and safety.
- Develop support systems and quality-assurance programs in the workplace to assist dental hygienists in providing the appropriate standard of care.
- Promote access to dental hygiene services for all, supporting justice and fairness in the distribution of healthcare resources.
- Act consistently with the ethics of the global scientific community of which our profession is a part.
- Create a healthful workplace ecosystem to support a healthy environment.

- Recognize and uphold our obligation to provide pro bono service.

### **To Scientific Investigation...**

- We accept responsibility for conducting research according to the fundamental principles underlying our ethical beliefs in compliance with universal codes, governmental standards, and professional guidelines for the care and management of experimental subjects. We acknowledge our ethical obligations to the scientific community:
- Conduct research that contributes knowledge that is valid and useful to our clients and society.
- Use research methods that meet accepted scientific standards.
- Use research resources appropriately.
- Systematically review and justify research in progress to insure the most favorable benefit-to-risk ratio to research subjects.
- Submit all proposals involving human subjects to an appropriate human subject review committee.
- Secure appropriate institutional committee approval for the conduct of research involving animals.
- Obtain informed consent from human subjects participating in research that is based on specification published in Title 21 Code of Federal Regulations Part 46.
- Respect the confidentiality and privacy of data.
- Seek opportunities to advance dental hygiene knowledge through research by providing financial, human, and technical resources whenever possible.
- Report research results in a timely manner.
- Report research findings completely and honestly, drawing only those conclusions that are supported by the data presented.
- Report the names of investigators fairly and accurately.
- Interpret the research and the research of others accurately and objectively, drawing conclusions that are supported by the data presented and seeking clarity when uncertain.
- Critically evaluate research methods and results before applying new theory and technology in practice.
- Be knowledgeable concerning currently accepted preventive and therapeutic methods, products, and technology and their application to our practice.

### **Required Technical Standards**

In order to accomplish the objectives of the dental hygiene program, students must be able to meet the following performance requirements:

- Professional attitude during all phases of the application process. If at any time during the process, it is determined that your attitude or actions are unprofessional, your application may not be considered for acceptance.
- Visual acuity with corrective lenses to identify oral tissue changes and evaluate treatment effectiveness.
- Hearing ability with auditory aids to understand the normal speaking voice without viewing the speaker's face and take/hear blood pressure with a stethoscope.

- Physical ability to sit for prolonged periods of time, perform repetitive wrist motion for instrumentation, and move from room to room or maneuver in limited spaces.
- Written and verbal communication skills to succinctly describe patient conditions, document findings in a patient record and implement oral health teachings.
- Manual dexterity to use a variety of instruments in the small, confined space of the oral cavity.
- Function safely under stressful conditions with the ability to adapt to an ever-changing environment inherent in clinic situations involving patient care.
- Computer skills to use a variety of software programs and the Internet for research and course projects.
- Time management skills in order to effectively and efficiently sequence treatment needs.

### **Non-Cognitive Performance Standards**

The Dental Hygiene Program Non-cognitive Performance Standards Policy is in accordance with the College of Health Professions Policy #02.00.02

**POLICY** Non-cognitive performance standards are a set of principles reflecting the ethical foundation of health professions practice. The student must strive toward unquestionable integrity in all professional relations. In order to pursue this goal, students should demonstrate a commitment to carrying out professional responsibilities and an adherence to ethical principles. The following non-cognitive performance standards should be utilized as a guide toward these future goals. Programs in the College of Health Professions (CHP) may have additional and/or more extensive non-cognitive and professional behavior expectations; however, CHP Program policies do not override University policies.

Failure to comply with the requirements of any of the following standards or other policies in the University of Arkansas for Medical Sciences Academic Catalog may result in a conference with the department Program Director/program director, dean, or designee, to discuss the difficulty. Should the problems warrant immediate action, the department Program Director/program director, dean, or designee, may recommend the student be placed on probation or dismissed from the College. Refer to CHP Policy 02.15.01 Student Conduct & Discipline.

The following is a description of the scholastic, non-cognitive performance responsibilities of a student enrolled in the CHP:

**Attentiveness:** The student regularly attends class. All extended absences are for relevant and serious reasons and approved, where applicable, by the appropriate authority. The student is consistently on time for class, labs, and clinics and stays until the end of time period. The student is alert during classes and demonstrates attentiveness by taking notes and asking appropriate questions. Refer to CHP Policy 01.00.01 Student Inactivity in Courses.

**Demeanor:** The student has a positive, open attitude towards peers, faculty, and others during the course of studies. The student maintains a professional bearing in interpersonal relations. The student functions in a supportive and constructive fashion in group situations and makes good use of feedback and evaluations.

**Maturity:** The student functions as a responsible, ethical, law-abiding adult.

**Cooperation:** The student demonstrates an ability to work effectively in large and small groups and with other members of the health care team, giving and accepting freely in the interchange of information.

**Inquisitiveness:** The student acquires interest in all courses and curricular subjects, demonstrating individual pursuit of further knowledge.

**Responsibility:** The student has performance in their chosen health professions program as a primary commitment. Student/student and student/faculty academic interchanges are carried out in a reliable and trustworthy manner.

**Authority:** The student shows appropriate respect for those placed in authority over them both within the University and in society.

**Personal Appearance:** The student's personal hygiene and dress reflect the standards expected of a professional health care provider.

**Communication:** The student demonstrates the ability to communicate professionally and effectively verbally, nonverbally, and in writing with peers, faculty, patients, and others.

**Confidentiality:** The student exhibits respect for privacy of all patients and patients' family members. The student demonstrates restraint when utilizing social media (Twitter, Facebook, Instagram, or other social media sites) and, at no time, communicates information that could lead to exposure of patient identity. The student is aware that specific patient data discussed in a specified time frame may be sufficient information to identify a patient. The student follows all directives of the UAMS Social Media Policy (UAMS Academic Affairs Policy 2.1.1).

**Professional Role:** The student conducts self as a professional role model at all times and in compliance with rules and regulations regarding professional conduct of the specific health profession in which one is enrolled. The student demonstrates the personal, intellectual, and motivational qualifications of a professional healthcare provider.

**Professionalism:** There are core values of professionalism that are universal and apply to those in health care professions and in education. These include, but are not limited to, moral values such as honesty, integrity, and trustworthiness; values that are specific to one's profession (e.g., confidentiality), to society (e.g., commitment to excellence), to oneself (e.g., self-reflection), and to humanistic values such as empathy and compassion.

All students in the College of Health Professions are expected to demonstrate high standards of professional behavior in all educational settings, including classrooms and laboratories, professional and clinical sites, and in non-educational settings. Examples of such behavior include, but are not limited to: honesty and integrity, trustworthiness, effective communication, punctuality, professional behavior, ethical standards, social contracts; negotiation, compromise,

and conflict resolution; lifelong improvement and professional competence; time management and decision-making; appearance.

**Judgment:** The student shows an ability to think critically regarding options, reflecting an ability to make intelligent decisions in their personal and academic life.

**Civility:** The student understands that civility is an authentic respect for others that requires time, attention, a willingness to engage in open communication, and the intention to seek agreement. The student demonstrates respect for all. The student will not harass any individual physically, verbally, psychologically, or sexually. The student exhibits respect for the institution they have chosen to attend by demonstrating written, verbal, and electronic communication that is diplomatic, non-threatening, and reflects accountability. The student follows all directives of the UAMS Social Media Policy (UAMS Academic Affairs Policy 2.1.1).

**Moral Standards:** The student respects the rights and privacy of other individuals and does not violate the laws of our society.

**Ethics:** The student conducts self in compliance with one's professional code of ethics.

## **Technology Recommendations**

Exams and lectures will be administered via student's personal laptop.

**GENERAL:** The Dental Hygiene Program's computer specifications are not based on specific manufacturers or brands but upon the ability to access and run core programs and databases utilized throughout the curriculum. As a guideline, the following represents the minimum specification which should meet the guidelines:

Laptop (Chromebooks, Android, or Linux operating systems will not work with ExamSoft)

Windows PC running Windows 10

Apple running MacOs 10.6 or better (recommended 10.9)

1 GB Ram

Screen resolution 1280 x 768

Minimum System Requirements for ExamSoft:

<https://examsoft.com/resources/examplify-minimum-system-requirements>

## UAMS Instrument/Equipment Lease Policy

University of Arkansas for Medical Sciences  
College of Health Professions  
Dental Hygiene Student Instrument/Equipment Lease Agreement

DATE \_\_\_\_\_

PARTIES University of Arkansas for Medical Sciences Department of Dental Hygiene hereby grants usage of certain dental equipment and supplies to \_\_\_\_\_, a \_\_\_\_\_ year dental hygiene education student (hereinafter referred to as STUDENT).

EQUIPMENT Dental hygiene equipment kits and handpieces (hereinafter referred to as KIT(S)) which are a part of the dental hygiene program. Each KIT(S) contains the items listed on an inventory sheet which specifies the items which are contained within a particular kit.

TERM This Use Agreement shall be for a term commencing the \_\_\_\_\_ day of \_\_\_\_\_ and ending on the final day of the UAMS academic calendar for the \_\_\_\_\_ school year.

EXTENDED TERM In the event that STUDENT shall need any part or all of the KIT(S) for summer or remedial clinic use (“extended term”) extending beyond the original term of this lease (above), the “extended term” shall terminate on the final day of such a clinic.

USE FEE AND DEPOSIT This Use Agreement is made for and in consideration of a use fee per semester (including an “extended term”, if applicable) of \$425.00 dollars, payable at the time of registration, In the event of breakage or lost items, STUDENT shall be required to pay these additional charges to UAMS Department of Dental Hygiene. The STUDENT will not be charged a lease fee for DHYG 3245 Dental Hygiene Clinic – Summer.

RETURN OF THE KIT(S) STUDENT agrees to return the KIT(S) daily or at the direction of and at the time and place specified by the UAMS Department of Dental Hygiene. The KIT(S) shall be returned clean and free of defects, missing or unusable parts, and in the same condition as first obtained, reasonable wear and tear accepted. An inventory of the KIT(S) shall be conducted by the UAMS Department of Dental Hygiene to determine the condition of the KIT(S). In the event that STUDENT retention of the KIT(S) for an extended term is necessary, the STUDENT shall make the KIT(S) available for such an inspection and inventory as required by the UAMS Department of Dental Hygiene. STUDENT will be assessed a late charge of \$10.00 per day for each kit that is not returned on the due date.



If Student becomes disassociated from UAMS Department of Dental Hygiene for any reason (failure, suspension, resignation, etc.), STUDENT further agrees to return the KIT(S) clean and free of defects, missing or unusable parts, and in the same condition as first obtained, reasonable wear and tear excepted. STUDENT agrees that no diminution or refund of the use fee shall be due to STUDENT in such a circumstance regardless of the point in time at which such a disassociation occurs.

**LOSS OR  
DAMAGES**

In the event that the KIT(S) in its entirety or any portion thereof is not returned to the UAMS Department of Dental Hygiene on demand or is determined to be damaged in any fashion, the STUDENT agrees to pay to the UAMS Department of Dental Hygiene an amount sufficient to replace or repair the damaged or unreturned items. The replacement cost for any items not returned and for those items damaged beyond repair shall be established at the retail price for the exact same item on a current dental supply catalogue of national distribution. In the case of items not available through dental suppliers, the replacement cost shall be established by the actual cost incurred by the UAMS Department of Dental Hygiene to replace the item. The STUDENT agrees to pay these replacement costs whether or not the item(s) is (are) in fact replaced by the UAMS Department of Dental Hygiene.

**RIGHT OF  
UAMS  
DEPARTMENT  
OF DENTAL  
HYGIENE TO  
WITHHOLD  
GRADES**

STUDENT agrees that the UAMS Department of Dental Hygiene has the right to withhold from the STUDENT, or from any other person and/or organization, any and all final or interim grades, progress reports, certificates, or diplomas until any and all financial obligations of the STUDENT arising under this Use Agreement are paid in full.

**OTHER**

The UAMS Department of Dental Hygiene reserves the right to revise and/or amend this contract with 30 days' notice.

STUDENT warrants that the student reads and understands this agreement and that the student's signature below attests to his intention to honor each and every portion of it.

Student Signature \_\_\_\_\_

## **Refund of Tuition**

### Students Withdrawing from UAMS – Non Financial Aid Recipients

The refund amount for students withdrawing from UAMS shall be based on the following schedule. The schedule applies to both tuition and University/College fees paid. Dental Hygiene Program fees are non-refundable.

Refund for Tuition and Fees Only:

1-5 Class Days: 100%

6 – 10 Class Days: 50%

11th Class Day and after: 0%

### Withdrawing from UAMS – Financial Aid Recipients

<https://studentfinancialservices.uams.edu/tuition-and-fees-2/tuition-refund-policies/>

According to Federal Regulations, a Title IV Return of Funds calculation will be processed for those students who withdraw after receiving federal financial aid (Pell Grant, SEOG, subsidized Stafford Loan, unsubsidized Stafford Loan, parent PLUS loan or Perkins). The calculation is based on the number of days the student attended divided by the number of days in the term. The results of the calculation determine how much financial aid the student has earned. After 60% of the term has passed, the student is considered to have earned 100% of his/her aid. If the student has not earned 100% of his/her aid, the portion of the “unearned” aid is returned to the Title IV programs stated above. After the Return of Title IV financial aid calculation is processed, a student may owe a balance to UAMS. It is the student’s responsibility to make arrangements for payment of the balance with the Bursar’s Office.

Housing refunds for students who withdraw shall be subject to the rules established by Campus Life and Student Support Services

## **Advanced Standing**

The UAMS Dental Hygiene Program does not grant advance standing to any applicant admitted to the program. No didactic or clinical phase courses will be waived and no transfer credit for any previous coursework will be permitted even though it may be similar or identical to coursework in the Dental Hygiene Program. All courses in the curriculum are designated as required and must be completed by every student enrolled.

## **Background Check**

All newly admitted students must obtain a criminal background check and drug screen from a vendor approved by the College of Health Professions. Results of the background check and drug screen must be deemed satisfactory as a condition of the student’s admission or continuation in the program. Admission may be denied based on the results of the background check or drug screen. Only students with satisfactory results will be allowed to register for classes.

At times, a currently enrolled student may be required to obtain an additional background check and/or drug screen for a variety of reasons, e.g., clinical affiliate requirements, contradictory findings from a clinical affiliate’s background check, suspicion or reports of violation of laws,

etc. In those instances, currently enrolled students will be barred from participating in clinical education experiences at clinical affiliates until a background check clearance is obtained. Failure to obtain an additional background check may be cause for suspension or dismissal from the program.

#### Scope of Background Checks

Background checks typically include the following criteria and cover the past seven years:

- Social Security Number verification
- Criminal search, including felonies, Class A, Class B, and Class C misdemeanors (7 years)
- Violent Sexual Offender and Predator Registry search
- Office of the Inspector General (OIG) List of Excluded Individuals/Entities
- General Services Administration (GSA) List of Parties Excluded from Federal Programs
- U.S. Treasury, Office of Foreign Assets Control (OFAC), List of Specially Designated Nationals (SDN)
- Applicable State Exclusion List

(Note: The time period and the types of searches are subject to change without notice. Changes will be approved by the College of Health Professions Executive Committee.)

#### Approved Vendors

Background checks and drug screens must be conducted by the vendor approved by the College of Health Professions (active duty military vendors may be exempt from this policy).

Background check reports and drug screens from other sources will not be accepted. Please contact the Associate Dean for Student Affairs in the Office of Admissions for information on the approved vendor.

#### Timing of the Background Checks

An applicant offered admission must obtain a background check prior to enrollment into the degree program. Background checks must be completed within the six months prior to matriculation.

#### Cost of Background Checks

The applicant or student will pay the cost of required background checks.

#### Period of Validity

A background check is honored for the duration of enrollment if the student is continuously enrolled. A student who has a break in enrollment is required to complete a new background check. A break in enrollment is defined as non-enrollment of at least one semester in the approved curriculum of the certificate or degree program. An officially approved leave of absence is not considered a break in enrollment.

#### Significant Findings in Background Checks

Re-verification – An applicant or student has the right to request that the vendor who performed the background check re-verify that the background check is correct. Any costs associated with the re-verification will be paid by the applicant or student. The college may require the applicant or student to produce additional documentation to verify or re-verify findings.

### Evaluation of Significant Findings

If significant findings are reported in a background check, the applicant or student may be referred to the specific program or discipline's professional licensing board to obtain clearance. The College of Health Professions will concur with the licensing board's decision. The dean or dean's designee will review the findings in consultation with the department Program Director and make a recommendation to the program's admission committee as to whether the applicant should be admitted or the student should be allowed to participate in clinical education experiences. False or misleading information supplied by the applicant or student, or omission of required information with regard to a background check, will result in (1) rescindment of an offer for admission or (2) dismissal from the certificate or degree program.

### Adverse Actions Based on Background Checks

Consistent with the Fair Credit Reporting Act, if an applicant is denied admission or if an adverse action is taken against an enrolled student, based on findings of a background check (e.g., denial of participation in clinical education experiences, dismissal, or suspension), the applicant or student will be informed: (1) how to obtain a copy of the background check report, (2) how to contact the vendor to challenge the accuracy of the report, and (3) that the vendor was not involved in the decision that resulted in the adverse action.

### Appeal Procedures for Enrolled Students

Ordinarily, a student who is unable to complete clinical education experiences will be unable to complete the certificate or degree program, and the student may withdraw or be dismissed from the program. Therefore, a student who is denied participation in clinical education experiences because of significant findings on a background check may request consideration following the College of Health Professions Grievance Procedures.

### Deferred Matriculation or Participation

If a background check reveals matters that may be cleared by the applicant or student, matriculation or continuation in the certificate or degree program may be deferred up to one year while the matter is being resolved.

### **Drug Screenings**

Results of the drug screen must be deemed satisfactory as a condition of the student's admission or continuation in the program. The admitted applicant or student will pay the cost of required drug screen. Non-degree/non-certificate students are not required to complete a pre-admission drug screen. Pre-degree admitted applicants and students are required to complete a drug screen. A student who has a break in enrollment is required to complete a new drug screen. A break in enrollment is defined as non-enrollment of at least one semester in the approved curriculum of the certificate or degree program. An officially approved leave of absence is not considered a break in enrollment.

A. Approved Vendor(s): Drug screens must be conducted by a vendor approved by the College of Health Professions.

B. Confidentiality and Disposition Reports: Drug screen reports are maintained securely, confidentially, and separately from other academic files in the office of the dean for a period of time established by guidelines or policy.

C. Additional Drug Screens: Students may be asked to complete a drug screen “for cause” at any time during enrollment. Clinical placements may require additional drug screens for which the student is responsible for the cost. Enrolled students may be barred from participating in clinical education experiences at clinical affiliates if drug screen results are not satisfactory. Failure to obtain a requested drug screen may be cause for suspension or dismissal from the program.

### **Confidentiality and Disposition of Background Check Reports**

Background check reports are maintained securely, confidentially, and separately from other academic files in the office of the dean for a period of time established by guidelines or policy.

### **Student Liability Insurance**

The CHP requires all students to purchase liability insurance effective during their enrollment in any course requiring active participation in a patient care setting. The fee for liability insurance is included in the tuition and fee statement. Students should contact the CHP Office of Admissions for current information regarding this requirement.

### **Student Health Insurance**

Students enrolled at UAMS must verify health insurance coverage, as required by University of Arkansas Board policy (Policy 1260.1). The only exception to this requirement are students who are enrolled in designated 100% online programs without clinical placements. A UAMS sponsored student injury and sickness plan is available to all UAMS students. Students also have the option to purchase private insurance (individual, family, or employer) if such coverage meets the minimum standards outlined below.

Health insurance policies must meet minimum standards set forth by the Student Government Association and the Office of the Vice Chancellor for Academic Affairs. Coverage must meet the following criteria:

- Policy must have no major exclusions. Plan must include: major medical, pharmacy, emergency medical, diagnostic x-rays/laboratory services, and mental health and preventative care.
- Insurance verification is required each semester. Health insurance coverage is required for the entire semester for which a student is enrolled. False documentation/verification may result in disciplinary action up to and including dismissal by the college.
- Individual plans must have a policy year deductible of \$1,000 or less; family and employer plans are exempt from this requirement.
- Verification must include accurate information allowing student insurance monitors to confirm eligibility.
- Plan documents must be in English and an insurance company contact phone number in the U.S. must be provided.

Pending policies do not meet the student insurance verification requirement and are not accepted as coverage. Student health insurance is included in student loan amounts and students are required to comply with coverage and standards outlined above.

All students enrolled at UAMS must verify health insurance coverage, as required by University of Arkansas Board policy (Policy 1260.1). Student health insurance compliance is managed by the Division of Academic Affairs' Department of Campus Life and Student Support Services. A UAMS sponsored student injury and sickness plan is available to all UAMS students. Students also have the option to purchase private insurance (individual, family, or employer) if such coverage meets the minimum standards outlined in UAMS Academic Affairs policy 2.2.3. Information regarding how to purchase the University sponsored student health insurance plan, minimum coverage standards, and instructions for verifying coverage can be found on the Campus Life website: <http://studentlife.uams.edu/student-insurance-required/>

Full-time and part-time students are required to verify adequate health insurance coverage twice a year (September and January). Students provide proof of coverage by entering insurance information into the UAMS online Student Health Insurance System: <https://online-apps.uams.edu/info/Home.aspx>.

NOTE: New students must have a UAMS account before using the student health insurance system.

The system offers three (3) proof of coverage options:

1. Purchase – Students may purchase the university sponsored insurance plan: Academic HealthPlans (AHP). For AHP benefits and enrollment information, call 817-809-4736 or visit [www.uams.myahpcare.com](http://www.uams.myahpcare.com). To verify coverage, AHP insurance information must be entered into the UAMS on-line system.
2. Proof of Other Coverage – If a student has personal health insurance, the policy must meet UAMS required standards. To verify coverage, insurance information must be entered into the UAMS on-line system (see link above).
3. Appeal – Once the student's current personal health insurance information is entered into the system, it is analyzed to determine if it meets the minimal standards. If the policy does not meet required standards, students must revise their insurance policy OR purchase the university sponsored plan OR file an appeal with UAMS insurance administrators.

## **Dental Hygiene Program Course Load**

The UAMS Dental Hygiene Program is a full-time, weekday commitment. The majority of classes, laboratory sessions, and clinical sessions are scheduled Monday through Friday between the hours of 7:30am and 5:30pm.

## **Grading Scale**

The Department will adhere to the following grading scale:

<u>Grading Scale</u>	
93 – 100	A
86 - 92	B
75 – 85	C
66 – 74	D
<66	F

## **Standards of Academic Progress**

A grade of “F” or a mark of “U” or “NC” is not acceptable for progression to the next semester, nor is it acceptable for graduation if it occurs in the last semester of the program. A grade of “D” in the following professional courses is not acceptable for progression to the next semester, nor is it acceptable for graduation if it occurs in the last semester of the program:

- DHYG 2211 Introduction to Dental Hygiene Theory
- DHYG 2517 Periodontal Instrumentation
- DHYG 2217 Dental Radiography I
- DHYG 2231 Dental Hygiene Theory I
- DHYG 2223 Dental Radiography II
- DHYG 3246 Local Anesthesia
- DHYG 3231 Dental Hygiene Theory II
- DHYG 3241 Dental Hygiene Theory III

For clinic courses: DHYG 2513 Dental Hygiene Pre-clinic, DHYG 2331 Dental Hygiene Clinic I, DHYG 3331 Dental Hygiene Clinic II, DHYG 3341 Dental Hygiene Clinic III, the student must complete all requirements and pass 100% of the competencies. The requirements and competencies for clinic courses are found in the Dental Hygiene Clinic Manual and all clinic course syllabi.

## **Didactic Remediation**

During the program, students will be enrolled in a number of courses that will provide basic information used the profession. As students progress, they will begin to accumulate information that is critical to the practice of dental hygiene. The faculty has developed the following policies in an effort to ensure students understand and retain the basic principles necessary for safe and competent clinical practice and for subsequent credentialing examination:

1. Each dental hygiene course is designed to be cumulative. Within a course, prior test materials may provide subsequent examination material. As students advance

to higher level courses, the faculty will presume a thorough understanding of basic concepts taught in previous courses. Thus, these concepts may be tested again during higher level courses.

2. A formal remediation plan has been developed by the dental hygiene faculty to assist students in obtaining and retaining basic principles required for successful completion of coursework, as follows:

If a student earns less than a 75% on a didactic course exam, a remediation plan is implemented to ensure the student comprehends the content and has acquired the knowledge before proceeding to the next unit content. The remediation plan also includes study and test-taking techniques that benefit the student and aid in the completion of the remediation plan. Students are referred to the Student Success Center. A remediation plan is reviewed by the program director. A copy is given to the student and a copy is filed in the student's program file. If a student declines to participate in the remediation plan, the student must so indicate in writing on a form provided for that purpose. A copy is given to the student and a copy is filed in the student's program file. If the student is unsuccessful with the first remediation plan, another plan is implemented.

The following student and faculty expectations apply to remediation:

- Students can expect course instructors to make every effort possible to aid the student in remediation through one-on-one and/or small group tutoring or through the identification of university or additional resources that may be deemed appropriate.
- Students are expected to closely adhere to the remediation details as provided in the remediation plan.
- Content knowledge and/or skill deficiencies will be remediated prior to sitting for the subsequent examination.
- Course instructors have the right to terminate the remediation plan at any time if a student fails to meet deadlines, submits incomplete work, demonstrates unprofessional behavior, and/or demonstrates a lack of dedication or attention to the objectives of the remediation plan.

If a remediation plan has not been successfully completed by the end of the course and the course grade is at least 75.0%, the student will earn the grade according to the grading scale. It is the student's responsibility (within two days) to contact the instructor if the student earns a grade below a 75.0%.

## **Preclinical, Clinical, and Laboratory Remediation**

A faculty member will request clinical remediation of any clinical procedure, which is observed to be performed at less than the minimal competency level. Preclinical and clinical remediation steps include the following:

1. The Clinic Coordinator will review the student's progress on Typhon, including requirements, competencies, and faculty feedback given to the student.



2. Using the Six Step Problem Solving Method for Clinical Remediation\*, the student will work with the clinic coordinator to develop a remedial plan. The Program Director will establish a time line with the student and Clinic Coordinator to finalize the remediation plan to include, but not limited to guided instruction.
3. The student, Clinic Coordinator, and the Program Director will conference to determine if the plan fully addresses the problem(s) and identifies adequate and appropriate solutions. If the plan needs further development, the student will rewrite the plan and re-conference with the Clinic Coordinator and Program Director.
4. Once an acceptable remedial plan has been developed, the Clinic Coordinator, Program Director, and the student will sign and date the plan prior to implementation.
5. Subsequent conferences will be scheduled with the Clinic Coordinator and Program Director, as needed, to document progress on or completion of the plan.

\*Six Step Problem Solving Method for Clinical Remediation:

1. Define your problem.
2. Gather relevant information (facts, values, assumptions).
3. Identify the issues (ethical, legal, social).
4. Identify and evaluate the alternatives that address your problem.
5. Describe how you will implement your choice(s).
6. Evaluate the potential outcome of your choice(s) and plan to achieve the desired end.

The number of clinical remediation plans may vary based upon the student's circumstances. Remediation plans may be adjusted as needed.

### **Progression/Continuing in the Dental Hygiene Program**

For a student to progress in the dental hygiene program from one semester to the next, including progression from one year to the next, each semester he/she must achieve a grade of "C" or higher in all professional courses as prerequisite to progression to subsequent course work. In addition, students are required to maintain a program grade point average (PGPA) of at least 2.0 with the following stipulations:

1. A **first semester** student who meets the specific course grade(s) and other dental hygiene program requirements but has **not** maintained a PGPA of 2.0 for all courses taken since entering the program **will** be allowed to progress **on probation** to the second semester. Since a student cannot be on probation for two consecutive semesters, the student must raise his/her PGPA to at least 2.0 by the end of the next (probationary) semester in order to remain in the program.
2. For a student who is in the **second or subsequent semester** of the program to continue to progress, he/she must maintain a minimum of a 2.0 PGPA. Students failing to do so will be dismissed from the dental hygiene program.

## **Dismissal/Withdrawal from the Dental Hygiene Program**

Students who are dismissed from the Dental Hygiene Program for academic reasons or withdraw by their own decision and wish to be considered for readmission for a subsequent semester must reapply to the program as new applicants, adhering to all policies and requirements in effect at the time of their reapplication.

Requirements for readmission are:

- Completing an application by the published application deadline.
- Providing any required information for admission that is not in the student's previous admissions file.
- Paying the admission fee.

\*\*All accepted applicants must consent to a criminal background check and drug screen prior to matriculation. Background checks and drug screens are required by most clinical sites during the didactic and clinical phase of the program. Matriculation into the program is contingent upon acceptable background check and drug screen results. Adverse results of a background check will be considered on an individual basis and may result in an inability to matriculate into the program. Enrolled students may be randomly drug tested throughout the curriculum and clinical sites may require updated background checks. More information about the requirement will be provided to accepted applicants.

## **Academic Appeal Policy and Procedures**

The purpose of the student academic appeals policy is to provide students with an opportunity to dispute the charges and/or penalties related to an academic issue. The appeal procedures below provide opportunities for students to request a review of recommendations and decisions made by the department faculty, submit information not previously available or suggest alternative remedies.

Examples of academic issues that may be appealed include, but are not limited to, course grades on assignments, exams, performance on clinical/laboratory procedures or dismissal from a program due to not meeting the minimum academic requirements.

See CHP Policy 01.15.01 Student Academic Appeal Procedures

<https://healthprofessions.uams.edu/faculty-and-staff/policies-and-procedures-guide/01-academic-affairs/>

## **Formal Complaint Resolution Policy**

The Dental Hygiene Program Non-Discrimination Policy is in accordance with the University Policy (Policy #2.2.9).

The University of Arkansas for Medical Sciences is committed to providing a safe and inclusive learning environment that is supportive of student success. From time to time students may have complaints regarding academic and non-academic decisions or actions by UAMS or a UAMS

employee that the student contends was in violation of written campus policies or constitutes unfair or unequal application of such policies.

The formal complaint resolution policy outlines the policies and procedures in place to manage student academic and non-academic complaints and may be found at the following link.

<https://academicaffairs.uams.edu/irpa/complaint-resolution-process-information/>

### **Non-Discrimination Policy**

The Dental Hygiene Program Non-Discrimination Policy is in accordance with the University Policy (Policy #3.1.10) and is as follows:

**Purpose:** The purpose of this policy is to establish that the University of Arkansas for Medical Sciences (UAMS) is committed to the principle and practice of nondiscrimination and equal opportunity in all areas of employment and other services that affect employees, students, and the general public. The principle and practice of nondiscrimination includes acknowledgment of and training on cultural humility and implicit bias. All UAMS employees will complete annual cultural humility and implicit bias training.

**Scope:** All UAMS employees, students, non-employees (contractors, vendors, delivery persons, and volunteers), applicants, and visitors.

**Policy:** The ability of UAMS to meet its mission will increasingly depend on, and be strengthened by, incorporating constructive diversity and inclusion in its employees and students. Any form of racism, bigotry, or discrimination subverts the mission of UAMS and its core values. UAMS is committed to providing a wholesome environment where comprehensive educational, research and employment opportunities are offered to employees, students, and applicants. In both obvious and subtle ways, racism, bigotry, and discrimination adversely affect an individual's ability to function at optimal level. They also have a harmful effect on one's ability to study, work, and engage in leisure activities within the University community.

The University of Arkansas for Medical Sciences abhors and condemns all forms of bigotry and racism. Such behavior is a violation of an individual's human rights and is also unlawful. UAMS will comply with and enforce Titles VI and VII of the Civil Rights Act of 1964 (as amended), Executive Order 11246 (as amended), Title IX of the Educational Amendments of 1972 (as amended), the Rehabilitation Act of 1973 (Sections 503 and 504) (as amended), the Vietnam Era Veterans' Readjustment Assistance Act of 1974, (as amended), the Age Discrimination in Employment Act (as amended), the Americans With Disabilities Act of 1991, the ADA Amendments Act of 2008 (as amended), Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008, U.S. Federal Court Decree in the Adams Cases of 1973 and Acts 99 and 962 of the Arkansas General Assembly. UAMS shall recruit, retain, promote and graduate students without regard to race, color, religion, national origin, creed, service in the uniformed services (as defined in state and federal law), status as a protected veteran, sex, age, marital or family status, pregnancy, physical or mental disability, genetic information, gender identity, gender expression, or sexual orientation. Specifically, UAMS will not discriminate on the basis of race, color,

religion, national origin, creed, service in the uniformed services, status as a protected veteran, sex, age, marital or family status, pregnancy, physical or mental disability, genetic information, gender identity, gender expression, or sexual orientation as a criterion in deciding against any individual in matters of admission, placement, transfer, hiring, dismissal, compensation, fringe benefits, training, tuition assistance, and other personnel or educationally-related actions. Therefore, the policy of UAMS is that members of the University community neither commit nor condone acts of bigotry, racism, or discrimination. Actions on the part of any employee or official of the University contrary to this policy will be addressed promptly and appropriately, according to current UAMS disciplinary procedures. To ensure compliance with this adopted policy of nondiscriminatory behavior, UAMS will operate under the following guidelines:

1. UAMS shall institute an on-going program designed to familiarize UAMS personnel with the fundamental principles of cultural humility, implicit bias, and inclusive excellence.
2. UAMS will require in-person cultural humility and implicit bias training for all employees and offer distributive learning options as part of an **annual training requirement**.
3. The Division for Diversity, Equity, and Inclusion (DDEI) Office of Intercultural Education will provide UAMS employees with the knowledge and skills to help the University foster inclusive excellence and reach its important goals set forth in Vision 2029 related to diversity, equity, and inclusion.
4. In accordance with Vision 2029, DDEI, in partnership with Human Resources, will prepare and implement the appropriate education and training to satisfy the annual training requirement.
5. Deans and division heads, in conjunction with the DDEI Office of Intercultural Education, will lead the implementation of educational programs in their respective areas. The DDEI Office of Intercultural Education will be available, as a primary resource, for consultation in all areas of program development. The DDEI Office of Intercultural Education and DDEI Training and Strategy Advisory Council will lead the development, coordination, and presentation of educational programs. DDEI will ensure that all appropriate employees and management are knowledgeable of the various opportunities for education and training.
6. All promotional programs designed to solicit funds, provide customer information, or create community goodwill, shall reflect the diversity and inclusion of the University community and the general public. The appropriate dean/division head, or designee, shall review such material **prior** to publication to ensure the above standard is met.
7. Production of all faculty handbooks, student handbooks, employee handbooks, as well as any other communication designed to publicize policy and procedure, or any other information, must be written in a manner to promote nondiscriminatory and tolerant behavior. The appropriate administrative personnel shall review such material prior to publication to ensure the above standard is met as well as compliance with applicable laws referenced above.

8. Any questions or uncertainty regarding the education requirements should be directed to the DDEI and/or Human Resources, Employee Relations.

**Discrimination Policy Violations:** If an employee believes they are the victim of discriminatory behavior, they should talk to their department head or report the incident to the Office of Human Resources, Employee Relations, as soon as possible. Employee Relations will hear your claim and investigate the issue. All complaints or allegations of slurs, inscriptions, jokes, or other offensive behavior based on race, color, religion, national origin, creed, service in the uniformed services, status as a protected veteran, sex, age, marital or family status, pregnancy, physical or mental disability, genetic information, gender identity, gender expression, or sexual orientation which occur in the workplace or are related to the workplace are violations of this policy. Employees and residents may contact the Office of Human Resources, Employee Relations, should the complainant feel uncomfortable in reporting the incident to the department head. Students should also report complaints to the Associate Dean of their respective college.

Violations of this policy will result in disciplinary action in accordance with the Employee Disciplinary Policy, Administrative Guide Policy 4.4.02, Employee Discipline. Training courses in the Academy for Inclusive Excellence **may** also be required for those found to be in violation of this policy.

**Employment:** UAMS is an equal opportunity employer. UAMS will not discriminate and will take measures to ensure against discrimination in employment, recruitment, and advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, creed, color, national origin, or sex.

**Monitoring:** DDEI will collaborate with HR to track mandatory training compliance.

Annually, the Division for Diversity, Equity, and Inclusion will review and report to the Chancellor on the University's progress in the above areas of operation. This will be accomplished by review of the University's Affirmative Action plans, reports of accomplishments submitted by division heads, reports submitted to the Chancellor, and any other documented activities designed to accomplish the goals set out in this policy.

**References:**

Administrative Guide Policy 4.4.02, Employee Discipline  
Academic Affairs Policy 2.2.1, Student Grievance Procedure

**Scholastic Dishonesty Policy**

The Dental Hygiene Program Scholastic Dishonesty Policy is in accordance with the College of Health Profession's Policy (Policy #01.00.02) and is as follows:

The College of Health Professions believes that both students and instructors have significant roles within the educational process. Acts of scholastic dishonesty can influence this educational process by causing a distorted picture of the academic achievement of individual students and jeopardizing the success of the student's total educational program. Although monitoring of scholastic conduct is primarily the responsibility of faculty, students ultimately have the

responsibility and are expected to act in an honest and responsible manner during the educational preparation for their professional role.

The Scholastic Dishonesty Policy applies to circumstances and events related to the student's education program, including scholastic issues and professional conduct or judgment. Sanction(s) for scholastic misconduct may include, but are not limited to, a failing grade on the test/assignment, failing grade for the course, or suspension or dismissal from the college. Policies and procedures for scholastic dishonesty or other non-academic disciplinary matters are addressed in procedures and regulations in the Student Conduct and Discipline Policy.

### **Definition of Scholastic Dishonesty**

Scholastic dishonesty is considered to be an act contrary to academic and/or professional ethics. Examples of scholastic dishonesty include, but are not limited to:

1. Copying from another student's test paper, reports, or computer files;
2. Using materials and/or devices during an examination which have not been authorized by the person in charge of proctoring the examination;
3. Giving or receiving assistance on examinations. This not only includes providing specific answers to subsequent examinees, but also involves providing or receiving information which would allow the student to have an unfair advantage in the examination over those students who did not possess such information;
4. Exchanging places with another person for the purpose of taking an examination or completing other assignments;
5. Using, buying, selling, stealing, transporting or soliciting in its entirety, or in part, the contents of an examination or other assignment not authorized for release;
6. Falsifying clinical logs, records, or reports (oral or written);
7. Plagiarism is defined as adopting, appropriating for one's own use and/or incorporating in one's own work, *without acknowledgement*, passages, tables, photographs, models, figures, and illustrations from the writings or works of others; presenting parts of passages of other's writing as products of one's own mind. The concept of plagiarism also extends to the copying of quiz, written, or lab practical examination questions, case studies, or clinical case scenarios used in the classroom or small group sessions, in any form or manner, including memorizing the material so it can be written down and passed on to others at a later time. Plagiarism of testing materials is cheating, and constitutes an activity that is unprofessional and against the ethical tenets of the health professions.  
This notice is to inform students that the College of Health Professions reserves the right to utilize, with or without the students' knowledge, plagiarism detection services or software. Written work may be compared to a database of texts, journals, electronic and web sources including web sites that sell or distribute pre-written essays or term papers. The College reserves the right to use this plagiarism detection system at any time, on any work submitted by a student in any course.
8. Misrepresenting facts to cover up mistakes or omissions in clinical or academic settings;
9. Deliberately performing at less than maximum ability, or asking another student to do so, to alter the grading scale.

## **Student Conduct and Discipline Policy**

The Dental Hygiene Program Student Conduct and Discipline Policy is in accordance with the College of Health Profession's Policy (Policy #02.15.01).

Students are expected and required to obey federal, state, and local laws; to comply with University of Arkansas policies and regulations, university and college rules and regulations, with directives issued by university administrative officials, and to observe standards of conduct appropriate for an academic institution. Students who do not adhere to these requirements may be subject to disciplinary actions and commensurate penalties.

The Student Conduct and Discipline Policy may be found at the following link.

<https://healthprofessions.uams.edu/faculty-and-staff/policies-and-procedures-guide/02-student-affairs/>

## **Psychological Evaluation and/or Counseling for Students of Concern Policy**

The Dental Hygiene Program Psychological Evaluation and/or Counseling for Students of Concern Policy is in accordance with the College of Health Profession's Policy (Policy #02.00.07) and is as follows:

Department Program Directors/Program Directors or the Dean's Office of the College of Health Professions may determine that a student should undergo psychological evaluation and/or counseling based on a student's behavior which indicates reasonable concern for the health and well-being of the student or other members of the university community that come in contact with the student. In the event that a student presents behaviors of concern to department Program Directors/program directors or members of the CHP Dean's Office, the student will be referred to the Student Wellness Program and expected to undergo the requested psychological evaluation and/or counseling. In the event that a student refuses to seek the evaluation or services required in a timely manner, emergency administrative action may be taken.

## **Student Leave of Absence Policy**

The Dental Hygiene Program Student Leave of Absence Policy is in accordance with the UAMS Academic Affairs Policy (Policy #2.2.10).

A Leave of Absence (LOA) is an officially approved period of time during which a student is not enrolled in regular coursework, but is not discontinued from a program of study, and has a predetermined date of anticipated return to regular study. An LOA may have significant implications not only for student academic progression, but also for institutional reporting, financial aid and veterans' benefits. This policy defines three categories of LOA and helps to ensure consistent practice, compliance with federal student aid guidelines, and accurate enrollment reporting to state and national agencies.

The complete Student Leave of Absence Policy 2.2.10 is accessible online via Compliance 360.

## **Dental Hygiene Program Student Immunization Requirements**

The UAMS Dental Hygiene Program requires specific immunizations and tuberculosis (TB) screening to safeguard the health of students and protect patients and others from being infected

with vaccine- preventable diseases or TB. Immunizations and TB screening must be completed by the student prior to matriculation. The requirements have been established according to the CDC Healthcare Personnel Vaccination Requirements. (Reference: UAMS Academic Affairs Policy 1.4.2 Student Health Screening)

Hepatitis B	3 dose series (initial, 1 month, 5 months) Anti-HBs serologic testing should be completed 1-2 months after 3 <sup>rd</sup> dose or serologic proof of immunity
Measles, Mumps, Rubella (MMR)	2 dose series at 4 weeks apart or serologic proof of I immunity
Varicella (Chickenpox)	2 doses of vaccine or serologic proof of immunity or documented history of varicella disease
Tetanus, Pertussis (Tdap)	1 dose of Tdap if greater than 10 years since last booster
Influenza	1 dose annually
PPD (Tuberculosis) Screening	Documentation of placement with reading to be completed with 6 months before enrollment

### **CPR Certification**

All students, faculty, and staff involved in the direct provision of patient care must be continuously certified in basic life support procedures, including healthcare provider cardiopulmonary resuscitation with an Automated External Defibrillator (AED). Students must present the Department Program Director with proof of CPR certification by October of the first semester of the program. CPR certification must be maintained throughout the student's enrollment in the dental hygiene program. Students who do not maintain current CPR may not attend clinic (to include all rotation sites) until the certificate is renewed. Unexcused absences will accrue. It is the student's responsibility to maintain his/her certification.

### **TB Skin Test**

It is a requirement that all students enrolled in the CHP receive an annual TB skin test. Students who do not present for a TB skin test (and have it read) will not be allowed to attend class and/or clinic until the test/vaccination is received. Unexcused absences will accrue.

### **Students with Disabilities Policy**

The Dental Hygiene Program Students with Disabilities Policy is in accordance with the UAMS Academic Affairs Policy (Policy #2.2.5).

The University of Arkansas for Medical Sciences (UAMS or University) is committed to a policy of ensuring that no otherwise qualified individual with a disability is excluded from participation in, denied the benefits of, or subjected to discrimination in University programs or



activities due to their disability. The University is fully committed to complying with all requirements of the Americans with Disabilities Act of 1990 (ADA) and the Rehabilitation Act of 1973 (Section 504) and to providing equal educational opportunities to otherwise qualified students with disabilities. The purpose of this policy is to define the process students should follow if accommodations in an academic setting are needed due to a disability.

The complete Students with Disabilities Policy 2.2.5 is accessible online via Compliance 360.

### **HIPAA Compliance**

All students must complete Health Insurance Portability and Accountability Act (HIPAA) training. Newly enrolled students must complete the “Required HIPAA Privacy and Security Training” within thirty days of enrollment in the CHP. Continuing students must complete the “HIPAA Annual Update by July 1. Students who have not completed HIPAA training will not be allowed into any clinic course. The independent tutorials can be found at <http://hipaa.uams.edu>.

### **Child Maltreatment Reporter Training**

Dental Hygiene students are required to complete the Child Maltreatment Reporter Training prior to starting the program.

### **FERPA**

The Dental Hygiene Program FERPA Policy is in accordance with the UAMS Academic Affairs Policy (Policy #2.1.2).

The Family Educational Rights and Privacy Act of 1974 (FERPA) affords all students in higher education institutions certain rights with respect to their education records. Some of these rights are only applicable to students over 18 years of age.

The complete FERPA Policy 2.1.2 is accessible online via Compliance 360.

### **Faculty Offices**

The Dental Hygiene Program faculty members and staff have a fairly open-door policy in regards to meeting with students. There will be times, however, when the faculty or staff members are unavailable. The students are expected to email to inquire if the faculty members are available or to sign up for an appointment time if they are not. Students are not allowed in a faculty office without the presence of a faculty member.

### **Student Consent for Photo Release**

Dental Hygiene students are requested to sign a form allowing photographs or videotaped material of students from class, lab and other educational activities to be utilized by the Dental Hygiene Program for educational presentations, website, newsletters, brochures and promotion of the program. Such media may be published, reproduced, exhibited, copyrighted, and used national or internationally.

## Professionalism

Professionalism is an essential component of being a good health provider. Professionalism is not knowledge or something that you have, it is a behavior that must be demonstrated. Professionalism is something that must be practiced daily and become a way of life. The journey has begun for you to transition into a medical provider and professionalism is one of the most important elements. It encompasses appearance, attendance, punctuality, preparedness, personal responsibility, integrity, accepting criticism, respecting authority, positive attitude, teamwork, altruism, rapport with others, initiative, self-confidence, confidentiality, compassion, knowing limitations, and respecting diversity.

The Dental Hygiene Program takes professionalism very seriously and students will be continuously assessed for modeling professional behavior throughout enrollment in the program. This policy is meant to be consistent with University and CHP Policies on Professionalism.

Professionalism is evaluated daily in clinic. In addition, the professionalism evaluation form below is utilized at mid and end of each semester.

### UAMS Dental Hygiene Professionalism Evaluation

Student: \_\_\_\_\_ Evaluation Date: \_\_\_\_\_

Advisor: \_\_\_\_\_ Mid/End Semester: \_\_\_\_\_

	Satisfactory	Unsatisfactory
Maintains professional appearance and hygiene		
Punctual and in attendance for classes, seminars, laboratories, examinations, and clinical experiences		
Prepared for lectures and laboratories		
Submits assignments by scheduled deadlines and in professional format		
Takes personal responsibility for self-directed learning		
Possesses academic and ethical integrity		
Demonstrates active learning and is not disruptive during didactic and clinical activities		
Utilizes appropriate verbal and non-verbal communication		
Has ability to accept, apply, and offer constructive criticism		
Assumes personal responsibility for decisions and actions		
Recognizes and respects authority		
Adheres to institutional policies and procedures		
Places interest and needs of others first before self		
Possesses a cooperative attitude and is team oriented		

Maintains composure during adverse situations and in unpredictable environments		
Possesses a positive attitude and rapport with others		
Demonstrates initiative and self-confidence		
Understands limitations and when to appropriately seek guidance		
Understands and respects age, gender, cultural, racial, sexual orientation, religious, disability, and socio-economic diversity		
Treats faculty, staff, students, patients, and patients' family with respect, dignity, and compassion		
Maintains patient confidentiality and HIPAA compliance		

Additional comments:

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Advisor/Program Director Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### **Academic Advising**

All students enrolled in the Dental Hygiene Program are assigned a faculty advisor (core faculty member) for their entire enrollment in the program. An initial advising meeting will occur after the first three weeks of class for the advisor and student to get acquainted. Faculty advisors may be consulted for any reason by the student. Faculty advisors are present to assist the students and be advocates for the students to improve their success in the program.

#### Main Responsibilities of the Faculty Advisor:

1. Be an advocate for the student throughout enrollment in the Dental Hygiene Program.
2. Monitor student academic and professional progress throughout the didactic and clinical curriculum.
3. Assist the student with academic and professional issues as they arise.
4. Be available for scheduled academic advising appointments with the students which occur twice a semester (mid and end semester). Also, be available for advising and consultation as needed by appointment.
5. Recommend available institutional resources and student services to the student for both academic and non-academic concerns. Refer the student to appropriate services as needed.
6. Advise the student regarding program requirements, policies, protocols, expectations, or concerns that may affect the academic and professional development of the student.
7. Be an active listener to student concerns with objectivity, empathy and understanding.

### Main Responsibilities of the Student:

1. Possess a working knowledge of all Dental Hygiene Program, College of Health Professions, and University policies and procedures.
2. Arrive in a timely manner to all scheduled advising appointments.
3. Actively contribute in the advising appointment in a clear and concise manner to facilitate the advising process.
4. Actively follow up on any academic or professionalism recommendation provided by advisor or course director.
5. Actively follow up on referrals to any student services including but not limited to student health, student counseling, Student Success Center for tutoring, College of Health Professions disability services or assistance with educational skills.

### Academic Difficulty

The student is encouraged to meet with the course director if experiencing academic difficulty as early as possible in the semester as opposed to waiting until examination time. If the student is identified as having academic difficulty, the student should meet with his/her faculty advisor as soon as possible. This includes addressing personal issues which may impact their academic progress in the program, and referral to the Wellness Center or Student Health Services may be beneficial. In certain circumstances the Program Director may be involved in these meetings.

Even though students have been academically prepared to enter the program, the intensive and fast-paced curriculum and in-depth material can cause new students to feel overwhelmed initially and struggle academically. Many times learning more efficient study skills, time management, and stress management like, exercise or other activities is the key component to success in the program. The Dental Hygiene faculty are available to assist the students in successfully navigating through this process.

### **Attendance Policy**

#### Class

Students are expected to actively engage in their education by attending and/or participating in class activities if class is face-to-face in class, via Blackboard Collaborate, or via Zoom. If an absence occurs, the student is responsible for all material missed. Each instructor may have attendance criteria for their class.

- a. Unannounced quizzes cannot be made up; therefore, this may affect your grade.
- b. Students must follow the examination policy. It is the student's responsibility to contact instructors for any work/tests missed within two (2) days of returning to school, otherwise the work/tests cannot be completed and a grade of zero will be given.
- c. For the classroom: upon arrival sign the attendance sheet to document your attendance. Students may not sign for other students as this constitutes academic dishonesty, which has ramifications that may involve dismissal from the dental hygiene program.
- d. When absent from class students will contact Dr. Tucker, the instructor(s) of the courses, and Gloria Johnson.
- e. Notify Dr. Tucker in advance for any absence that is anticipated during the semester.
- f. Class absences in excess of 5 days per semester may result in dismissal from the program.

### Pre-Clinic/Clinic

In order to learn techniques for clinical practice, attendance to clinic/pre-clinic is mandatory. Any clinic/pre-clinic absence that occurs must be accompanied by a written excuse, such as a doctor's note or a note written by the student describing the circumstances (death in the family, family emergency etc.). The written excuse must be emailed or delivered in person to the department Program Director, clinic coordinator, and front desk administrator within two days of returning to clinic/class. When absent from clinic the student will be required to make the clinic time missed. Consult the clinic coordinator for your class to make arrangements.

Clinic/pre-clinic absences in excess of 5 days per semester may result in dismissal from the program. When absent from clinic/pre-clinic students will contact the clinic coordinators, the Program Director, and the dental hygiene clinic receptionist, and the rotation site. Under no circumstances will students leave the clinic area without permission of the section instructor.

### **Responsibilities as a Dental Hygiene Student**

It is not the responsibility of your instructors to make it convenient for you to carry on with life just like it was before you enrolled in the program. It is your responsibility to modify your life so that you can successfully complete the requirements of the program. Although the faculty are certainly sensitive to your personal concerns such as employment, child care, commuting, and family needs, these are examples of issues that are ultimately your responsibility to manage while meeting the requirements of the dental hygiene program. For example, if your child's school or daycare is closed, this is not an excuse for you to miss class or clinic. You will want to have alternate child care arrangements if the need arises.

We want you to be successful and will assist you in this effort. However, acceptance into the dental hygiene program does not imply that you will complete the program and subsequently graduate. Additionally, completion of the program and subsequent graduation does not necessarily imply that you will be successful on your licensure examinations.

Please do not hesitate to discuss with the faculty any questions or concerns you might have regarding your responsibility as a student in the Department of Dental Hygiene.

### **Classroom/Distance Classroom Etiquette**

Academic freedom is an important component of professional undergraduate school. Students are transitioning from an educational environment to a professional environment and are expected to embrace the expectations placed on them. Individuals are expected to behave in a professional manner at all times and refrain from disruptive or unacceptable behavior which includes:

1. Repeatedly arriving late to or leaving early from any educational activity.
2. All cellular phones will be turned off before entering any educational activity. Answering phones and texting are not permitted. Anyone not complying will be asked to leave the educational activity immediately and will receive a mark for professionalism.

3. Using social media. Social media will not be used during any educational activity. This includes email, instant messaging, Facebook, Twitter, Instagram, Snapchat, YouTube, TikTok, Pinterest, blogs, surfing the internet, online shopping, computer games, and other similar social media sites.
4. Talking to fellow students during educational activities.
5. Dominating classroom discussion, asking excessive questions or interrupting the instructor or fellow students. This behavior is disruptive to the class, the instructor and the learning environment.
6. Arguing with or openly confronting the course instructor during lecture. Questions should be asked during the break. Concerns should be addressed after class or by appointment with the instructor.
7. Eating or drinking during educational activities. Bottled water/soft drinks and covered coffee beverages are acceptable during lecture/seminar unless otherwise requested by an individual instructor. No open containers or containers with straws are allowed.
8. Chewing gum in a loud manner or utilizing tobacco/snuff in class.
9. Wearing any type of head covering in class, unless for religious beliefs.
10. Restroom breaks are scheduled every 50 minutes between lectures. Please make sure you utilize the restroom at this time and not during class time.

### **Children in Class**

Do not bring children to class.

### **Dress Code for Didactic Education (Classroom, Zoom, Blackboard Collaborate)**

While there is no dress code for didactic education, it is expected that students dress appropriately. Pajamas, short shorts, tight t-shirts, and plunging v-cut necklines are not appropriate dress in any didactic setting.

### **Clinic Dress**

See the clinic manual for the full clinic dress code guidelines.

### **Examination Policy**

**November 15, 2017**

**Updated May 19, 2021**

### **Course Examinations**

It is recommended that faculty member's modify all exams so that each exam is not exactly the same as the previous semester.

### **Examination Download**

Students must download all exams 48 hours prior to the exam. If the exam download deadline passes, the student will not be able to take the exam. If there is an issue with downloading the exam, the student is responsible for informing the instructor and contact ExamSoft support at 866-429-8889.

### **Examination Upload**

Students are not allowed to leave the classroom until the exam has been successfully uploaded. The student is required to show the instructor confirmation that the exam uploaded properly.

### **Examination Administration**

The majority of exams will be given via ExamSoft on campus. In the event that an exam is performed remotely, ExamMonitor will be utilized to ensure the security of the exam. Students with approved testing accommodations time will be proctored in the Student Success Center's Testing Center.

### **Student Review of Administered Examinations**

It is recommended that faculty review the general subjects that were missed on the examination with the class.

Students who wish to review their exams will do so by appointment only, if permitted by the faculty member. When viewing the exam the student will remain in the faculty office, and the faculty member will monitor the student closely. Faculty members are advised to reduce distractions that prevent proper monitoring such as working on their computer, etc. Cell phones will remain outside of the office area.

Requests to review exams must occur within 5 business days after the grade has been posted.

### **Proctoring of Classroom Examinations**

For classroom exams and exams that are being proctored; the faculty member will secure the student's phone; the faculty member will also secure the student's watch if email can be viewed via the watch. No hats allowed during an exam. Proctors should not be distracted and should closely monitor students during the exam.

### **Examination Protocol**

Students will place all personal belongings in the back of the classroom. This includes book bags, papers, purses, keys, cell phones (turned off), etc. Please sit with an empty chair between you and the next student, if possible. Upon uploading of the exam, please quietly pick up your belongings and exit the room. Once the exam is turned in, you may not re-enter the room during the remainder of the testing time. Do not congregate outside of the classroom door and talk as it is disruptive to the students still taking the examination as well as classes in adjacent classrooms. See the CHP's *Scholastic Dishonesty Policy*.

Makeup examinations are allowed for excused absences. Any class absence that occurs must be accompanied by a written excuse, such as a doctor's note or a note written by the student describing the circumstances (death in the family, family emergency etc.). It is the student's responsibility to consult the course instructor immediately upon his/her return to school. Failing to contact the course instructor within two (2) days of returning to school to makeup the missed examination will result in a score of zero (0) for that examination. The instructor reserves the right to give a makeup examination in an alternate format from the original examination. This policy does not apply to missed quizzes. Makeup quizzes are only allowed at the discretion of the course instructor. Please consult individual course syllabi. Course assignments (including laboratory and clinical assignments) that are not turned in by the established deadline will be given a score of zero (0).

## **UAMS Branding and Copyright**

Dental hygiene students like to make class t-shirts, hoodies, pullover, etc. While certainly encouraged, there are two rules: 1) the design must be submitted to the department Program Director who will forward it to UAMS Communications and Marketing for their review; and 2) you need to ask the faculty and staff if they want to order.

## **Social Media**

The Dental Hygiene Program is in accordance with the UAMS Academic Affairs Policy (Policy #2.1.1: Use of Social Networking Sites).

The Dental Hygiene Program recognizes the interest that students have for using social networking sites such as Facebook, Twitter, Instagram, Snapchat, YouTube, GroupMe, etc. Students are cautioned to utilize extreme care when using this form of media. Future employers, clinical preceptors, faculty members can access your page and information. Certain information could jeopardize future opportunities in the dental hygiene profession. Individuals who you have allowed access to your page can not only post to your site but can take your pictures and information and post them elsewhere on the internet. Students should set high privacy settings, be cautious of what is on their site and manage access to their sites carefully. Remember, once information is on the internet, it is impossible to recall.

The complete UAMS Academic Affairs Policy #2.1.1: Use of Social Networking Sites is accessible online via Compliance 360.

## **Travel to Clinical Experiences**

Students will be required to travel to clinical rotation sites or service-learning activities during the program. Students are required to have transportation to these educational activities. Service learning and clinical experiences will be located in Little Rock and the surrounding area.

Students may not switch clinical rotation assignments without first consulting the clinic coordinator. The request must be made in writing (e-mail is acceptable). Students are not allowed to make any changes in the UAMS clinic schedules without consulting the clinic receptionists. Students who make changes in the clinic schedules without receiving prior consent will have their clinic privileges suspended (absences and NPs will accrue).

## **Student Parking**

Students at UAMS are asked to not park in the visitor/patient UAMS parking decks. After hours parking is available in Parking 2 A deck. Student parking is provided at War Memorial Stadium and Ray Winder Field and a shuttle bus can transport you to campus. Parking is available at the Freeway Medical Tower when students attend the UAMS Dental Hygiene Clinic. Students are required to park on the back two rows of the parking lot.

## **Code Active Shooter**

In the event of an emergency situation requiring a secured campus, a Code Active Shooter Alert will be issued. Code Active Shooter may be called for an active shooter, hostage situation, terroristic threatening, and other scenarios that include violent events or the threat of such events. Any threat or act of violence witnessed or experienced by a member of the campus community



(including students) must be promptly reported to UAMS Police. Those reporting a threat or act of violence should call 686-7777 immediately. Information the caller should provide the dispatcher includes:

- A. Caller's name and location
- B. Description of assailants and location of the incident
- C. Number of assailants (if known)

A Code Active Shooter Alert is issued over the public address system in all buildings and through the external sirens. The announcement will be as follows or similar to:

**The UAMS campus is now in a Code Active Shooter status. Everyone should immediately move out of any hallway or other open areas into the nearest office, patient room, or classroom. Close and lock the door. Do not leave the building. Do not enter stairwells or hallways until further notice. If you are currently off campus, do not come to campus.**

Upon determination by the UNIFIED COMMAND the campus no longer needs to operate within Code Active Shooter status, the public address system will broadcast the following announcement three times.

**Code Active Shooter all clear, Code Active Shooter all clear, please return to normal operations.**

Students are required to complete Code Active Shooter training as part of the new student process.

## **Title IX Policy**

The University of Arkansas for Medical Sciences (UAMS) does not discriminate on the basis of sex, gender, or sexual orientation in its education programs or activities. Title IX of the Education Amendments of 1972, and certain other federal and state laws, prohibit discrimination on the basis of sex in all education programs and activities operated by UAMS (both on and off campus). Title IX protects all people regardless of their gender or gender identity from sex discrimination, which includes sexual harassment and sexual violence.

The Associate Dean for Academic Affairs is the Title IX Deputy Coordinator for the College of Health Professions. The Coordinator is available to explain and discuss: your right to file a criminal complaint (sexual assault and violence); the university's complaint process, including the investigation process; how confidentiality is handled; available resources (both on and off campus); and other related matters. You may contact the deputy coordinator at 501-686-5730. You may also contact the UAMS Police Department, 501-686- 7777 (non-emergency) or 911 (emergency). If you are in the midst of an emergency, please call the police immediately by dialing 9-1-1.

The United States Department of Education's Office of Civil Rights ("OCR") is responsible for enforcing Title IX, as well as other federal civil rights laws that prohibit discrimination in programs or activities that receive federal financial aid. Inquiries and complaints may also be directed to OCR at 1-800-421-3481 or [ocr@ed.gov](mailto:ocr@ed.gov).

## **Inclement Weather Policy**

The Dental Hygiene Program abides by the UAMS Inclement Weather Policy. Notifications will be emailed to students, communicated through local media and posted on the front pages of [www.uamshealth.com](http://www.uamshealth.com), [www.uams.edu](http://www.uams.edu), and the UAMS intranet. Please refer to the UAMS Academic Catalog for more information.

## **Email**

Students are provided with a UAMS e-mail account. The University, College, and Dental Hygiene faculty and administration use student e-mail to disseminate information and establish communication with students. Students are responsible for checking their UAMS e-mail accounts regularly. Not being aware of announcements or updates because one's UAMS e-mail was not checked is not acceptable. If a student has a problem accessing his/her account, please call (501) 686-8555. It is your responsibility to maintain your UAMS mailbox and keep it cleaned out so messages can be received.

## **Textbooks**

Didactic textbooks are a required component of the Dental Hygiene Program. Every course has required readings from the core textbooks. Information from the readings will be utilized as testable material for written examinations and quizzes. Students are required to purchase their own copy of the required textbooks. Required textbooks can be found in the UAMS Bookstore online.

## **Course Syllabi**

Each course has a syllabus that includes grading protocol, grading system, course credits, instructor information, meeting dates, course objectives, Dental Hygiene competencies, and required and recommended textbooks. Syllabi are posted on Blackboard in the corresponding course. The course outline will also be posted on Blackboard.

## **Blackboard**

Blackboard is an online system for all of the courses in the dental hygiene program. The majority of the PowerPoint lecture presentations will be posted before the scheduled lecture. A syllabus, course outline, lecture and lab objectives, lecture modules and miscellaneous documents and folders will be posted for each course. To log in to Blackboard type in the URL address of: <https://uams.blackboard.com/>.

It is recommended that you save the document onto the hard drive of your computer. Most students will save the document, open it in PowerPoint and type into the notes section of the document during lecture. Some students will print the document and take notes by hand.

## **Blackboard Lectures**

The lectures posted onto Blackboard are the property of the faculty and guest lecturers. The lectures are available for you to enhance your learning experience. Copies of the lectures are not to be shared with anyone outside of the program or to be utilized for any personal presentations. Inappropriate use of a lecture presentation is a violation of the Scholastic Dishonesty Policy.

## **Student Identity Verification**

In order to ensure that each student who registers for a course is verified as the one who participates in, completes, and receives academic credit for the course, students have to access Blackboard by entering their unique username and password. If a course is taught via ZOOM, instructors utilize the waiting room feature to ensure student identity. Attendance is taken, and students are required to keep their video on throughout the entire class. If students are on-site, secure testing is performed via ExamSoft. If students are unable to take their examinations on-site, secure testing is performed via ExamSoft ExamMonitor.

## **UAMS Student Wellness Clinic**

UAMS Student Wellness Clinic is a preventative service created to provide short term, confidential assistance for students who are actively enrolled at UAMS. Students may seek help for depression, anxiety, grief, relationship conflicts, academic difficulties and numerous other issues interfering with their maximal functioning. Seeking care through the service is absolutely confidential. For short term treatment, there is no financial cost to students seeking care. The Student Wellness Clinic can be reached between 7:15 AM & 4:30 PM Monday through Friday. To schedule a confidential appointment, call (501) 686-8408. The Student Wellness Clinic is located at 201 Jack Stephens Drive, on the street level. Parking is available in front of the clinic in spots reserved for the 'Student Wellness Program' for the duration of the appointment.

## **Facilities**

The Dental Hygiene Program will be assigned a designated classroom that meets the social distancing requirements. Students are required to wear a mask while participating in the classroom and lab. Please push your Program Director under the table in the classroom. Please make sure that the classroom is free of garbage when leaving at the end of the day. Please refer to the policy regarding Classroom Etiquette.

## **Third Party Comments**

**University of Arkansas for Medical Sciences  
College of Health Professions  
Department of Dental Hygiene**

*Opportunity to Submit Third Party Comments  
To the American Dental Association, Commission on Dental Accreditation*

The dental hygiene program at the University of Arkansas for Medical Sciences is accredited by the American Dental Association, Commission on Dental Accreditation. You have the opportunity to submit third-party comments pertaining to the standards for the dental hygiene program or policies and procedures used in the Commission's accreditation process. The Commission on Dental Accreditation will review complaints that relate to the program's compliance with the accreditation standards. The Commission is interested in the sustained quality and continued improvement of dental and dental-related education programs but does not intervene on behalf of individuals or act as a court of appeal for treatment received by patients or individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students.

A copy of the appropriate accreditation standards and/or the Commission's policy and procedure for submission of complaints may be obtained by contacting the Commission at 211 East Chicago Avenue, Chicago, IL 60611-2678 or by calling 1-800-621-8099 extension 4653. Comments must pertain only to the standards for the program or policies and procedures used in the Commission's accreditation process.

Commission on Dental Accreditation  
American Dental Association  
211 East Chicago Avenue  
Chicago, Illinois 60611  
800-621-8099  
www.ada.org

## **Complaints Policy**

Complaints about the Dental Hygiene Program regarding the general performance of students or staff or the general quality of the curriculum and practical preparation of the student participants should first be addressed to the Dental Hygiene Program Director, Dr. Claire Tucker. Dr. Tucker can be reached at 501-686-6867 or by email at [ctucker@uams.edu](mailto:ctucker@uams.edu). Should the complaints include the behavior of this individual, the complaints should be addressed to the Associate Dean of Academic Affairs, College of Health Professions, Dr. Tina Maddox. Dr. Maddox can be reached at 501-686-6854. The person receiving the complaint will be responsible for conducting a thorough investigation of the complaint and evaluation of the program as it has been described. The complaining third party will be kept apprised of the process as it evolves and will be notified of the ultimate resolution of the concern in a timely fashion. A record of the complaint will be retained in the Program Program Director's files with a copy sent to the Associate Dean of Academic Affairs, College of Health Professions.

## **Signature Page**

**University of Arkansas for Medical Sciences**  
**College of Health Professions**  
**Department of Dental Hygiene**  
**Departmental Policies and Procedures Manual**  
*Revised summer 2021*

**My signature below indicates that I have received a copy of the *UAMS Department of Dental Hygiene Policies & Procedures and Clinic Manual*. Furthermore, I have carefully read each policy and statement, have had the opportunity to ask questions and for clarification, understand their meanings and my responsibility, and agree to abide by the principles set forth.**

_____ Signature	_____ Date
_____ Witness Signature	_____ Date

**By signature below, student acknowledges that: I have been trained in 1) recognizing the signs and symptoms of child abuse and neglect; 2) the legal requirements of the Child Maltreatment Act and the duties of mandated reporters under the act; and 3) methods for managing disclosures regarding child victims.**

_____ Student Name (please print)	_____ Student ID Number
_____ Student Signature	_____ Date
_____ Faculty/Advisor Signature	_____ Date

**I, \_\_\_\_\_ have read and understand the UAMS Substance Abuse Policies. I understand that an outcome of a positive drug screen will constitute immediate suspension from the Dental Hygiene program.**

*After signing this statement, please return it to the Department of Dental Hygiene administrative office. You will be provided with a copy of your signed statement. The original signed statement will be kept in your confidential student record in the administrative office.*