

# Dental Assisting Institute Catalog



**3025 McHenry Avenue, Suite N  
Modesto, CA 95350**

**Tel: (209) 527-0101 Fax: (866) 527-2335**

**January 2012 – December 2012**

**[www.DentalAssistingInstitute.com](http://www.DentalAssistingInstitute.com)**

**Published October 1st, 2011**

As a perspective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the school performance fact sheet, which must be provided to you prior to signing an enrollment agreement.

## Table of Contents

<b>Mission Statement</b> .....	4
<b>Objectives</b> .....	4
<b>General Information</b> .....	4
<b>Average class size</b> .....	4
<b>English as a Second Language Statement</b> .....	4
<b>Non-Discrimination Policy</b> .....	4
<b>Retention of Student Records</b> .....	4
<b>Housing</b> .....	4
<b>Facilities</b> .....	5
<b>Admission Requirements</b> .....	5
<b>Payment Policy</b> .....	5
<b>Tuition Payment Methods</b> .....	5
<b>Tuition Refund Policies</b> .....	6
<b>Withdrawal from Course</b> .....	6
<b>Refund Policy</b> .....	7
<b>Hypothetical Refund Example:</b> .....	7
<b>Attendance</b> .....	8
<b>Attendance Probation</b> .....	8
<b>Tardiness</b> .....	8
<b>Maximum Time in Which to Complete:</b> .....	8
<b>Grades</b> .....	8
<b>Academic Probation</b> .....	9
<b>Module Retake Policy:</b> .....	9
<b>Graduation Requirements:</b> .....	9
<b>Leave Of Absence</b> .....	9
<b>Student Conduct Requirements</b> .....	10
<b>Termination</b> .....	10
<b>Automatic dismissal</b> .....	10
<b>Appeal</b> .....	10
<b>Retention of Records</b> .....	10
<b>Job Placement Assistance</b> .....	10
<b>Guarantee Disclaimer</b> .....	11
<b>Family Right and Privacy Act</b> .....	11
<b>Drug and Substance Abuse Policy</b> .....	11
<b>Start Dates for 2007</b> .....	12
<b>Class Schedules</b> .....	12
<b>Program Fees: Dental Assisting</b> .....	12
<b>Student Tuition Recovery Fund</b> .....	13
<b>Program Description Dental Assisting</b> .....	14
<b>Ownership</b> .....	15
<b>Advisory Board Members</b> .....	15
<b>Staff and Faculty Listing</b> .....	15
<b>Complaint Grievance Procedure</b> .....	15
<b>School Catalog Receipt</b> .....	15

### **Mission Statement**

Dental Assisting Institute offers a professional and wide-ranging dental assisting course that prepares students with the skills necessary to qualify for a position as a dental assistant in a general dentist's or group practice multi-doctor dental office. Our aim is to educate students well enough that they will provide and coordinate quality healthcare services based on principles of compassion and professionalism while promoting wellness and prevention. We aim to do this in a schedule that allows for today's work and family obligations.

### **Objectives**

Dental offices all over the United States are experiencing a shortage of competent assistants. As technology expands in dentistry, there is an increasing demand for skilled assistants. There is also a shortage of training programs with curriculum hours tailored to candidates who cannot attend during the Monday to Friday workweek. Our program will prepare individuals to provide patient care, prepare patients and equipment for dental procedures, and discharge office administrative functions under the supervision of dentists and dental hygienists. Instruction in medical record-keeping, general office duties, reception and patient intake, scheduling, equipment maintenance and sterilization, pre and post-operative patient care and instruction, chair side assisting, taking dental radiographs, radiation safety, taking dental impressions, and supervised practice are included.

### **General Information**

This institution has received approval to operate from the Bureau for Private Postsecondary Education.

### **Average class size**

Average class size at Dental Assisting Institute is 18 which keeps the classes small and intensive.

### **English as a Second Language Statement**

The school does not offer English as a Second Language "ESL" training.

### **Non-Discrimination Policy**

Dental Assisting Institute is non-sectarian and does not discriminate with regard to race, creed, color, national origin, age, sex, disability or marital status in any of its academic program activities, employment practices, or admissions policies.

### **Retention of Student Records**

Dental Assisting Institute will maintain student records for the minimum of five years from date of completion or withdrawal. Student transcripts will be maintained permanently.

### **Housing Assistance**

Dental Assisting Institute does not provide housing assistance.



## **Facilities**

Located in a working multi-doctor general and specialty dental office, Dental Assisting Institute has at its disposal state-of-the-art dental equipment and is staffed with experienced instructors who have taught and worked in the dental assisting field for many years. Three to four instructors attend each class, with an average class size of 16 students. Dental Assisting Institute occupies one third of the space on the first floor level at 3025 McHenry Avenue, Suite N Modesto, CA 95350 and covers approximately 5500 square feet, includes two business offices with computers, phones, and records, a reception area, thirteen fully equipped treatment rooms, one laboratory, sterilization area, an administrative and staff office, 3 restrooms, and a separate classroom. The equipment includes two developers for radiographs, two autoclave sterilizers, one ultrasonic cleaner, and 1 cold sterile bath. Four intra-oral x-ray machines, a panoramic x-ray machine, two amalgam mixers, and four curing lights are in the office. There are dozens of plaster stone models and dies, impression materials, and dental cements on premises. The lab also includes a vacuum former, a lab vibrator, one model trimmer, laboratory light curing unit, a lathe and various dental handpieces (drills). Various dental set-up trays and instruments are available throughout the office.. The office is equipped with equipment and supplies for film based and digital radiography. The instructors are also supplied with teaching manuals, appropriate charts, diagrams, anatomical models, and audiovisual equipment.

## **Admission Requirements**

Requirements for admission at Dental Assisting Institute are based upon the applicant's career goals, their motivation to succeed, and their ability to benefit from the professional or occupational training they have chosen. All applicants are required to complete a personal interview with a counselor in order to mutually determine whether the program meets the needs of the applicant and are given a guided tour of the facility, a thorough presentation of the training program and receive information on tuition and fees. Prior to enrollment, students will be given a brochure about the program. All who demonstrate that they have the "ability to benefit" from the training course are accepted.

All students, including those with physical or mental handicaps, are considered for acceptance according to the admissions standards stated in this catalog.

## **Payment Policy**

Students assume the responsibility for payment of the tuition costs in full. All financial arrangements must be made before the beginning of classes. The school will contact students who are delinquent in paying tuition and fees. They will then be counseled and encouraged to make specific arrangements with the school in order to remove their delinquency and remain in good financial standing. The Certificate of Completion will not be issued until all financial obligations are met.

The school reserves the right to change tuition and fees, make curricular changes when necessary, and make substitutions in books and supplies as required without prior notice. Any changes in tuition or fees will not affect a student already in attendance or enrolled.

## **Tuition Payment Methods**

Dental Assisting Institute accepts payment for tuition, books, equipment and other fees through cash payment, VISA, MasterCard, cashier's check, personal or company check. Upon availability, Dental Assisting Institute will also assist students in applying for student

financial assistance in order to defray the cost of their education. At the school's discretion, installment payments may also be arranged. All outstanding student account balances are billed directly to the student upon graduation or termination. Failure to satisfy delinquent accounts within a reasonable time period will result in the account being submitted to a collection agency for processing and the student will not be allowed to graduate.

### **Tuition Refund Policies**

You have the right to cancel the enrollment agreement you sign for a course of instruction including any equipment or any other goods and services included in the agreement, until midnight of the fifth business day after the first class you attended. Cancellation shall occur when you give written notice of cancellation at the address of the School shown on the top of the front page of the enrollment agreement. You can do this by mail, hand delivery, or fax. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with postage prepaid. The written notice of cancellation need not take any particular form, and, however expressed, it is effective if it shows that you no longer wish to be bound by your enrollment agreement. If the school has given you any equipment or other materials, you shall return it to the school within 10 days following the date of your notice of cancellation. If you fail to return this equipment or other materials, in good condition within the 10 day period, the school may deduct its documented cost for the equipment from any refund that may be due you. Once you pay for the equipment, it is yours to keep without further obligation. If you cancel the agreement, the school will refund any money that you paid, less any deduction for equipment not timely returned in good condition, within 30 days after your notice of cancellation is received.

### **Withdrawal from Course**

The student has the right to withdraw from the course of instruction at any time. If the student withdraws from the course of instruction after the period allowed for cancellation of the enrollment agreement, which is until midnight of the fifth business day following the first class the student attended, the school will remit a refund, less a registration fee not to exceed \$75.00, within 30 days following their withdrawal. They are obligated to pay only for educational services rendered and for unreturned equipment. The refund shall be the amount they paid for instruction multiplied by a fraction, the numerator of which is the number of clock hours of instruction which they have not received but for which they have paid, and the denominator of which is the total number of clock hours of instruction for which they have paid. If they obtain equipment, as specified in the enrollment agreement as a separate charge, and return them in good condition within 10 days following the date of their withdrawal, the school shall refund the charge for the equipment paid by them. If they fail to return equipment in good condition within the 10 day period, the school may offset against the refund the documented cost for equipment exceeding the prorated refund amount. For a list of these costs, see the list on the front of the enrollment agreement and any attachments. IF THE AMOUNT THAT THEY HAVE PAID IS MORE THAN THE AMOUNT THAT IS OWED FOR THE TIME THEY ATTENDED, THEN A REFUND WILL BE MADE WITHIN 30 DAYS OF WITHDRAWAL. IF THE AMOUNT THAT THEY OWED IS MORE THAN THE AMOUNT THAT THEY HAVE ALREADY PAID, THEN THEY WILL HAVE TO MAKE ARRANGEMENTS TO PAY IT.

**Refund Policy**

If a student withdraws after midnight of the fifth day following their first scheduled class session, any registration fee paid (not to exceed \$75) will not be refunded. Students are obligated to pay only for educational services rendered. If the amount that a student owes is more than the amount that they already paid, then the student will have to make arrangements to pay the balance.

**The California State Refund Is Calculated As Follows:**

The amount a student paid for instruction received multiplied by a fraction, the numerator of which is the total number of hours of instruction which you have not received but for which you have paid, the denominator of which is the total number of hour for which you have paid.

**Hypothetical Refund Example:**

Assume that a student, upon enrollment in an 80 hour course, pays \$2687.50 for tuition, \$75.00 for registration, and \$225.00 (fair market value) for equipment as specified in the enrollment agreement, then withdraws after completing 48 hours of elapsed time without returning the equipment he/she obtained. The pro rata refund to the student would be \$1075.00 based on the calculation stated below. If the student returns the equipment in good condition within 10 days following his/her withdrawal, the school shall refund the charge for the equipment paid by the student. Based on the preceding example, the refund calculation would be made in the following way:

Total amount the student paid:	\$2687.50 tuition + \$75 registration			\$2,762.50
Less	Registration fee (amount school may retain)	minus	-	\$75.00
Multiplied by	32 Clock hours of instruction not attempted	multiplied	×	32
Divided by	80 Clock hours of instruction for which student has paid	divided by	÷	80
Equals	Initial refund amount	equals	=	\$1075.00
Plus	The documented cost of returned equipment*	plus	+	\$ 0.00
Equals	Actual refund amount	equals	=	\$1075.00

*\*If the student returns the equipment in good condition, the actual refund to the student would be \$1300.00 (\$1075 + \$225.00). For the purpose of determining the amount they owe for the time they attended, they shall be deemed to have withdrawn from the course when any of the following occurs:*

- A. They notify the school of their withdrawal or the actual date of withdrawal.
- B. The school terminates their enrollment agreement.
- C. They fail to attend classes for a two-week period. In this case, the date of withdrawal shall be deemed to be the last date of recorded attendance.

### **Attendance**

Dental Assisting Institute 's attendance policy approximates the expectations found in a work situation. It is essential that each student learns the discipline of regular and prompt attendance as well as the skills involved in industry. At the time the student moves from education and training into a career, employers will be very interested in dependability and punctuality. No matter how skilled the person, an employee is valuable only when present on the job. The faculty and staff of Dental Assisting Institute consider each moment in class imperative for success. Students are required to have an overall attendance rate of 90% or more to meet the minimum attendance requirement of the course.

### **Attendance Probation**

A student who has missed more than 10% of the scheduled class hours in any given module will be put on probation until the end of the next scheduled module. Student Services monitors the student attendance cards of all active students and calls those students that have not attended class. Students who are excessively absent (10% or more of classroom hours) will be placed on probation and notified by Student Services. If student's attendance does not improve, the student will be dropped from the course.

### **Tardiness**

All students are required to be in class every class day on time. If the student is more than fifteen minutes late they are considered tardy. Students who arrive more than 15 minutes late for class or who miss 15 minutes of class time during any given class hour are recorded as tardy and are considered absent for that class hour.

### **Maximum Time in Which to Complete:**

Students are expected to maintain good attendance. The student must complete his/her course within 1.5 times the course length. Students should strive to attend consistently in order to master the required skills in the time allowed. Makeup classes may be scheduled at the discretion of the instructor and with approval of the School Director and the student will be required to cover any costs or expenses involved.

### **Grades**

Grades are issued upon the completion of each module. Grades are based on the quality of work as shown by written tests and laboratory work and projects as indicated in the course syllabus. Evaluation of satisfactory progress for this course is made after each module. The grading system is as follows:

Letter Grade	Quality Points	Percentage	Indicator
A	4.0	100 – 90 %	Excellent
B	3.0	89 – 80 %	Good
C	2.0	79 – 70 %	Average
D	1.0	69 – 60 %	Below Average
F	0.0	Below 59 %	Failing

Any student receiving a "D" or an "F" is required to repeat the module and must obtain a grade of "C" or better to remain in the program. After the student has successfully repeated the module as required by this policy, the previously assigned grade of "D" or "F" is not factored into the student's grade point average. Grade point averages are

computed by dividing the total number of quality points earned by the total number of modules satisfactorily completed. Only grades of "C" or better are considered satisfactory.

### **Academic Probation**

At the end of the scheduled module, a grade is assigned to each student based on the teacher's evaluation of the student's in-class performance and test results. If the student's grade is below 70% the student will be automatically placed on academic probation, and is informed of this fact in writing.

This probationary status is removed when the student repeats the module and receives a grade of "C" (70%) or higher. The student on Academic Probation is allowed only one opportunity to earn the required quality points by receiving a grade of 70% or higher, and may not repeat the program module a second time. If the student's grade point average has not returned to a "C" (70%) or better, the student is dropped from the program.

### **Module Retake Policy:**

The module retake policy is offered to students who have unsuccessfully completed a module and received a failing grade (F). The school reserves the right to extend the time needed to make-up an incomplete grade.

### **Graduation Requirements:**

To be eligible for graduation a student must attain an overall cumulative grade of "C", equivalent to 70% or better and have passed all modules required in the course of study. A Certificate of Completion is awarded to students who fulfill all educational, financial, and administrative requirements of the course. These requirements include the timely submission of financial documentation, clearance from the accounting office that all financial obligations have been met, and all academic projects have been completed. The Certificate of Completion certifies that the student has maintained the required academic average and has demonstrated proficiency in all the modules taken.

### **Leave Of Absence**

Students are entitled to take only one leave of absence during their enrollment period. The duration of the leave of absence may not exceed sixty days. Requests for leave must be submitted in writing to the School Director and must include an anticipated return date and be signed by the student. Failure to return to school as scheduled without prior written notification to and approval from the School Director will result in immediate dismissal. Any refund due will be made within thirty calendar days from the end of an approved leave of absence date. The School Director may grant leaves of absence and/or waive interim satisfactory standards for circumstances of poor health, family crisis, or other significant occurrences outside the control of the student. It must be demonstrated by the student that the circumstances had or will have an adverse impact on the student's satisfactory progress in the academic course. No waivers will be provided for graduation requirements. Time for an approved leave of absence will not be included in the calculation of a student's maximum course length.

### **Student Conduct Requirements**

Students are expected to dress and act properly while attending classes. At the discretion of the school administration, a student may be dismissed from school for a serious incident or repeated incidents of an intoxicated or drugged state of behavior, possession of drugs or alcohol upon school premises, possession of weapons upon school premises, behavior creating a safety hazard to other persons at school, disobedient or disrespectful behavior to other students, an administrator, or faculty member, or any other stated or determined infractions of conduct.

### **Termination**

Should students find it necessary to discontinue their training, they should arrange to meet with the Director of Students Services and Placement to discuss their situation and submit written notification of their request.

Whether termination of enrollment is voluntary or involuntary, students should realize that they will remain obligated for the amount of tuition and fees due the school based on the refund policy. Students have the right to appeal dismissal decisions made by the school administration by submitting a written request to the School Director describing any mitigating circumstances or conditions, which warrant special consideration. If the appeal is accepted, the student may be reinstated according to special terms and conditions stipulated by the School Director. Apart from the registration fee of \$75 there are no other administrative costs associated with withdrawal or termination.

### **Automatic dismissal**

A student will automatically be withdrawn from the course for the following reasons:  
Failure to attend school for 2 consecutive class days without notification.  
Failure to return from an approved leave of absence on the scheduled return date  
Failure to achieve satisfactory progress for the same module twice.

### **Appeal**

Suspended or terminated students may appeal the school's decision in writing to the School Director. The School must receive the appeal from the student within three business days of being notified of the dismissal. All appeals will be responded to within ten (10) business days of receipt by the school.

### **Retention of Records**

Dental Assisting Institute will maintain student records for five years, as required by state law.

### **Job Placement Assistance**

Dental Assisting Institute offers assistance to unemployed students and for graduates in order to help them to perform the following tasks related to a job search effort. This assistance consists primarily of educating students in developing the ability to successfully perform these tasks as they begin to seek employment. These tasks are:

- ✓ Preparing resumes
- ✓ Identifying job position openings
- ✓ Developing and utilizing a network of professional contacts

Student Services is responsible for maintaining all job referral activities and for locating jobs within the local business community. Student Services will attempt to set up

interviews for as many graduates as possible with local businesses and dental offices. It is Director of Student Services and Placement's job to develop and maintain a job network in the area. The exit interview is conducted by Dental Assisting Institute School Director before the student completes while Director of Student Services and Placement documents when the student becomes employed.

### **Guarantee Disclaimer**

Dental Assisting Institute and staff and faculty are committed to assisting graduates to find gainful employment in the dental offices and in the dental profession but cannot, however, guarantee employment to any student, recent graduate, or alumni of the school.

### **Family Right and Privacy Act**

Dental Assisting Institute complies with the confidentiality and students accessibility provision of the Family Right and Privacy Act of 1974 (P.L. 93-380, section 438), commonly known as the Buckley Amendment. Confidentiality of student records is strictly protected. Information on students is not available to anyone without:

1. Written request/release from the student
2. A court order, or
3. Other oversight agency's requirements.

However, parents of minors and guardians of "tax dependent" students have the right to inspect and challenge the information contained within the records of a specific student. An appointment should be scheduled with School Director if a file inspection is required. A student may access his/her own records by submitting a written request to the school.

### **Drug and Substance Abuse Policy**

Dental Assisting Institute is committed to maintaining a comfortable and safe environment in which our employees can work and our students can pursue their academic objectives. Our commitment to helping to promote healthy lifestyles for our students and staff has resulted in the creation of a program designed to prevent the abuse of illicit drugs and alcohol. We are concerned for you, as an individual, as well as for the well being of those around you. We strongly encourage you to participate in this program if you or someone close to you is experiencing a problem with substance abuse, or if you simply wish to become better educated regarding the various drugs and the health hazards they pose and the possible legal consequences of participating in drug related activities. Any inquiries regarding this program can be made confidentially through the School Director.



<b>Start Dates for 2012</b>
January 14 <sup>th</sup>
May 19 <sup>th</sup>
September 8 <sup>th</sup>

**Class Schedules**

The Course runs for eleven consecutive weeks on Saturdays from the hours of 8:30 a.m. and 5:30 p.m. with an hour for lunch.

- Morning sessions (8:00 to 12:00) are lecture
- Afternoon sessions (1:00 to 5:00) are for clinical, hands on laboratory experience.

Instructors are available by appointment from 5-5:30 pm for tutoring  
 Eighty-eight clock hours are required for the successful completion of this course.

<b>Program Fees: Dental Assisting</b>			
Registration Fee	\$ 75.00	Non refundable	Mandatory
Tuition Fee	\$ 2,885.00	Refundable	Mandatory
STRF	\$ 10.00	Non refundable	Mandatory
Supplies	\$ 335.00	Non refundable	Mandatory
Books	\$ 350.00	Non refundable	Mandatory
<b>Total Charges</b>	<b>\$ 3,655.00</b>		

<b>The purposes for those charges are as follows:</b>	
Registration Fee	To cover the cost of enrollment and registration
Training Fee	To cover the cost of tuition
STRF	Student Tuition Recovery Fund*
Supplies	To cover the cost of supplies
Books	To cover the cost of the textbook and exercise books

California law requires that institutions collect from each newly enrolled student a "STRF" fee in the amount of \$2.50 per thousand dollars of tuition charged. The student is responsible for paying the state assessment amount. This fee supports the Student Tuition Recovery Fund (STRF), a special fund established by the California Legislature to reimburse students who might otherwise experience a financial loss as a result of untimely school closure. There are no optional student charges for this program. If any portion of your tuition was paid from loan proceeds, the refund will be sent to the lender or agency that guaranteed the loan. Any remaining refund amount will first be used to repay any student financial aid programs from which you received benefits, to the extent of benefits received. Any remaining amount will be paid to you the student



## **Student Tuition Recovery Fund**

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by California residents who were students attending schools approved by, or registered to offer Short-term Career Training with the Bureau for Private Postsecondary and Vocational Education (Bureau).

You may be eligible for STRF if you are a California resident, prepaid tuition, paid the STRF, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to third-party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. The school's breach or anticipatory breach of the agreement for the course of instruction.
5. There was the decline in the quality of the course of instruction within 30 days before the school closed, or if the decline began earlier than 30 days prior to closure, a time period of decline determined by the Bureau.
6. The school committed fraud during the recruitment or enrollment or program participation of the student.

You may also be eligible for STRF if you were a student that was unable to collect a court judgment rendered against the school for violation of the Private Postsecondary and Vocational Education Reform Act of 1989.

You must pay the state-imposed fee for the student tuition recovery fund (STRF) if all of the following applies to you:

1. You are a student, who is a California resident and prepays all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay to the third-party.

You are not eligible for protection from the STRF and you are not required to pay the STRF if either of the following applies:

1. You are not a California resident.
2. Your total charges are paid by a third-party, such as an employer, government program or other payer, and you have no separate agreement to repay the third-party.

## **Program Description Dental Assisting**

The program is 80 clock hours long taught over a period of 10 weeks. The program is designed for the novice who has no training in dental procedures. Instruction is provided with lecture in the classroom, demonstrations in the on-site dental office, and hands-on experience in the dental laboratory. The curriculum will give the students the academic and hands-on training necessary to become an integral part of a dental office. At the completion of the program graduate will be qualified to obtain an entry-level position as a dental assistant in a dental office. The occupation to which this program is represented to lead is Dental Assistant DOT 079.361-018.

### Module 1

General Introduction to Dental Terminology Anatomy, Instruments and Equipment

### Module 2

Four Handed Dentistry, Instrument Transfer Isolation Techniques, Assistant Positions, Handpiece Maintenance & Sterilization

### Module 3

Radiology Theory and Practice, Radiation Safety, Darkroom Procedures

### Module 4

Amalgam and Composite Materials and Instrumentation, Tub & Trays

### Module 5

Cements & Liners, Alginate Impressions

### Module 6

Oral Surgery & Periodontics Instruments Materials and Procedures, Sterilization of Instruments

### Module 7

Crown & Bridge Instruments and Materials, Impression Materials, Temporaries, Bites

### Module 8

Endodontic Instruments, Materials  
and Procedures, Orthodontics Job Interview Techniques

### Module 9

Office Management, Front Desk Operation  
Appointments, Billing and Insurance, Office Management Software, Tooth Charting Practice

### Module 10

Pediatric Dentistry, Theory and Practice

***This program does not qualify you to take the R.D.A. examination. After completing this program, you are eligible to take the R.D.A. exam when you have completed at least 15 months of satisfactory paid work experience as a dental assistant with a dentist licensed in California. More complete information is available regarding R.D.A. regulations on the Dental Board of California website; [www.dbc.ca.gov](http://www.dbc.ca.gov)***

**Ownership**

Dental Assisting Institute, Inc. is a corporation whose President is Dr. Marty R. Lipsey.

**Advisory Board Members**

Robert J. Cohen, C.P.A.  
Robert Bleck

**Staff and Faculty Listing**

Marty R. Lipsey, D.D.S, M.S.	School Director	
Shelly Gorsuch, R.D.A.	Student Services and Placement Director	
Gail Banning, R.D.A.	Instructor	Dental Assisting Instructor
Joni Rust, R.D.A.	Instructor	Dental Assisting Instructor
Bertha Vega, R.D.A.	Instructor	Dental Assisting Instructor
Stephanie McCabe, R.D.A	Instructor	Dental Assisting Instructor

**Complaint Grievance Procedure**

From time to time, differences in interpretation of school policies will arise among students, faculty, and/or the administration. Persons seeking to resolve problems or complaints should first contact the instructor in charge. Requests for further action may be made to the School Director. When such differences arise, usually a miscommunication or misunderstanding is a major contributing factor. For this reason, we urge both students & staff to communicate any problems that arise directly to the individual (s) involved. If the problem cannot be resolved in this manner, the School Director should be contacted. Normally, the informal procedure of “discussing” the difference (s) will resolve the problem. In addition to complaints previously stated and appeals of an academic nature a student has a right to complain to the institution. If a student wishes to file a written complaint, they may do so. All written complaints will be resolved within 10 days and will be sent to the student in writing.

If a complaint cannot be resolved after exhausting the institution’s grievance procedure, the student may file a complaint with the Bureau of Private Postsecondary Education. The student may contact the Bureau for further details. Unresolved complaints may be directed to:

**Bureau for Private Postsecondary Education  
P.O. Box 980818, West Sacramento. CA 95798  
TEL (916) 431-6959 FAX (916) 263-1897**

