

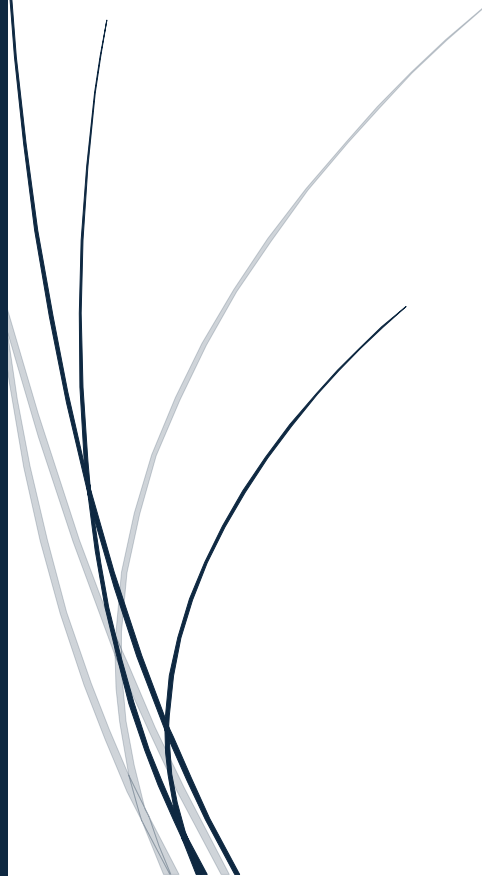
2026-2027

# Dental Hygiene Student Handbook

Associate Degree



**LAKESHORE  
COLLEGE**



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## Introduction

Students will be held responsible for information contained in this handbook. It is the student's responsibility to comply with the requirements within the most current version of this handbook for the entirety of the dental hygiene program.

The student is directed to reference each course syllabus for specific academic information, direction, and requirements. In the event that a process or responsibility in the dental hygiene handbook differs from the college's process or responsibility, the dental hygiene student handbook will be followed. Faculty may modify policies, given sufficient cause.

The most current edition of the handbook is available on the Lakeshore College website: [lakeshore.edu](http://lakeshore.edu)

# Mission, Vision, and Statements

## Mission:

Transform individuals to strengthen our communities through innovative and accessible learning.

## Vision:

The community's driver for individual, social, cultural, and economic vitality.

The Dental Hygiene programs within the Wisconsin Technical College System (WTCS) are committed to educational excellence. We prepare Dental Hygienist with the knowledge, skills, and attitude to enhance and restore the well-being of individuals, families, and the community.

We value:

- Evidence-based practice
- Holistic, patient-centered care
- Honesty, integrity, and fairness
- Life-long learning
- Safe and cooperative work environments
- Partnerships with students, businesses, government, educational systems, and communities
- Wise use of technology and resources entrusted to us

## Description

This associate degree program prepares individuals for a career as a Dental Hygienist. The dental hygienist is a member of the dental team and helps individuals maintain oral health and prevent oral diseases. Under the supervision of a dentist, the hygienist inspects the mouth, removes stains and deposits from teeth, applies preventative agents, prepares clinical and diagnostic tests, completes dental x-rays, and performs many other services related to oral care. Dental hygienists counsel patients about preventive measures such as nutrition, oral hygiene and dental care. After graduating from an accredited program, dental hygienist graduates are required to successfully complete comprehensive written and clinical examinations given under the direction of the State Dentistry Examining Board, the American Dental Association's Joint Commission for employment licensure.

## Target Program Outcomes

1. Model dental hygiene professional code of ethics
2. Counsel clients/patients to reduce health risks
3. Provide community oral health services in a variety of settings
4. Manage infection and hazard control
5. Assess data on all aspects of patient/client health using methods consistent with dental hygienist scope of practice and legal principles
6. Formulate a comprehensive dental hygiene care plan in collaboration with the client and other health professionals
7. Provide preventive and therapeutic services that promote oral health according to the needs of the patient/client
8. Evaluate the effectiveness of the implemented client/patient dental hygiene care plan

## Institutional Learning Outcomes

### **Institutional Learning Outcomes:**

1. Communicates Effectively
  1. Utilize effective communication practices.
  2. Express ideas and information clearly.
2. Demonstrates Critical Thinking
  1. Define problems clearly.
  2. Apply appropriate methods to solve problems.
3. Works Collaboratively
  1. Contribute positively to team efforts.
  2. Apply resolution of conflicts constructively.
4. Exhibits Respect of Individuality
  1. Demonstrate the respect of others' viewpoints.
  2. Promote inclusivity.
5. Models Professionalism
  1. Exhibit behaviors consistent with workplace standards.
  2. Demonstrate personal accountability.

## Dental Hygiene Courses

10-508-101, 31-508-3	Dental Health Safety	1 Credit
10-508-102	Oral Anatomy, Embry, Histology	4 Credits
10-508-103	Dental Radiography	2 Credits
10-508-105	Dental Hygiene Process 1	4 Credits
10-508-106	Dental Hygiene Process 2	4 Credits
10-508-107	Dental Hygiene Ethics & Professionalism	1 Credit
10-508-108	Periodontology	3 Credits
10-508-109	Cariology	1 Credit
10-508-110	Nutrition and Dental Health	2 Credits
10-508-111	General & Oral Pathology	3 Credits
10-508-112	Dental Hygiene Process 3	5 Credits
10-508-113, 31-508-3	Dental Materials	2 Credits
10-508-114	Dental Pharmacology	2 Credits
10-508-115	Community Dental Health	2 Credits
10-508-117	Dental Hygiene Process 4	4 Credits
10-508-130	Transition into Practice Dental Hygiene	1 Credit
10-508-118	Dental Anxiety and Pain Management	2 Credits
10-806-177	General Anatomy & Physiology	4 Credits
10806186	Intro to Biochemistry	4 Credits
10-806-197	Microbiology	4 Credits
10-801-136	English Composition 1	3 Credits
10-809-198	Introduction to Psychology	3 Credits
10-809-196	Introduction to Sociology	3 Credits
10-801-198	Speech	3 Credits
	<b>Total</b>	<b>67 Credits</b>

# Program Requirements

## Admission

### Admission and First Semester Enrollment Steps

- Submit Application.
- Complete the Student Success Questionnaire.
- Submit official high school transcripts
- Complete your *Get Started at Lakeshore Appointment* with your assigned academic counselor to plan your first semester schedule and complete your *College Orientation Overview*

### Academic Preparedness Items

- Complete Health Requirements
- Complete the Background Check process and pay the applicable processing fee.
- Pass HESI exam (Health Occupations Entrance Assessment) with a 75% or higher.
- Meet math and chemistry requirements
- Read and acknowledge the Dental Hygiene Program Handbook

## CPR Certification

Students are responsible for maintaining current Basic Life Support (BLS) American Heart CPR certification designed FOR HEALTHCARE PROVIDERS with AED training. Check carefully that the class offering is designed for healthcare providers rather than for community learners which would be called Heartsaver. CPR classes that are fully online are not acceptable; demonstration of CPR skills must be done in person. CPR certification must be current throughout the entire clinical course. Proof of certification may be requested by instructor prior to clinical orientation. Lack of current certification will result in the student missing clinical and may result in failure of the course. Lakeshore offers CPR courses on a regular basis. Students will be required to upload CPR information into Viewpoint. Viewpoint will validate the CPR status and communicate with students.

## Health Requirements

While Lakeshore College does not require vaccinations, many of the College's clinical partners require that students who learn in their facilities are vaccinated against specific communicable diseases. Admission to the first clinical course is contingent upon completion and approval of health immunization records in Viewpoint. Students must open a Viewpoint account and upload all health information into Viewpoint. Viewpoint will validate the health information and update the student on their status. Health requirements must stay current throughout the duration of the program.

The following ongoing health requirements are required: All health requirements are subject to change per agencies:

1. Proof of a positive chickenpox titer (blood test)
2. Tdap booster in the last 10 years
3. Proof of two MMR vaccines or positive titers (Measles, Mumps and Rubeola)
4. One step TB skin test or a TB blood test in the last year -Must be completed yearly for the duration of the program
5. Proof of Hepatitis B vaccine series or to have a signed declination on file
6. Proof of a current flu shot
7. Dental Exam Form

## Dental Exam Form

Students must have a current Dental Exam Form completed prior to program acceptance. The form must be filled out within one year prior to the start of the dental hygiene program. The Dental Exam Form needs to be uploaded to a student's Viewpoint account prior to the start of the semester.

## HESI A2 Transfer Results Policy

Applicants who have completed the HESI A2 examination at another institution may request that their official HESI A2 results be transferred to Lakeshore College for consideration during the admission process. Official score reports must be sent directly to the Lakeshore College Records Department from the testing institution or through the approved testing service. Copies submitted by the student may not be accepted as official documentation. Score is valid for three years prior to starting core dental hygiene courses.

It is the applicant's responsibility to ensure that official HESI A2 results are received by the Lakeshore College Records Department prior to applicable application deadlines. Receipt of transferred scores does not guarantee admission to a program, and all scores will be evaluated according to current Lakeshore College admission requirements and policies. Students should contact the Records Department for instructions regarding the submission of official HESI A2 results.

## Medical Restrictions

If you have any type of medical restrictions or change in health status during the course of your clinical experience, you **MUST** obtain a release from your health care provider that you can safely provide care in a clinical setting and that you can fulfill all of the technical standards. Submit a copy to your clinical instructor prior to being allowed entry into the clinical area.

## Background Information Disclosure

The Wisconsin Acts 27 and 281 require all students completing an educational clinical requirement (any contact with patients or children with the student in a caregiver role) to have a caregiver background check. Lakeshore College is required to perform these background checks to ensure that students will be admitted into clinical facilities.

As part of the course enrollment process, each student is required to complete a Background Information Disclosure form in Viewpoint.

## Lakeshore College's Self-Disclosure Requirements:

Your program acceptance is tentative until confirmation is received by the college from the Department of Justice on your background disclosure information. If a conviction is found, your program acceptance is tentative until review and approval by the clinical agencies. No clinical spot will be assigned until approval has been given. From the time you complete the Background Information Disclosure form until you graduate from or drop the program, you must report any new charges and convictions for felony, misdemeanor, or municipal ordinance violations to the **Dean of Health within one school day**. This investigation regarding charges and convictions may result in your suspension from clinical, which may delay or prevent your graduation from the program. In addition, your failure to report will result in your removal from the program. Background Information Disclosure Forms can be found online at <http://lakeshore.edu>.

## Instruments

Students will be required to purchase their dental instrument kits throughout the semesters of the program. This will include instruments needed for clinical care and loup/light purchase.

## Students as Patients

Students will be required to be patients for their fellow classmates. Items that students will have to perform include Nitrous Oxide, local anesthetic, coronal polishing, ultrasonic scaling, hand instrumentation scaling, blood pressure ext. Students must be able to complete these skills to pass clinical courses and to apply for licensure.

In the event that students are unable to serve as patients for one another, they are required to independently secure an alternative patient who is due for dental radiographs. The student must obtain a signed prescription from the patient's licensed dentist authorizing the necessary radiographic examinations. All required documentation must be submitted for review and approval prior to the performance of any radiographic procedures. Failure to meet these requirements may result in an inability to fulfill the course requirements for the Dental Radiography course.

## Clinical Patients

It is the responsibility of the dental hygiene student to find and treat qualifying patients. Instructors, staff and Lakeshore College are not responsible for finding patients to meet the student's requirements for graduation and state licensing exams. Each semester the patient quantity and degree of difficulty increases. Patient requirements are explained in each process course. Recruitment can include family, friends, and community members. Having a diverse patient pool available embraces the success of the student learner and competency needed for accreditation.

# Program Expectations

## Professional Expectations

Students are expected to conduct themselves in a manner consistent with the standards governing the Dental Student Conduct Code in the Lakeshore College Student Handbook. Dental Hygiene Students will:

- Show respect toward another.
- Cause another to feel valued.
- Contribute to mutual respect, effective communication, and team collaboration.

All students are expected to conduct themselves, both inside and outside of the school in a civil manner and to comply with the requirements of the following standards of professionalism. Failure to comply with any of the following items or other policies in this handbook may result in a conference with the Associate Dean or his/her designee to discuss the difficulty.

Consequences for violation of these guidelines may include, but are not limited to reprimand, loss of course credit for specific assignment, failing grade, suspension, or dismissal from the program. The following is a description of the general academic and professional responsibilities of a dental hygiene student:

1. Attentiveness – Students are required to regularly attend class and be on time and not leave early. The student should be alert during class/lab/clinical and demonstrate attentiveness.
2. Demeanor – The student has a positive, open attitude toward peers and faculty. The student functions in a supportive and constructive fashion in group situations and makes good use of feedback and evaluation.
3. Maturity – The student functions as a responsible, ethical, law-abiding adult.
4. Cooperation – The student demonstrates his/her ability to work effectively in large and small groups and with other members of the health team, giving and accepting freely in the interchange of information.
5. Personal Appearance – The student's personal hygiene and dress reflect the high standards of the dental profession.
6. Moral and Ethical Standards – The student respects the rights and privacy of other individuals and is knowledgeable and compliant with applicable professional code of ethics.
7. Academic Integrity – The student completes academic work honestly and in accordance with instructions. Plagiarism, unauthorized work sharing, use of unauthorized devices or reference materials are examples of violating the professional standards.

Examples of uncivil behavior which may form the basis for sanctions, including dismissal from the program, include but are not limited to:

- Demeaning, belittling or harassing others.
- Gossiping about or damaging a classmate/instructor's or clinical site employee's reputation.

- Habitually interrupting instruction.
- Lack of attention to instruction or school communications.
- Sending emails or posting information online or via social media that is inflammatory in nature.
- Yelling or screaming at instructors, peers, or clinical staff.
- Habitually arriving late to class or leaving early before class end.
- Knowingly withholding information needed by a peer, preceptor, instructor, or clinical staff.
- Deliberately discounting or ignoring input from instructors/faculty or preceptors regarding classroom and/or clinical performance or professional conduct.
- Not sharing credit for collaborative work or not completing an equitable share of collaborative work assigned.
- Threatening others, including physical threats and intimidation, verbal/nonverbal threats, and implied threats of any kind of harm.
- Inappropriate displays of temper.
- Use of unauthorized technology or unauthorized materials during examinations or completion of assignments.
- Breaking equipment without notifying the appropriate staff/faculty or preceptor.
- Rudeness that escalates into threatened or actual violence or threat of violence against any other person.
- Using inappropriate language.
- Inappropriate use of equipment or electronics.
- Disclosing protected patient information without consent.

## Attendance

If there are extenuating circumstances, **one** absence may be able to be made up. Note that **two tardies will count as one absence**. In the case of an emergency absence, the student must notify their instructor before the scheduled session and may be expected to provide documentation to explain their absence.

**\* If you need to miss a clinical the clinical site must be informed via a phone call and instructor must be notified by phone and or email. For your own protection, make sure you ask the name of the person you leave a message with and note the time that you called them.**

**Two or more** absences without documentation (example: doctors excuse) will be a failure of the course that the absences occurred in.

## Academic Integrity

As an academic community, it is fundamental that every member of the college, including students, be responsible for upholding the highest standards of honesty and integrity. Activities that have the effect or intention of interfering with the institution's mission, its educational

programs, the pursuit of knowledge, or the fair evaluation of a student's performance are prohibited. Examples of violating the academic integrity code include, but are not limited to:

- Copying from another student during an exam
- Copying work from another student and representing it as your own.
- Using unauthorized study aids in an exam (unauthorized notes or use of information)
- Accessing unauthorized web sites to study for exams (test bank web sites)
- Unauthorized use of handheld technology in the classroom or clinical setting
- Copying, removing, or attempting to remove exam items or notes about an exam
- Getting help from someone who already took a test in answering/reviewing test questions or test content
- Sharing test information/content to another student after taking a test
- Falsifying or fabricating clinical, classroom data or completion of assignments
- Plagiarism (copying or paraphrasing from a book, article, or internet source and not giving credit to the source)
- Dishonesty about academic performance
- Lying about having completed assignments or having completed assignments on time. Lying about/falsifying clinical or classroom data.
- Failing to immediately report clinical errors or omissions so that corrective action can be taken.
- Knowingly helping or attempting to help another violate any provision of this code (e.g., working together on a take-home exam).
- Attempting to gain unauthorized advantage over fellow students in an academic exercise (e.g., gaining or providing unauthorized access to examination materials; obstructing or interfering with another student's efforts in an academic exercise; lying about a need for an extension for an exam or paper; continuing to write, even when time is up, during an exam; or destroying or keeping library materials for one's own use).
- Theft of or damage to college property or personal property.

## Violations

The Dental Program Coordinator and faculty member will review all instances of students who have violated the academic integrity code. They may formally initiate a hearing through the Health and Human Services Dean and Student Services Office designee. The following consequences will affect students who have been found to have violated academic integrity:

1. The first violation of the academic integrity codes will result in a "0" on the assignment or related competency and a letter of concern in the student's file.
2. The second violation of the academic integrity code will result in failing the course and a letter of concern in the student's file.

3. The third violation of the academic integrity codes will result in removing the student from the dental hygiene program.

## Transportation

The dental hygiene program may use a variety of educational enrichment facilities for student learning experiences. These facilities may be located in various areas of the community and require students to provide transportation to and from the facility. Students are responsible for their transportation to and from these community-based learning opportunities.

## Clinical Dress Code

Uniforms will be clean, odor-free, and be loose enough to allow students to engage in full activities and movement (including bending and reaching) while still maintaining modesty. If a student's appearance does not meet the requirements of the dress code or is judged as inappropriate by the instructor, the student will not be allowed entrance into the clinical area for that day and will be required to make-up the clinical time in simulation.

Be aware that clinical agency's dress code policies may be more restrictive than Lakeshore's dental program dress code policy. The policy that is the most restrictive is the one that will be enforced.

1. UNIFORMS ARE TO BE FRESHLY LAUNDERED EACH DAY YOU ARE IN A CLINICAL SETTING. If you have consecutive clinical days, you are required to wash your uniform prior to wearing it on the second day. HIGHLY RECOMMENDED home-laundrying method: A hot-water wash cycle (ideally with color-safe bleach) followed by a cycle in the dryer is preferable. Rationale: A combination of washing at higher temperatures and tumble drying or ironing has been associated with elimination of both pathogenic gram-positive and gram-negative bacteria.
2. Any style of clean, black, navy or white leather or leather-type shoes may be worn. Canvas, mesh, or cloth shoes are not allowed. Platform shoes, open-toe shoes, or open-heel shoes with or without a strap are not allowed.
3. Student clinical badges are part of the uniform and must be worn when the student is in the clinical area. They must be clearly visible, located below either shoulder. Clinical badges are obtained through Student Services. Students will be charged for replacement clinical badges.
4. Nails will be clean and will not exceed the length of the fingertips. **No artificial fingernails are allowed. Removal will be enforced prior to returning to the clinical setting at the Lakeshore Dental College Clinic or Clinical rotation site.**
5. Tattoos that are visible and not covered by the uniform must not be offensive or contradictory to the college or clinical agency's mission. Tattoos that are visible and offensive or do not align with the mission may be cause for denial to practice in the clinical setting.

6. Only the following jewelry may be worn: 1 stud in each lower earlobe.
  - a. Pierced earrings will be small, unobtrusive posts--no multiple-pierced earrings, no dangling jewelry; only 1 will be allowed in each ear lobe.
  - b. No nose rings, eyebrow rings, or tongue studs, necklaces, bracelets etc., will be allowed.
7. Ear gauges will need to be approved by the student's affiliating clinical facility. If it does not fit with that facility's dress code, it may be cause for denial to practice in the clinical setting.
8. A wristband activity monitor may be worn. All alarm functions must be silenced.
9. Hair longer than the top of the collar must be pulled back and styled to prevent interference with client care. Use no extreme hairstyles, colors, or hair ornaments. Natural colored hair dyes are acceptable. Colors of pink, blue or orange, etc. are not allowed.
10. Minimal use of cosmetics will be allowed.
11. Perfumes and colognes must be avoided, as well as other strong scents such as smoke.
12. No gum chewing in clinic settings.
13. Students may wear appropriate medical/surgical or religiously prescribed head coverings. These must be in a solid black or white color. If the color is a concern due to cultural values or beliefs, please bring this to the clinical instructor's attention for further discussion.
14. Wearing rings on fingers is not permitted.

## Uniform Guidelines

Any **BLACK** uniform-style top and black uniform-style pants/skirt may be chosen with the following stipulations:

- Style – scrubs, dress, or top and skirt may be worn. Tee shirts are not acceptable as a top. Capri styled pants or lace will not be permitted. No open skin can be shown on legs or arms.
- Sweaters will be black and clean. Sweaters will not be worn when giving direct client care.
- Scrubs or tops will not have words printed on them.
- Skirt or dress length – minimum length of all skirts and dresses is below the knee.
- Pant length will be at the top of the shoe. Pants will not touch the floor.
- Waist bands will hit the waist level at all times.
- Sleeve length – all uniform tops and dresses must have sleeves. The length shall not exceed  $\frac{3}{4}$  length.
- Undergarments – a full-length white or black slip will be worn with dress style uniforms. The undergarment must be clean and fit properly.
- Shirts worn under the scrub top must be plain and colors of navy, white or black.

- Stockings – full-length stockings are required for skirt-style uniforms. Stocking color may be shades of beige.
- Socks – plain black or white over-the-ankle socks are to be worn with scrub style uniforms.
- All facial hair must be neatly trimmed or clean-shaven. Beards may need to be covered.
- Students must wear their student Lakeshore College ID badge when in the clinic, clinical rotation setting or classroom setting.
- Clean white, black or navy clinic/nursing shoes, or healthcare cros without holes and heel covered are acceptable. No mesh or cloth shoes will be allowed. Wear outside shoes to skills lab and then students will be required to change into your skills lab/healthcare provider shoes in the Lakeshore College dental clinic area.

Students may be assigned to community settings, health expos, health fairs, or come to the clinical agency for non-patient care related activities. The student may be allowed to wear non-uniform personal attire. The students are reminded that they continue to represent Lakeshore and the dental profession and should dress in a professional manner. Guidelines for dress are below, but are not all inclusive:

- Clothes should be clean and neatly pressed.
- Wear Lakeshore name badge.
- Denims, jeans, shorts, and athletic, open-toed shoes are not acceptable.
- Skirts or dresses should be knee length or below.
- Clothing should be appropriate to the setting the student is assigned to attend.

On campus, students continue to be a representative of the dental hygiene program and the dental profession. Students are encouraged to dress accordingly. In adherence with recommended asepsis precautions, students must change from uniform jacket before returning to campus for classes, after clinical hour, or whether coming from clinical or from work. When doing any simulations, or open practice clinic time students are expected to dress as they would for a clinical course and change lab jackets before attending any other classes.

## Student Success

Lakeshore College offers a variety of support services to help students succeed in their program of study including advising, counseling, tutoring, and supplemental instruction and accommodation services. In addition, there are many college services available to students.

Listed below are a few of the services dental hygiene students may use. Complete details may be found in the Lakeshore Student Handbook located in this link:

<https://lakeshore.edu/currentstudents/academic-resources>.

## Change of Address/Phone Numbers

To facilitate communication and ensure receipt of grades and important notifications, students should notify instructor and student services immediately upon change of address, name, or phone number. Addresses and phone number updates can be made through the student's My Lakeshore Student Center. Name changes must be completed in-person at Student Services.

## Support Services

If you are experiencing academic difficulty and/or are facing challenges in your college experience, you will be connected to college support services using a referral through Navigate. Navigate is Lakeshore's student success management system that connects students to staff, advisors, faculty, and campus resources. Services like academic, financial, and personal support will be offered. Students will be expected to follow through on accessing the supports provided to maintain success.

## Academic Support & Tutoring

Lakeshore's Academic Support and Tutoring Center offers one-on-one tutoring and small-group study sessions to help students who are having difficulty meeting the academic competencies for a specific course. For more information, log into your [MyLAKESHORE](https://myapps.microsoft.com) account (<https://myapps.microsoft.com>). Click on the Current Students tile. Click on the Academic Resources drop-down and select [Academic Support & Tutoring](#).

Tutor.com is a free online tutoring service that is also available to support all students 24/7 and can be accessed directly from within your Blackboard course. You may also log into Blackboard, click on Academic Support, then Tutor.com to access this service. If unable to access, please contact Academic Support.

## Academic Support for English Language Learners

Taking college classes at Lakeshore can be challenging if English is not your first language. Academic Support can help with completing homework assignments, studying for tests, understanding difficult reading, editing a paper, practicing for a presentation, or anything else you need. For more information, please contact Educational Support Services at 920-693-1120 (TTY 711) or [EducationalSupport@lakeshore.edu](mailto:EducationalSupport@lakeshore.edu).

## Accommodation Services

Accommodation Services partners with students and their instructors to develop accommodation plans that ensure equal access to participation in programs, services, and activities. These plans are voluntary, confidential, and outcome neutral.

- STUDENTS WITH DISABILITIES may be eligible for Accommodations based on the Americans with Disabilities Act of 1990 and Section 504e of the Rehabilitation Act of 1973.
- STUDENTS WHO ARE PREGNANT OR PARENTING may be eligible for accommodations based on Title IX of the Educational Amendments of 1972.

Go to the [Accommodation Services Webpage](#) to get started or contact Accommodation Services at 920.693.1120 (TTY 711) or [as@lakeshore.edu](mailto:as@lakeshore.edu).

## Course Drop/Transfer

Students are responsible for officially dropping or withdrawing from class(es). Stopping attendance in class does not constitute withdrawing. Students may drop a class by logging into their MyLakeshore account and dropping the class(es) themselves or submitting a student add/drop form also located in MyLakeshore. *Note: Dropping classes may impact the refund period, financial aid, or educational progress.* View the [Student Handbook: Academics – Class Additions, Transfers, & Withdrawals/Drops](#) for more information.

## Non-Discrimination

Lakeshore strives to maintain a learning and working community where students and employees are treated with respect and dignity, free from discrimination and harassment.

For more information or to report an incident of discrimination or harassment that involves a Lakeshore student, faculty, or staff member go to [Complaint/Concern Process Webpage](#).

Lakeshore College does not discriminate against protected classes, including but not limited to race, color, national origin, religion, sex, or gender – including sexual orientation, gender identity, gender expression, disability or age in employment, admissions, or its programs or activities. To handle inquiries regarding Lakeshore’s nondiscrimination policies, contact the Vice President of Student Success for students 920.693.1858, [tanya.boman@lakeshore.edu](mailto:tanya.boman@lakeshore.edu) or the Executive Director of Human Resources for staff/others 920.693.1139, [Marissa.Holst@lakeshore.edu](mailto:Marissa.Holst@lakeshore.edu). Lakeshore College, 1290 North Avenue, Cleveland, WI 53015. TTY 711 [Equal Opportunity Statement | Lakeshore](#).

## Student Conduct Code

Lakeshore College is an academic community that maintains high standards of instruction and provides a safe campus for all people utilizing its programs and services. As a learning organization, Lakeshore monitors student conduct, encourages positive behaviors, and requires academic integrity in support of a positive teaching and learning environment.

Students are expected to maintain appropriate behavior when attending college classes and activities. If actions become disruptive to the classroom and/or to other learners, the individual(s)

may be requested to leave the class or event. This includes behavior that may be disorderly, profane, unreasonably loud, indecent, or violent. Additionally, the incident may be referred to the student conduct officer for possible academic sanctions, if applicable and warranted.

For detailed Student Conduct Code policy and procedure information, including sanctions and violation procedures, please see the [Student Handbook: Student Rights and Responsibilities](#) policy. (<http://globaldatebooksonline.com/flipbooks/lakeshore/#p=1>).

## Title IX Statement

Title IX of the Education Amendments of 1972 is a federal sex law governing how educational institutions receiving federal funds respond to allegations of sex discrimination, including sex-based harassment and unlawful harassment. Title IX applies to the entire college community including students and employees.

The College is committed to helping create a safe and open learning environment for all students. If you have experienced any form of sex-based harassment such as quid pro quo, hostile environment harassment, sexual assault, dating violence, domestic violence, and/or stalking and sexual exploitation, know help and support are available. The College strongly encourages all members of the community to act, seek support, and report incidents to the Title IX Deputy Coordinator. Under Title IX, all Lakeshore employees are required to disclose information about such harassment to the Title IX Deputy Coordinator. Complaints can be made to the Title IX Deputy Coordinator, [chou.yang@lakeshore.edu](mailto:chou.yang@lakeshore.edu) / 920-693-1733.

For more information about reporting options and resources, go to [Safety and Security | Lakeshore](#) (<https://lakeshore.edu/safety-security>) and [Title IX Sexual Harassment Policies and Resources | Lakeshore College](#) (<https://lakeshore.edu/about/title-ix>).

In case of an emergency, please call 911.

## Technical Standards

The American with Disabilities Act (ADA) of 1990 (42 U.S.C & 12101. et seq), the ADA Amendment Act of 2008, and Section 504e of the Rehabilitation Act of 1973 (29 U.S.C & 794), prohibits discrimination of persons because of disability.

The purpose of this document is to provide information pertaining to the Technical Standards representative of those found in the profession.

Please note that you are provided with the opportunity to individually discuss these technical standards with an Advisor or other college representative. Accommodation is available for students with documented disabilities through the Accommodation Services Office. For more information related to the accommodations process, please visit: <http://www.lakeshore.edu/as>  
In order to determine eligibility and to receive services, students must submit documentation. In general, documentation should be from within five (5) years of the date of request for services or admission to Lakeshore College. An Individual Education Plan (IEP) alone will not necessarily be sufficient documentation for determining eligibility, depending upon the IEP content and

identified disability. Documentation must include:

- Diagnosis and resulting limitations as determined by a qualified professional
- Limitations significantly limit at least one major life activity in an educational setting
- Ex: mobility, vision, hearing, seeing, learning, etc.

A request for accommodation(s) should be made as soon as possible.

Students enrolled in the dental program should be able to meet the established technical standards identified below. The technical standard for the dental programs is reflective of those found in the dental program, profession.

- Ability to detect and respond to emergencies
  - Ex
    - Working with caustic chemicals
    - Working with equipment that produces radiation, flame, or vibration
- Students must have sufficient endurance, strength, mobility, balance, flexibility and coordination to perform client care activities and emergency procedures
  - Detect odors, such as gases
- Depth perception, detect and identify differentiation of color
- Students must have sufficient sensory (auditory, visual, smell, tactile) ability
  - Ex:
    - Ability to complete client assessments
    - Ability to detect environmental necessities

## Outside of Class Work

An average course will require two to three hours of theory attendance per week. Anticipate two to three hours of preparation for every hour of class to be successful at the college level.

Additional time for practicing in the Lab and practice clinic time will not show up on class schedules since portions of practice are scheduled by the student. Time varies with each student's needs and course requirements.

- Avoid heavy work schedules and social commitments.
- Study with your peers.
- Study own references; do not depend on notes from others.
- Have a special place to write down each class and clinical assignment or requirement so that you don't miss something - using your Lakeshore College planner may be helpful.
- Prepare well for clinical, including practice in the Skills Lab.
- Ask for help right away; do not be afraid to ask (or ask too late).
- Accept the grades you get.
- Communicate with your instructor.
- Use your program counselor for questions or guidance.

## Outside Employment Recommendations

Research demonstrates delayed responses on the part of health care staff experiencing fatigue due to lack of adequate sleep. In the interest of patient safety and optimal learning, we advise that students not work more than 12 hours at a place of employment and your program clinical courses (combined) within any 24-hour period. Students will not be allowed to practice in clinical that is scheduled on a day shift after working outside employment on the night shift. Successful students balance work, school, family, and self, making sure they maintain adequate time for theory and clinical requirements.

## Technical Help

If you have technical issues with your computer or are having difficulty logging in, please contact our Help Desk at 920.693.1767 for priority response such as password resets. For non-emergent assistance, you can contact the Help Desk email [lakeshorehelpdesk@lakeshore.edu](mailto:lakeshorehelpdesk@lakeshore.edu). If you have technical problems that may result in your not being able to meet one of the course criteria (e.g., unable to upload an assignment or unable to log on to the discussion board) please contact your instructor via email.

If you need Blackboard assistance, help is available to assist you with Blackboard navigation, submitting assignments, and the use of other Blackboard related technologies by calling 920-693-1654. In person: Stop in the Student Resource Center and ask for help. If you need immediate help, please contact the Lakeshore College Help Desk.

## Academic Support and Tutoring Services - Cleveland

The Student Resource Center is located on the first floor of the Lakeshore Building near the Library. This area provides services to assist students with study skills, test-taking skills, math/dosage calculation, reading, English, chemistry, and other general education courses. Online resources are also available on the Lakeshore website under Current Students, scroll to Academic Resources, and click on Academic Support & Tutoring.

## eCampus Bookstore

Students can rent and/or purchase new, used and digital textbooks as well as purchase their required course packets and supplies via [eCampus.com](http://eCampus.com).

## Lakeshore College Library

The library has a broad selection of resources to support the training and education of dental hygiene students. This includes print and electronic books, professional journals, evidence-based medical databases, citation software, and reference librarians to instruct and assist with student research assignments. You may access library resources from home, clinical sites, dental clinic skills labs and anywhere with Internet access. When off campus, some library resources will ask you to login to verify that you are a Lakeshore College student. We encourage students to

contact Library staff by email, chat, or phone for assistance.

The library has small study rooms that may be reserved and many computers for use while in the library. They also have technology such as laptops, hot spots, I-pads, Nooks, and Kindles that may be checked out to students.

## Peer Tutoring

Peer tutoring in dental hygiene courses is also coordinated through the Student Resource Center. To request a peer tutor, please complete the online request form via the Lakeshore website under Current Students, scroll to Academic Resources, and click on Academic Support & Tutoring. Scroll down to the Peer Tutoring area.

## Student Advising

Program counselors intend to guide and advise students throughout their program. Counselors are most effective when students maintain contact. Students may make an appointment to see the dental hygiene program counselor or may contact the counselor during walk-in hours.

Students are expected to contact the counselor at the following times:

- Each semester for educational/course planning.
- In cases of academic/course failure and/or withdrawals.
- With changes in progression plan.
- As a resource for questions regarding the dental hygiene program.

## Student Counseling

A mental health counselor is available as a support to students with personal or mental health issues such as stress, anxiety, difficulty outside of school, test taking strategies, etc.

For more information or to make an appointment, check out our web page at [www.lakeshore.edu](http://www.lakeshore.edu), click on Current Students, scroll down to Personal Support, and click on Counseling Services. There is a link to access 24/7 mental health counseling services.

## Graduation

As a candidate for the dental hygiene associates diploma from Lakeshore College, you will be an important participant in graduation ceremony. This ceremony is a special recognition of your scholastic achievements at Lakeshore College. It is a formal cap and gown ceremony, and all May graduates are encouraged to take part. The commencement ceremony is held the last week of school. You will be notified when to purchase your cap and gown and of the other ceremony details. It is necessary to petition to graduate by filling out a graduation application in order to be considered a candidate for graduation and receive notifications. Graduation |Lakeshore.edu.

## Lakeshore Dental Hygiene Program Remediation Policy

If the student completing the assessment or evaluation grade does not meet the minimum competency, remediation is required. The instructor or dentist will inform the student by writing remediation on their grading rubric or through Upscale Assessment. Once remediation is assigned, the student will compose a learning plan on how they will review the learning plans

and course material to complete the assignment again. The assignment cannot be reattempted till remediation is completed. Remediation should take place with the instructor that assigned the remediation. Remediation will occur once the student has completed their personal learning plan and an agreed upon time with the instructor has occurred. The personal learning plan and initial evaluation will be discussed at the remediation. Remediation and a copy of the evaluation will be kept in the student's file. **The minimum grade allowed after remediation will be 75%.**

Students will be given up to **three attempts to remediate.**

After the third attempt the student will be unsuccessful in that competency. See course syllabus for specific guidelines per course and online grading tracking system (Upscale Assessment).

- In certain circumstances if situation and time allow, chairside remediation can occur at the discretion of the instructor or supervising dentist ( Example: taking radiographs)

## Confidentiality

Protecting the privacy of information is referred to as “confidentiality” and is an important part of how health care is delivered to the people in communities we interact with. As required by the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA), all health care providers and caregivers must protect the patients' medical records and other health information. Patients can expect that steps are taken to ensure communication about them is kept confidential.

Each dental facility and Lakeshore Dental Clinic have established policies and procedures to protect the confidentiality of protected health information (PHI) about their patients. Some examples are Name, date of birth, phone number and address, insurance and social security numbers, medical history.

Healthcare workers and dental hygiene students can protect privacy by following the “need to know” rule which states, “Use only the minimum necessary information needed to do your job”. Students can share healthcare information only with person(s) identified by the client.

Any violation of client confidentiality is a breach of dental ethics, a violation of state and federal law and will result in disciplinary action up to and including dismissal from the dental program.

## Occupational Clinical Risk/Infection Control

Students must adhere to prescribed safety measures and follow standard precautions whether working with patients and or with blood and body fluids either in the school clinic or in the actual clinical setting. Faculty cannot assume the responsibility for assigning students to work with blood or body fluids that are free from communicable diseases such as AIDS or Hepatitis. It is the responsibility of the student to work safely and take the proper safety precautions to minimize exposure to such diseases. Lakeshore College, its faculty, or clinical agencies will not

be held liable for accidents, injuries, or infections incurred by students during their course of study.

## Infectious Disease Risk

Students may be exposed to potentially infectious materials including blood, saliva, and other bodily fluids. There is always a risk that students may treat patients that have known or unknown medical diagnosis of disease such as HIV/AIDS, or Hepatitis.

## Post-Blood Borne Pathogen Exposure

In the event of exposure to blood borne pathogens,

1. Obtain first aid. Needle stick/cut:
  - a. Encourage bleeding.
  - b. Wash thoroughly with soap/warm water.
  - c. Use plenty of friction.
  - d. Mouth: Rinse with water or mouthwash.
  - e. Eyes: Flush with water/normal saline or eyewash for at least 10 minutes.
  - f. Open areas of skin: Wash thoroughly with soap/warm water, including under nails and in the creases.
    - i. Use plenty of friction!
2. Inform instructor.
3. Identify source individual, if possible.
4. Instructor should contact clinical agency for their review of source risk category.
5. Clinical agency policies for exposure should be followed.
6. Clinical agency rep should contact source individual for consent to test for HIV, Hepatitis B and Hepatitis C.
  - a. Blood tested – results given to student and student’s healthcare provider.
  - b. Source not tested/unknown- treated as if positive with consideration of risk status.
7. Student should seek medical evaluation as soon as possible for a high-risk exposure.
8. Complete Lakeshores Accident/Injury Report.  
[www.lakeshore.edu](http://www.lakeshore.edu) – about – complaint/concern – filing an accident/Injury report-  
accident/Injury report non-staff.
9. Post exposure recommendations: follow agency policy.

## Insurance

Students will have professional liability insurance provided by the college. This insurance provides protection for the student while functioning as a dental hygiene student. For further information contact the program director.

## Radiation Badge Monitoring

Instructors and students will be offered to wear radiation monitoring badges while in clinicals or radiography courses. Badges are required to be worn during clinical courses and kept at Lakeshore College. Results will be shared with staff and students and a record will be kept with the program coordinator.

## Professional Expectations

Students are expected to conduct themselves in a manner consistent with the standards governing the Dental Student Conduct Code in the Lakeshore College Student Handbook. Dental Hygiene Students will:

1. Shows respect toward another.
2. Causes another to feel valued.
3. Contributes to mutual respect, effective communication, and team collaboration.

All students are expected to conduct themselves, both inside and outside of the school in a civil manner and to comply with the requirements of the following standards of professionalism. Failure to comply with any of the following items or other policies in this handbook may result in a conference with the Associate Dean or his/her designee to discuss the difficulty.

Consequences for violation of these guidelines may include, but are not limited to reprimand, loss of course credit for specific assignment, failing grade, suspension, or dismissal from the program. The following is a description of the general academic and professional responsibilities of a dental hygiene student:

1. **Attentiveness** – Students are required to regularly attend class and be on time and not leave early. The student should be alert during class/lab/clinical and demonstrate attentiveness.
2. **Demeanor** – The student has a positive, open attitude toward peers and faculty. The student functions in a supportive and constructive fashion in group situations and makes good use of feedback and evaluation.
3. **Maturity** – The student functions as a responsible, ethical, law-abiding adult.
4. **Cooperation** – The student demonstrates his/her ability to work effectively in large and small groups and with other members of the health team, giving and accepting freely in the interchange of information.
5. **Personal Appearance** – The student's personal hygiene and dress reflect the high standards of the dental profession.

6. Moral and Ethical Standards – The student respects the rights and privacy of other individuals and is knowledgeable and compliant with applicable professional code of ethics.
7. Academic Integrity – The student completes academic work honestly and in accordance with instructions. Plagiarism, unauthorized work sharing, use of unauthorized devices or reference materials are examples of violating the professional standards.

Examples of uncivil behavior which may form the basis for sanctions, including dismissal from the program, include but are not limited to:

- Demeaning, belittling or harassing others.
- Gossiping about or damaging a classmate/instructor's or clinical site employee's reputation.
- Habitually interrupting instruction.
- Lack of attention to instruction or school communications.
- Sending emails or posting information online or via social media that is inflammatory in nature.
- Yelling or screaming at instructors, peers, or clinical staff.
- Habitually arriving late to class or leaving early before class end.
- Knowingly withholding information needed by a peer, preceptor, instructor, or clinical staff.
- Deliberately discounting or ignoring input from instructors/faculty or preceptors regarding classroom and/or clinical performance or professional conduct.
- Not sharing credit for collaborative work or not completing an equitable share of collaborative work assigned.
- Threatening others, including physical threats and intimidation, verbal/nonverbal threats, and implied threats of any kind of harm.
- Inappropriate displays of temper.
- Use of unauthorized technology or unauthorized materials during examinations or completion of assignments.
- Breaking equipment without notifying the appropriate staff/faculty or preceptor.
- Rudeness that escalates into threatened or actual violence or threat of violence against any other person.
- Using inappropriate language.
- Inappropriate use of equipment or electronics.
- Disclosing protected patient information without consent.

## Standards of Safe Care

In addition to civility standards, dental hygiene students are expected to comply with safe patient care standards at all times. Failure to comply with any element of safe care standards will result in disciplinary action, up to and including immediate dismissal from the program. All students shall comply with the following standards:

1. A student shall, in a complete, accurate and timely manner, report and document professional assessments or observations, the care provided by the student for the client and the client's response to that care.
2. A student shall immediately and in an accurate manner report to the appropriate practitioner and instructor any errors in or deviations from the current valid order.
3. A student shall not falsify any client record, or any other document prepared or utilized in the course of or in connection with dental practice.
4. A student shall implement measures to promote a safe environment for each client, dentist, and faculty.
5. A student shall delineate, establish, and maintain professional boundaries with each client.
6. At all times when a student is providing direct care to a client the students shall:
  - a. Provide privacy during examination or treatment and in the care of personal or bodily needs.
  - b. Treat each client with courtesy, respect, and with full recognition of dignity and individuality.
  - c. A student shall practice within the appropriate scope of practice set forth by the regulatory and licensing entities.
  - d. A student shall use universal blood and body fluid precautions. e. A student shall not engage in behavior that causes or may cause physical, verbal, mental or emotional abuse to a client.
  - e. A student shall not misappropriate a client's property.
    - i. Engage in behavior to seek or obtain personal gain at the client's expense.
    - ii. Engage in behavior that constitutes inappropriate involvement in the client's personal relationships.
7. A student shall not misappropriate a client's property.
  - a. Engage in behavior to seek or obtain personal gain at the client's expense.
  - b. Engage in behavior that constitutes inappropriate involvement in the client's personal relationships.
8. A student shall not self-administer or otherwise take into the body any controlled substance or prescription in any way not in accordance with legal, valid prescription issued for the student. Students enrolled in clinical courses are expected to report any ingestion of prescription medications that may alter the student's perception, thinking, judgment, physical coordination or dexterity including any and all narcotics to the assigned faculty or preceptor prior to participating in a clinical experience.
9. A student shall not use chemical substances or alcohol that impairs ability to practice prior to participating in a clinical experience.
10. Students may be dismissed from the course or the program in situations where a clinical site refuses a student from returning to complete their rotation.

11. Students may be dismissed from the clinical if they are perceived to be emitting any strong odor including perspiration, perfume, aftershave, tobacco, or alcohol.

**Students who breach the standards of civility or standards of safe care will be subject to disciplinary action or may be immediately dismissed from the course and/or program. The status of dismissal is at the discretion of and determined by the Dental Program Coordinator or Dean of Health Services. Disciplinary sanctions may include but are not limited to academic warning, behavioral contracts, suspension, course failure, and/or removal from the program. A student who is dismissed from the Dental Hygiene program due to violation of safety and/or professional standards is not eligible to apply for readmission to the Dental Hygiene Program.**

## Clinical Down Time Form

If a student **has 6 or more clinical down time forms** filled out for the Process 1, 2, 3, or 4 they will fail the process course they are in. Clinical Down Time Forms are not transferred from semester to another semester. Clinical Down Time Forms are filled out when a student has more than **30 minutes** of no patient contact time.

During any clinical down time, students are expected to remain actively engaged by completing process course requirements, assisting with clinical support task, or studying approved course materials. Students must be present for the duration of the clinical time, or it will count as an unexcused absence.

## Code of Ethics Regarding Social Media

This code provides Lakeshore College dental hygiene students with rules for participation in social media. The term social media includes but is not limited to blogs; social networks such as Facebook® and Twitter®; podcasts; video sharing; Instagram; Really Simple Syndication (RSS) feeds; and on-line collaborative information and publishing systems.

- Students may not disclose any confidential or proprietary information regarding any clinical affiliate, its patients, visitors, vendors, and medical, nursing, and/or allied health staff.
- Students may not use or disclose any patient identifying information of any kind in any social media. This rule applies even if the patient is not identified by name where the information to be used or disclosed may enable someone to identify the patient.
- Students are not permitted to use a clinical affiliate logo or Lakeshore logo in any internet posting.
- Students are personally responsible for what they post.

Students determined to have breached the Social Media Code of Ethics will be subject to disciplinary action or may be immediately dismissed from the dental program. The status of

dismissal is at the discretion of and determined by the Dental Program Coordinator and or Dean of Health Services.

In addition, students are responsible to maintain client confidentiality. Posting patient information or pictures on social media such as Facebook, Twitter, YouTube is a violation of confidentiality and would be cause for removal from the clinical setting and dismissal from the program. Texting, checking e-mails, or accessing the internet during any lab or clinical time, outside of scheduled class breaks, is not allowed.

### Advice to Students:

Be careful of what you post on any social media site – you want to be viewed as an ethical, responsible employable person! It is important to monitor what others post on your wall as well as monitor photographs in which you are “tagged.” It is becoming common for potential employers to search for the social network profiles of potential hires and there are many examples of people not being offered a job because of findings on social media sites.

### Restricted Activities in the Skills Lab Area

Eating, drinking, smoking, applying cosmetics, applying lip balm, and handling contact lenses are prohibited in the dental clinic, or dental classroom lab setting due to a risk of occupation exposure to blood, saliva, body fluids or chemicals.

- Cell phones, Meta glasses, smartwatches or any other recording devices are prohibited in the dental clinic and must be left in the student locker area.
- Lab coats, gloves, mask, and goggles must be removed before leaving the skills lab area, or clinic operatory.

### Student Responsibility:

- Report damage, breakage, or malfunctioning of supplies or equipment.
- Students are responsible for bringing skills analysis forms with them. Staff will not provide additional copies.
- Some supplies, instruments or materials may be taken outside the lab after being checked out by a staff member.
- Return used supplies, instruments or materials to proper storage area before leaving, and leave the skills lab neat and clean.
- Coats and extra books are not allowed in the clinic area and should be kept in a locker or the book drop in dental student common space

## Mobile Device Regulations

- Mobile Devices are not allowed for use in patient treatment areas.
- Keep mobile device on vibrate or silence mode while in clinical or classroom.
- Request permission from instructors prior to recording lectures or class activities.
- No electronics are allowed during any exams. Students should not be able to see/hear/feel these devices during exams devices are to be left in purses/backpacks; no devices on any person].
- Personal use of mobile devices for texting, e-mail, phone, using social media or any other application is strictly prohibited during classroom or clinical time.
- Still and video photography **may not** be used to capture any patient data, patient identifiers, or patient images or allowed in the clinic.
- Patient data may not be collected or stored on the mobile device.
- Devices must follow institution infection control practices in the settings in which they are used.

**Inappropriate handheld device use and/or violation of HIPAA guidelines is cause for termination from the Dental Hygiene program.**

## Communication Student Support Hours/Phones

1. Instructors will post student support hours in course syllabi. Students interested in meeting with an instructor should make an appointment during student support hours.
2. Special appointments, if necessary, should be arranged with the instructor. Students may schedule an appointment, email a request, or leave a message for the instructor by calling their voice mail.
3. Students may be given their instructors cell phone numbers. It is expected that students will not share this number and use it for any purpose other than to communicate in class/clinical as directed by your instructor.

## Communicating Concerns

The Dental Hygiene students, faculty, associate dean, dean, and student services are all on the same team with one objective of student success. We know at times there are concerns or suggestions for improvement that arrive in a course. To best meet the students' needs in these instances, we require that the student use the following channels for communication within a term.

1. Initially confer with the instructor regarding the concern.

2. The instructor and student may reach out to the Dental Program Coordinator after their initial meeting.
3. If no resolution has been reached, the Dean of Health and Human Services may be contacted.

E-mail and Electronic Communications Communication to students and from students should occur through their Lakeshore email account.

- Students must recognize that all electronic communications are considered public, not private, and therefore subject to discovery in legal matters and can be made available to the general public.
- Patient data, patient identifiers, and other sensitive personal health information must not be transmitted electronically.
- Students must check their Lakeshore email daily as this is the primary mode of communication between faculty, staff, and students.

## Dental Hygiene Academic Policies and Procedures

### Program Progression Policies

1. Students must successfully complete courses in one term before progressing to courses in the next term.
2. Any student not participating in the program for more than one semester must meet with the program counselor to explore options to re-enroll. Students who will be out of clinical for more than one semester will be required to demonstrate current competency in selected skills and assessments prior to returning to clinical. If they are unable to demonstrate the competency, they may need to repeat previous skills or clinical courses. Options may include additional coursework or starting over.
3. Priority registration for students is as follows:
  - a. Lakeshore enrolled dental hygiene program students will get priority for registration in dental hygiene courses.
  - b. Students who remain in the usual course progression will be given priority for available class and clinical space.
  - c. First semester dental hygiene courses will be filled with students who are newly admitted before students who withdrew or failed will be allowed to register for courses.
  - d. Students who register for a course BEFORE the registration deadline has passed will be given priority over students who failed a course. After the registration deadline is passed, spots are on a first come, first-serve space-available basis.
  - e. Student registration after the first failure in a course will occur according to space availability. The student will be assigned to the clinical site or skills class based

on spots available. If there are multiple students who need one available clinical or skills class spot, preference will be given based on program ready date. If two students have the same program ready date, preference will be given based on application date.

- f. Students who must repeat a class due to failure/withdrawal for the first time will be given priority enrollment over students who are continuing in the program based on a successful appeal.
4. The Dental Hygiene program will not hold any clinical spots for unvaccinated students, nor will they reassign students to a different clinical experience or facility based on vaccination status or for any other reason. Should a student rotation in a clinical site requiring vaccination without exemptions, the student will make the decision to either become vaccinated to remain in the course or withdraw for the semester in hopes of getting a different site the following semester. Withdrawing will count as an enrollment. These students will be considered out of progression and will follow all policies of the handbook related to progression, registration, number of enrollments, and possibly appeals.

## Maintaining Academic Integrity of Distance Education

Learners accessing Lakeshore College's Learning Management System (LMS) will be required to access the system via a private password and multi-factor authentication. This ensures that only the student, knowing the password and verifying through the multi-factor authentication process can access the online course content. Should a student elect to provide an unauthorized user with these credentials, they would be in violation of Lakeshore College's computer Use policy and subject to disciplinary action in accordance with this policy and the Lakeshore College student handbook.

Additionally, if students complete course assessments on campus via the on campus testing center, they verify their identify via a government issued phot identification. Furthermore, should course assessment be competed online, Lakeshore College utilizes the Respondus lockdown browser system to verify student identify, and perform remote monitoring of the student, and browser lockdown within the College's LMS.

## Grading Rationale

### Course Grading Information

#### Rationale

**Grade Scale:**        A        93%-100%

B	86%-92%
C	78%-85%
F	Below 78%

**A C (78%) or higher needs to be earned to be able to have successful completion of the course and to move on to the following Dental Hygiene semester.**

Dental Hygiene faculty believe that course performance and test scores are highly correlated to success on the Central Regional Examination (CREDITS), Wisconsin Statutes and Administrative Code and the National Dental Hygiene Examination. With this belief, the following grading policies are in place:

### Shared Course from Dental Assisting

10-508-101, 31-508-3	Dental Health Safety	1 Credit
10-508-103	Dental Radiography	2 Credits
10-508-113, 31-508-3	Dental Materials	2 Credits

Students must have successfully completed course with a 78% or higher grade to be shared between the dental assisting and dental hygiene program. The registrar, Dental Program Coordinator, instructors and Dean of Health Services may have input on acceptance of credit and or test out option. Shared courses may have a test option for

**It is the students responsibility if they have taken the shared course to be knowledgeable of safe patient care and correct methodology. It is the student's responsibility to retain the knowledge for the licensing exams and dental hygiene courses.**

#### Theory Courses

- Students must attain a minimum 78% overall score in the theory course to demonstrate achievement of course competencies.
- There will be no rounding of any grades, extra credit, or alternative testing to achieve the 78% course score.

#### Clinical Courses

- Students must attain a minimum 78% overall score in the clinical course to demonstrate achievement of course competencies.

- There will be no rounding of any grades, extra credit, or alternative testing to achieve the 78% course score.
- Student daily scores assigned by the instructors will be averaged to get the overall grade in each competency.
- Students must demonstrate achievement of each clinical in order to pass the clinical course. If the student does not demonstrate achievement of each competency, they will fail the clinical course regardless of the other course work.
- Students are responsible for finding their own patients to complete the course competencies needed for demonstration of competencies.

## Mandatory Academic Coaching

In effort to increase student success and maintain student progression in the Dental Hygiene program, a few academic support strategies will be implemented for students who have previously failed a course and/or do not obtain a passing grade on any of the learning plan exams. These students are REQUIRED to participate in supplemental academic coaching also known as intrusive advising to continue in the course.

The student is required to consistently collaborate with the instructor throughout the course. Specific requirements for mandatory academic coaching will be listed in each course syllabus. The instructor will provide direction to the student on the specific academic tutoring and additional college resources to use such as the academic specialist, peer tutor, and program counselor.

## Initial Instructor Communication

- Students who have previously failed a course must meet with the instructor prior to taking the course for the second time.
- Students who have failed a learning plan exam must meet with the instructor within a week after completing the exam.

Students must meet with the instructor to review their performance and identify strategies to increase success. Self-reflection is an important component of this process, so students may be required to identify strengths and/or barriers to their success in the dental program by completing a self-perception appraisal and then developing a specific performance improvement plan with a specific strategy, action plan and timeline for implementation.

If required, these documents should be completed and submitted to the instructor. Because there are many potential factors that may impact student success, instructors will review the self-perception appraisal survey with the students and will recommend additional college resources for the student.

## Ongoing Instructor Communication

Students are encouraged to meet regularly with their instructors throughout the course. They are required to meet the instructor within the week after completing an unsuccessful learning plan exam to review and analyze the rationale for not being successful. Students will share their perceived reason for lack of success with the instructor and develop/modify their improvement plan that they will follow for the next exam.

## Program Advising

Students must meet with the program counselor at least once a semester or more frequently if requested by the instructor or the program counselor. The counselor will assist in academic program planning and assisting with non-academic factors that may impact success in the dental hygiene program.

## College Support Services

Students should participate in college support services based on personal need or by the referral of the instructor or the program counselor. College support services may include accommodation services, financial services, counseling, etc.

## Transfer Policy

### Program Transfer Policy

Lakeshore College welcomes students transferring from other institutions of higher education. The following process ensures that students transferring from other institutions meet the same performance and academic standards required for current Lakeshore Dental Hygiene program students.

1. Students transferring from other institutions of higher education must meet the published admission and enrollment requirements established for all students entering the specific program.
2. A new Background Information Disclosure must be completed at the time of application to Lakeshore.
3. An emailed letter of good standing must be sent from the previous institution directly to the Dental Hygiene program counselor at Lakeshore. This letter supports that the student transferring is in good standing in that program and should include why the student is leaving the former Dental Hygiene program and would the student be allowed to return if they chose. The program counselor will review the letter and discuss the circumstances with the Dental program Coordinator. A decision on transfer and admission/enrollment

will be made based upon the information provided, current Lakeshore policies and standards, as well as the standards and policies of the program of enrollment.

4. If an extended period of time has passed between the most recent enrollment and transfer to Lakeshore:
  - a. Each year of the program must be completed within two years.
  - b. Transfer students who will be out of clinicals for two semesters will be required to demonstrate current competency in selected skills and assessments prior to returning to clinical. If they are unable to demonstrate the competency, they may need to repeat previous skills or clinical courses. Options may include additional coursework or starting over.
  - c. All courses must have been passed with a grade of C or better unless a B is noted as the requirement.
5. If a student has been dismissed from a previous college on the basis of clinical or academic performance, or if previous clinical or academic performance provide the basis for the request for transfer, the request will be evaluated on the basis of the same standards of clinical and academic performance applicable to Lakeshore students as published in the program handbook.
6. In addition, students requesting transfer will be evaluated under the standards prescribed by the Lakeshore Academic Integrity Code and the Student Conduct Code.
7. If a student is transferring from another dental hygiene program, they must be in compliance with Lakeshores dental hygiene policies. If they are in violation of Lakeshores policies, they must submit official transcripts from all previous institutions and a letter of good standing from their dean of dental hygiene or clinical chair. The letter must explain why the student was unsuccessful and if the student would be allowed back into their program. The student would then follow Lakeshore's Appeal Process as detailed in this handbook. Students must be matriculated before submitting appeals for review. Transfer is not guaranteed, and decision made by the dental hygiene faculty is final. Students must be matriculated before submitting appeals for review.
8. Lakeshore students get registration preference for all courses over non-Lakeshore students.

## Disapproval of Transfer

Subsequent to review of records or inquiry, Lakeshore reserves the right to decline a transfer and to refuse admission to an applicant on the basis of, but not limited to, any of the following, as applicable:

1. Conduct upon which a professional license or certificate in the program of enrollment will not be issued by the applicable regulatory authority.

2. Previous involuntary removal from a clinical education program, clinical practice program, or clinical procedure component of a course of study in a health care field or the program of enrollment.
3. Poor academic standing.
4. Violation of professional standards, student conduct or academic integrity code.
5. Suspension, limitation, or revocation of a current or previously held license or certification in a health care field or the program of enrollment.
6. Being listed on the Wisconsin caregiver misconduct registry.
7. "Misconduct" within the meaning of section N 7.04 of the Wisconsin Administrative Code, as amended.
8. "Abuse" within the meaning of section HFS 13.03(1) (a) of the Wisconsin Administrative Code, as amended.
9. Conduct or convictions not acceptable for clinical placement with affiliated clinical agencies.
10. A criminal conviction of a serious crime within the meaning of Section 50.065 1. (e), of the Wisconsin Statutes, or conviction of a crime which is substantially related to client care within the meaning of section 50.065 (5m) of the Wisconsin Statutes, as amended, and section HFS 12.06 of the Wisconsin Administrative Code, as amended.
11. Dismissal from other institutions of higher education system program or enrollment.
12. Any other conduct presenting a substantial danger or detriment to the health, welfare, or safety of patients, members of the Lakeshore community, or the public.

## Standardized Testing Purpose

The purpose of taking standardized testing and completing remediation throughout the Dental Hygiene program is to improve student's critical thinking, reasoning and test taking skills with an outcome goal of passing the National Dental Hygiene Exam and Central Regional Dental Testing Service Practical exam with success.

To prepare for the national and state board examinations and provide student feedback in areas of strength and weaknesses, all students enrolled in the Lakeshore College Dental Hygiene program are required to take assigned standardized proctored specialty exams that are placed throughout the program. Students should aim to achieve the recommended score. Students who do not achieve the recommended score will be required to complete remediation. The remediation requirements are dependent on each individual student's score for each exam. Students are responsible for providing documentation of remediation to their instructor. Timeline for completing and providing documentation will be identified in specific course syllabi.

Dental Hygiene graduates are eligible to complete the National Board of Dental Hygiene examination, and state practical examinations for states in which you seek licensure. Licensure is

required to work as a dental hygienist. Please see the American Dental Hygienists' Association website at [www.ADHA.org](http://www.ADHA.org) for further explanation.

## Dismissal from the Dental Hygiene Program

Academic Dismissal Students who will not continue in the Dental Hygiene program are encouraged to contact their program counselor to discuss future available options.

### Potential Reasons for Dismissal

The student may be dismissed from assigned experiences, the course, or the program for the incidences listed below. This is not all inclusive and there may be other situations that warrant the student's dismissal.

1. Any behavior that threatens the health or safety of clients, client's family, members of the healthcare team, dental students, and/or dental faculty are subject to disciplinary action that may include immediate removal from the dental hygiene program. Some actions may result in permanent expulsion from the dental hygiene program.
2. Students may be dismissed if in the judgment of the faculty in collaboration with college administration, the actions of the student may be detrimental to the program or the profession.
3. Students may be dismissed from the course and/or program for breaks in confidentiality.
4. Students may be dismissed if they are under the influence of alcohol or drugs.
5. Students may be dismissed from the course or the program in situations of violating professional standards including violation of the academic integrity code or theft of any nature.
6. Students may be dismissed from the clinical if they are perceived to be emitting any strong odor including perspiration, perfume, aftershave, tobacco, or alcohol.
7. Students may be dismissed from the course or the program in situations where a clinical site refuses a student from returning to complete their education. If a student is denied access to a clinical site for any reason while in the dental hygiene program, even for something that happened outside of the dental hygiene program, they will not be allowed to enter any other clinical site. Therefore, the student would be dismissed from the dental hygiene program.
8. A student who is dismissed from the program because of two failures/withdrawals as per the Program Progression Policies or taking longer than two years to complete one year of the program may appeal to continue in the program.

Students who are dismissed from the dental hygiene program are encouraged to meet with their program counselor to discuss potential pathways for re-entry and other future options.

A student who is dismissed from the program because of two failures/withdrawals as per the Program Progression Policies, or taking longer than two years to complete one year of the

program may appeal to continue in the program. A delay in the appeal process may result in the student repeating course work if the appeal is granted.

Students who are dismissed from the Dental Hygiene program for disciplinary reasons including unsafe practice or due to violations of the Academic Integrity code are **NOT** eligible for readmission.

The students must take the following steps if they wish to appeal to re-enter the Dental Hygiene program:

1. Meet with the Dental Hygiene program counselor to review the extenuating circumstances and to develop a re-entry plan and letter of appeal.
2. The letter should be an honest and insightful detailed description of the following:
  - The extenuating circumstances and/or reasons for the dismissal.
  - The factors that have prevented previous satisfactory performance.
  - Evidence of remediation of the deterring factors.
  - A detailed, specific plan for achieving successful completion of the Dental Hygiene curriculum in the allotted timeframe if allowed to return.
3. Submit the plan and letter of appeal to the program counselor who will review it for content. Program counselor will then forward it to the Dental Program Coordinator.
4. The appeals will be reviewed and discussed by the dental hygiene faculty during their faculty meetings held after each semester ends.
5. The appeal decision will be communicated to you via your Lakeshore email account and by letter from the Dental Program Coordinator.

If the appeal is granted, re-admission to the Dental Hygiene program or the granting of advanced standing in any previously completed Dental Hygiene courses will be determined by Dental Hygiene faculty. The decision of the faculty will be final. If the appeal is successful, the student must comply with the faculty stipulations for the appeal which may include intrusive advising and demonstration of previous competencies. If the student is not successful taking the courses which were previously enrolled and/or failed, the student will be dismissed from the Dental Hygiene program.

# Dental Hygiene Program Handbook Signature Sheet

Read the statements below and check each box to identify that you have read and understood them.

**Dental Hygiene Handbook:** I have read and understand the Dental Hygiene Program Student Handbook and agree to abide by its policies and guidelines. I understand that in the future, I am responsible to access and know the information included in the most current version of the handbook available on the Lakeshore website. I will contact the Dental Program Coordinator or program counselor if I have any questions about the content of the handbook.

**Academic Integrity:** In academic and professional matters, I will not lie, cheat, steal, nor tolerate those who do. I will not disclose the content of examination items before, during or after the examination. I will not give nor receive, nor will I tolerate others' use of unauthorized help on exams and assignments. I understand that violation of the Academic Integrity Code will result in disciplinary action up to and including dismissal from the program.

**Confidentiality Statement:** I understand and agree that as a Dental Hygiene student at Lakeshore College, I must hold all client information in the strictest confidence. Furthermore, I understand that intentional or careless violation of client confidentiality is a breach of dental hygiene ethics, a violation of state and federal law, and will result in disciplinary action up to and including dismissal from the program.

**Social Media:** I understand that I must not use social media while participating in clinical courses or to share patient information in any form. Violation of this is a breach of client confidentiality and program policy will result in disciplinary action up to and including dismissal from the program.

Student Name \_\_\_\_\_ Date \_\_\_\_\_

Student Signature \_\_\_\_\_ LC ID Number \_\_\_\_\_