



UNDERGRADUATE EDUCATION COMMITTEE (UEC) MEETING
September 29, 2023 - 10:00 AM
A225

AGENDA

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Page

**1. APPROVAL OF THE AGENDA**

**2. APPROVAL OF UEC MINUTES**

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**2.1. UEC draft minutes:**

- June 16, 2023
- August 31, 2023

MOTION: To approve the draft minutes as presented.

**3. COURSES AND PROGRAMS**

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**3.1. Continuing Education**

New course: DOR 01, Introduction to Administrative Dentistry

New course: DOR 02, Office Communications

New course: DOR 03, Introduction to Clinical Dentistry

New course: DOR 04, Dental Treatment Coordination

New course: DOR 05, Dental Office Accounting

New course: DOR 06, Career Planning

New course: DOR 07, Dental Office Receptionist Practicum

Changes to entrance and program requirements: Dental Office Receptionist certificate

MOTION: To approve the DOR course outlines as presented

MOTION: To recommend approval of the changes to the Dental Office Receptionist certificate as presented, effective September 2024.

**4. OTHER BUSINESS/DISCUSSION ITEMS**

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**4.1. UEC Policy Subcommittee membership for 2023/24**

- UEC Chair: Samantha Hannah
- Registrar (or designate): David Johnston
- Two UEC Faculty members: ***vacant***

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- UEC Advisor: Rhonda Colwell
- PDQA representative: Claire Carolan
- IR representative: Donna Alary
- Dean: ***vacant***
- UEC at large member: ***vacant***

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#### **4.2. UEC Admissions Subcommittee membership for 2023/24**

- Associate Registrar, Admissions and Recruitment: Sarah Graham
- University Registrar or designate: David Johnston
- Two UEC members from the faculty complement: Amber Johnston, ***vacant***
- International Education representative: Daryl Smith
- One Associate Dean: Ian Affleck
- Two additional members, including at least one Academic or Program Advisor: Claire Hay, Vanessa Krahn
- Manager of Admissions (non-voting): Daniel Goertz

#### **4.3. Senate report**

#### **4.4. 2023 UEC retreat summary**

#### **4.5. 2022 UEC retreat: ideas/priorities to carry forward**

#### **4.6. Cross-institutional initiatives and how to ensure collaboration and communication**

#### **4.7. Scheduling discussions on key topics for agendas:**

- Common topics of discussion from last year's meetings
- What is the priority of these topics?
- What should the outcome of these discussions be? A series of one-pagers?
- How should we plan to schedule them?

### **5. INFORMATION ITEMS**

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#### **5.1. UEC Pre-Check Subcommittee membership for 2023/24**

- UEC Chair: Samantha Hannah
- Registrar (or designate): David Johnston
- UEC Assistant: Amanda Grimson
- UEC Faculty member: Dana Landry (second year of two-year term)
- UEC Advisor: Rhonda Colwell
- CFO/SBC representative: Mark Brosinski
- PDQA representative: Claire Carolan

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#### **5.2. UEC Transfer Credit Subcommittee membership for 2023/24**

- Registrar (or designate): David Johnston
- Two UEC members: Samantha Hannah, Ian Affleck
- At least two additional faculty: Carl Janzen, Chris Campbell
- One advisor: Simon Xi

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### **5.3. 2023/24 UEC membership and meeting schedule**

### **5.4. Resources**

- [Guidelines for committee members](#)
- [Procedures for membership on Senate standing committees](#)
- [Approval processes and flowcharts](#)
- [Curriculum Quality Guidelines](#)
- [Course development](#)
- [Program changes](#)
- [New program development](#)
- [Integrated Strategic Plan](#)

## **6. ADJOURNMENT**



## **UNDERGRADUATE EDUCATION COMMITTEE (UEC) MEETING**

June 16, 2023  
10:00 AM - A225  
Abbotsford Campus

### **DRAFT MINUTES**

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**PRESENT:** Ian Affleck, Donna Alary, Teresa Arroliga-Piper, Claire Carolan, Shirley Hardman, Carl Janzen, Bobby Jaswal, David Johnston, Selena Karli, Randy Kelley, Dana Landry, Linda Pardy, Samantha Hannah, and Vanessa Radzimski  
**ABSENT:** Vlad Dvoracek, Claire Hay, Olivia Jackson, Nicholas Johnson, Amber Johnston, Catherine Liao, William Maher, David McGuire, Ravneet Sohal, and Shel Stefan  
**GUESTS:** Chris Campbell, Rashad Mammadov, Carrie Paproski, Jessica Price, Noah Schwartz  
**RECORDER:** Amanda Grimson

#### **1. APPROVAL OF THE AGENDA**

#### **2. APPROVAL OF UEC MINUTES**

##### **2.1. UEC draft minutes: April 21, 2023**

**MOTION:**

To approve the draft minutes as presented.  
CARRIED

#### **3. COURSES AND PROGRAMS**

##### **3.1. Adult Education**

Review with changes including prerequisites: ADED 390

**MOTION:**

To approve the ADED 390 course outline as presented.  
CARRIED

##### **3.2. Communications**

Review with changes including prerequisites: CMNS 280

**MOTION:**

To approve the CMNS 280 course outline as presented.  
CARRIED

##### **3.3. Political Science**

New course: POSC 297, Introduction to Public Policy

New course: POSC 315, Canadian Public Policy

**MOTION:**

To approve the new POSC course outlines as amended:

- POSC 315 course description will be expanded.

CARRIED

**4. OTHER BUSINESS/DISCUSSION ITEMS****4.1. Terms of Reference**

Several changes to the Terms of Reference were discussed:

- Specify that faculty membership will include at least one member from each Faculty. This information was previously suggested in a footnote, but broad representation is becoming increasingly important in the committee's work.
- Revise deans' representation to specify at least one dean in the deans/associate deans role, to ensure representation from Deans' Council.
- Addition of optional non-voting UEC Liaisons from Faculty Council Curriculum Committees, to better facilitate collaboration and communication between the levels of institutional curriculum committees.
- Update Senior Advisor in Indigenous Affairs to Associate Vice-President, Indigenous.

There was also a concern that some membership applications may have been missed. The UEC Chair and Assistant will follow up with the Secretariat office on this, and to discuss a more concerted effort to ensure diverse representation.

**MOTION:**

To recommend approval of the following changes to the UEC Terms of Reference:

- Faculty representation changed to "Nine faculty members, including at least one from each Faculty and at least two who are members of Senate, approved by Senate"
- Deans representation changed to "Two deans, or one dean and one associate dean, approved by Senate"
- Optional non-voting UEC Liaisons added: "Representatives of Faculty Council Curriculum Committees not otherwise represented, nominated by the FCCC"
- "Senior Advisor in Indigenous Affairs" updated to "Associate Vice-President, Indigenous"

CARRIED

**4.2. UEC Chair, 2023/24**

Vice-Chair David Johnston took over the Chair for this item. Samantha Pattridge was nominated and seconded. As there were no other nominations, Samantha Pattridge was acclaimed as UEC Chair for 2023/24.

**4.3. Transfer Credit Subcommittee report**

The subcommittee recently approved the following requests from the School of Business:

- Recognition of Transport Canada as an educational institution for transfer credit purposes.
- Assignment of transfer credits for Transport Canada certifications:

- Private Pilot License (PPL): 6 credits of AV 1xx
- Commercial Pilot License (CPL): 24 AV credits, broken down as:
  - 6 credits of AV 2xx
  - 18 credits of AV 3xx
- Multi-Engine Rating (ME): 3 credits of AV 3xx
- Instrument Rating (IFR): 3 credits of AV 3xx
- Flight Instructor Rating: 3 credits AV 3xx

These decisions will not be credential-specific, and will be valid for a period of five years. Additional items to be determined by Registrar include retroactive credits, effectiveness date, and possible application of these credits in programs other than Aviation.

**4.4. APPC report**

The main business at the May meeting was restructuring the School of Land Use and Environmental Change (SLUEC), which will be split into two departments. Enrolment management was also further discussed.

**4.5. Senate report**

Recent business included approval of graduates, program reviews for Chemistry and Social Work, and restructuring of SLUEC.

**4.6. Senate Teaching and Learning Committee report**

The committee has not met recently; the next meeting is scheduled for October.

**4.7. Policy Subcommittee report**

Course Repeat policy (86) and English Language Requirement policy (99) are currently open for university-wide feedback. The English Language standards will be reviewed once the policy has been completed. Grading System policy (101) will be sent to Senate Governance Committee for consultation shortly, and discussion of Course Credits policy (105) is continuing.

**5. INFORMATION ITEMS****5.1. Annual report to Senate****5.2. 2023/24 UEC membership and meeting schedule****5.3. Policies submitted for university-wide consultation** (feedback due June 21, 2023)

- Course Repeat policy (86)
- English Language Requirement policy (99)

**5.4. Minor course changes**

CIVI 202

**6. ADJOURNMENT**



## **UNDERGRADUATE EDUCATION COMMITTEE (UEC) MEETING**

August 31, 2023  
1:00 PM - A225  
Abbotsford Campus

### **DRAFT MINUTES**

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**PRESENT:** David Johnston, Samantha Hannah, Shel Stefan, Carl Janzen, Dana Landry, Ian Affleck, Kevin Wainwright, Bobby Jaswal, and Claire Carolan  
**ABSENT:** William Maher, Amber Johnston, Kate McCulloch, Michael Batu, Linda Pardy, Carrie Paproski, Gurjot Singh, Olivia Jackson, Claire Hay, Selena Karli, David McGuire, Shirley Hardman, Donna Alary, and Vlad Dvoracek  
**GUESTS:** Chris Campbell, Rhonda Colwell, Lin Long, Carolyn MacLaren, Al Wiseman  
**RECORDER:** Amanda Grimson

#### **1. APPROVAL OF THE AGENDA**

As a quorum was not present, all items were postponed to the September meeting. Those present were given an opportunity to discuss items 3.1 and 3.2 with the area representatives that attended.

#### **2. APPROVAL OF UEC MINUTES**

##### **2.1. UEC draft minutes: June 16, 2023**

This item was postponed.

#### **3. COURSES AND PROGRAMS**

##### **3.1. Continuing Education**

New course: DOR 01, Introduction to Administrative Dentistry

New course: DOR 02, Office Communications

New course: DOR 03, Introduction to Clinical Dentistry

New course: DOR 04, Dental Treatment Coordination

New course: DOR 05, Dental Office Accounting

New course: DOR 06, Career Planning

New course: DOR 07, Dental Office Receptionist Practicum

Changes to entrance and program requirements: Dental Office Receptionist certificate

The minimum grade of A- in each course and the graduation section of the calendar copy were discussed. Carolyn MacLaren (Director of Continuing Education) will discuss these with the FECHD Curriculum Committee and resubmit any revised documents.

##### **3.2. Engineering**

Name change and new credential: Engineering Transfer certificate (formerly Engineering Transfer program)

The proposed name for this credential was discussed. Lin Long (Physics department head) will further discuss this with the new dean of the Faculty of Applied & Technical Studies and resubmit any revised documents.

Registrar David Johnston confirmed that this will be made available to students as soon possible once fully approved, regardless of the calendar publication schedule.

**4. DISCUSSION ITEMS****4.1. 2022 UEC retreat: Ideas/priorities to carry forward**

This item was postponed.

**4.2. Cross-institutional initiatives and how to ensure collaboration and communication**

This item was postponed.

**4.3. Scheduling discussions on key topics for agendas:**

- Common topics of discussion from last year's meetings
- What is the priority of these topics?
- What should the outcome of these discussions be? A series of one-pagers?
- How should we plan to schedule them?

This item was postponed.

**5. INFORMATION ITEMS****5.1. 2023/24 UEC membership and meeting schedule****5.2. Resources**

- [Guidelines for committee members](#)
- [Procedures for membership on Senate standing committees](#)
- [Approval processes and flowcharts](#)
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- [New program development](#)
- [Integrated Strategic Plan](#)

**5.3. Program suspensions and discontinuations**

Discontinued: Associate of Arts, Theatre option

**6. ADJOURNMENT**

The meeting was adjourned at 2:08 pm.



**Memo for New Course**

To: Faculty of Education, Community, and Human Development Curriculum Committee

From: Carolyn MacLaren, Director, Continuing Education

Date: April 17, 2023

**Subject: Proposal for new courses:**

**DOR 01 Introduction to Administrative Dentistry**

**DOR 02 Office Communications**

**DOR 03 Introduction to Clinical Dentistry**

**DOR 04 Dental Treatment Coordination**

**DOR 05 Dental Office Accounting**

**DOR 06 Career Planning**

**DOR 07 Dental Office Receptionist Practicum**

**Note:** The Dental Office Receptionist certificate currently includes one **HLTH DOR** course.

1. Rationale for new course, including how this course fits into the program(s):

**Note:** Adding this course to a program will usually require a program change request.

Continuing Education has conducted a program review for the Dental Office Reception Program. It has been several years since the program has been reviewed. While the program was initially designed as one course comprising of program topic modules, we have determined that it is important to separate the program topics modules into 7 discrete courses, each with their own learning outcomes. This change will help students track their progress to ensure they will pass all components of the program and will allow for more effective administration of the program. The review also ensured that the program provides current content required for employment. This is a non-credit program.

2. Explain how the course learning outcomes align with the learning outcomes of the program(s) and contribute to students' ability to meet the [Institutional Learning Outcomes \(ILOs\)](#):

| Course                                            | ILO         |
|---------------------------------------------------|-------------|
| DOR 01 - Introduction to Administrative Dentistry | 1,3,5,8     |
| DOR 02 – Office Communications                    | 1,3,4,5,8   |
| DOR 03 – Introduction to Clinical Dentistry       | 1,3,4,5,8   |
| DOR 04 – Dental Treatment Coordination            | 1,3,4,5,8   |
| DOR 05 – Dental Office Accounting                 | 1,3,4,5,8   |
| DOR 06 – Career Planning                          | 1,3,4,5,6,8 |
| DOR 07 – Dental Office Reception Practicum        | 1,3,4,5,6,8 |

3. Will this course be required by any program beyond the discipline? If so, how will this course affect that program or programs?

No, these courses are not required for any other discipline.

4. Which program areas have been consulted about the course?

The current instructor for UFV's Dental Office Receptionist program and two external consultants who currently work in the field.

5. If a new discipline designation is required, explain why:

A new discipline designation is not required.

6. In what ways does this course contribute to [Indigenizing Our Academy](#)? Provide explicit examples of assignment design, topic selection, curriculum delivery, or other methods, which can be in response to one or more of the following: [UFV Integrated Strategic Plan](#), [Fulfilling Our Commitment to Aboriginal Peoples policy \(BRP-200.05\)](#), the [TRC Calls to Action](#), and/or the [United Nations Declaration on the Rights of Indigenous Peoples \(UNDRIP\)](#).

Indigenization and decolonization are a continuous process within CE. Explicit examples include the use of flexible delivery methods, student participation in Indigenous events during class time, observation of significant Indigenous occasions, introduction to territorial acknowledgements, and incorporation of Indigenous learning materials, as available.

7. How does the course reflect principles of [equity, diversity, and inclusion](#), through assignment design, topic selection, curriculum delivery, or other methods?

**Assignment design**

Students will be able to meet the course requirements through a variety of assessment methods. The incorporation of universal design principles will underpin assignments and students are provided with a range of assignment types throughout the program.

**Topic Selection**

Program and course topics are varied and are built to current employment standards and expectations. Students are taught all aspects of a dental practice with a focus on clients one can expect in practices and how to accommodate to culture, gender, and class issues, for example.

**Curriculum delivery**

The courses are now offered through an online and hybrid model, increasing flexibility and accessibility for students.

8. If applicable, discuss any special considerations for this course (credit value, class size limit, frequency of offering, resources required such as labs or equipment, field trips, etc.):

There are no special considerations.

9. Estimate of the typical costs for this course, including textbooks and other materials:

The only cost to the student, besides the tuition, is the textbook cost which is estimated at \$103.50.

**CWC comment and response:**

Has the department considered all of the consequences of requiring an A- in each course? What happens if/when a student does not achieve this partway through the program? Also, will this require waivers if students need to register for several courses at once?

1. *This program currently has an A- requirement for progression to the next module and is, therefore, a reflection of our current practice which has served well.*
2. *As this is a cohort program, our instructors work closely with students to support their success and have the opportunity to identify those students requiring additional support early on. Where we've identified students who may be at risk of not achieving the required grade for progression, instructors work with the student by providing additional resources and supports to ensure their success and progression.*
3. *Waivers are not required as this is managed by OReg by updating the prerequisites to corequisites at the catalogue level to avoid the use of waivers.*
  - *We consulted with OReg prior to completing the OCOs and they confirmed that we should note the courses as pre-reqs on the OCOs and then update them to co-reqs in the system once the new courses are approved.*
  - *Additional information from OReg: For programs like this where courses are registered concurrently, but taught sequentially the student information system doesn't understand the concept of a hard pre-requisite that is not enforced. To allow for efficient registration of all courses, the student information system needs to be coded as if they are corequisites, but this should not be indicated as such on the official course outline, as it would give a student the incorrect impression, and leave the department open to an appeal. The responsible department then needs to monitor student progress and administratively withdraw the student from the subsequent courses should they not achieve the required standard. The withdrawal should be documented in a formal letter to the student with a copy to the registrar's office for their permanent file. The refund schedule should reflect what happens in the case of an administrative withdrawal as well as voluntary withdrawal.*



ORIGINAL COURSE IMPLEMENTATION DATE: September 2024  
 REVISED COURSE IMPLEMENTATION DATE:  
 COURSE TO BE REVIEWED (six years after UEC approval): September 2029  
 Course outline form version: 28/10/2022

## OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

**Note: The University reserves the right to amend course outlines as needed without notice.**

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|--------------------------------------------|----|--|--|--|--|--|--|--------------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Course Code and Number:</b> DOR 01                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Number of Credits:</b> 0 <a href="#">Course credit policy (105)</a>                                                                                                                                                                                                                                                                                                                                                                                                                    |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
| <b>Course Full Title:</b> Introduction to Administrative Dentistry<br><b>Course Short Title:</b> Intro to Admin Dentistry                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
| <b>Faculty:</b> Faculty of Education, Community, & Human Dev.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Department (or program if no department):</b> Continuing Education                                                                                                                                                                                                                                                                                                                                                                                                                     |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
| <b>Calendar Description:</b><br><p>An overview of the delegated responsibilities of the dental receptionist and the dental team, focusing on the specialized roles of each member. Examination of the legal and ethical responsibilities of the dental professionals to maximize patient confidentiality and trust. Introduction to patient records with training on analog and digital recordkeeping with Power Practice dental software systems in accordance with guidelines set by the British Columbia College of Oral Health Professionals.</p>                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
| <b>Prerequisites (or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Admission to the Dental Office Receptionist certificate.                                                                                                                                                                                                                                                                                                                                                                                                                                  |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
| <b>Corequisites (if applicable, or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | NONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
| <b>Pre/corequisites (if applicable, or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | NONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
| <b>Antirequisite Courses</b> <i>(Cannot be taken for additional credit.)</i><br>Former course code/number: <b>N/A</b><br>Cross-listed with: <b>N/A</b><br>Equivalent course(s): <b>N/A</b><br><i>(If offered in the previous five years, antirequisite course(s) will be included in the calendar description as a note that students with credit for the antirequisite course(s) cannot take this course for further credit.)</i>                                                                                                                                                  | <b>Course Details</b><br>Special Topics course: <b>No</b><br><i>(If yes, the course will be offered under different letter designations representing different topics.)</i><br>Directed Study course: <b>No</b><br><i>(See <a href="#">policy 207</a> for more information.)</i><br>Grading System: <b>Letter grades</b><br>Delivery Mode: <b>May be offered in multiple delivery modes</b><br>Expected frequency: <b>Annually</b><br>Maximum enrolment (for information only): <b>24</b> |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
| <b>Typical Structure of Instructional Hours</b> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 80%;">Lecture/seminar</td> <td style="width: 20%; text-align: center;">30</td> </tr> <tr> <td>Supervised laboratory hours (computer lab)</td> <td style="text-align: center;">15</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td style="text-align: right;"><b>Total hours</b></td> <td style="text-align: center;"><b>45</b></td> </tr> </table> | Lecture/seminar                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 30 | Supervised laboratory hours (computer lab) | 15 |  |  |  |  |  |  | <b>Total hours</b> | <b>45</b> | <b>Prior Learning Assessment and Recognition (PLAR)</b><br>PLAR cannot be awarded for this course because:<br>this is a course in a non-credit certificate program that relies on in class experience and training. |
| Lecture/seminar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 30                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
| Supervised laboratory hours (computer lab)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 15                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
| <b>Total hours</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>45</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
| <b>Scheduled Laboratory Hours</b><br>Labs to be scheduled independent of lecture hours: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Transfer Credit</b> <i>(See <a href="#">bctransferguide.ca</a>.)</i><br>Transfer credit already exists: <b>No</b><br>Submit outline for (re)articulation: <b>No</b><br><i>(If yes, fill in <a href="#">transfer credit form</a>.)</i>                                                                                                                                                                                                                                                  |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
| <b>Department approval</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Date of meeting:</b> April 17, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                    |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
| <b>Faculty Council approval</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Date of meeting:</b> May 26, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |
| <b>Undergraduate Education Committee (UEC) approval</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Date of meeting:</b> September 29, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |

**DOR 01**

**University of the Fraser Valley Official Undergraduate Course Outline**

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**Learning Outcomes** *(These should contribute to students' ability to meet program outcomes and thus Institutional Learning Outcomes.)*

Upon successful completion of this course, students will be able to:

1. Describe the daily duties of the Dental Office Receptionist.
2. Explain the roles of the dental team and their delegated duties within the office.
3. Explain the legal and ethical responsibilities they are to uphold to protect both the patient and the dental office.
4. Prepare new patient records in both analog and digital formats.
5. Analyze recordkeeping guidelines, upholding the standards as per the British Columbia College of Oral Health Professionals.
6. Apply appropriate standard office protocols for delivering exceptional patient care.

**Recommended Evaluation Methods and Weighting** *(Evaluation should align to learning outcomes.)*

|                |     |             |     |   |
|----------------|-----|-------------|-----|---|
| Assignments:   | 30% | Lab work:   | 20% | % |
| Quizzes/tests: | 20% | Final exam: | 30% | % |

**Details:**

**NOTE:** The following sections may vary by instructor. Please see course syllabus available from the instructor.

**Typical Instructional Methods** *(Guest lecturers, presentations, online instruction, field trips, etc.)*

Combination of lectures, group activities, and self-directed learning.

**Texts and Resource Materials** *(Include online resources and Indigenous knowledge sources. [Open Educational Resources](#) (OER) should be included whenever possible. If more space is required, use the [Supplemental Texts and Resource Materials form](#).)*

| Type        | Author or description | Title and publication/access details | Year    |
|-------------|-----------------------|--------------------------------------|---------|
| 1. Textbook | Sandie Baillargeon    | Dental Office Administration, 2e     | Current |
| 2.          |                       |                                      |         |
| 3.          |                       |                                      |         |
| 4.          |                       |                                      |         |
| 5.          |                       |                                      |         |

**Required Additional Supplies and Materials** *(Software, hardware, tools, specialized clothing, etc.)*

Power Practice dental software; access provided to the student to utilize for the duration of the program.

**Course Content and Topics**

1. Responsibilities of the dental office receptionist
2. The dental team
3. Legal and ethical responsibilities
4. Patient records
5. Introduction to Power Practice dental software
6. Patient care



ORIGINAL COURSE IMPLEMENTATION DATE: September 2024  
 REVISED COURSE IMPLEMENTATION DATE:  
 COURSE TO BE REVIEWED (six years after UEC approval): September 2029  
 Course outline form version: 28/10/2022

## OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

**Note:** The University reserves the right to amend course outlines as needed without notice.

|                                                                                                                                                                                                                                                                                                                                                                                                                                    |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|--------------------------------------------|----|--|--|--|--|--|--|--------------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Course Code and Number:</b> DOR 02                                                                                                                                                                                                                                                                                                                                                                                              |           | <b>Number of Credits:</b> 0 <a href="#">Course credit policy (105)</a>                                                                                                                                                                                                                                                                                                                                                                                                                    |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Course Full Title:</b> Office Communications<br><b>Course Short Title:</b> Office Communications                                                                                                                                                                                                                                                                                                                                |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Faculty:</b> Faculty of Education, Community, & Human Dev.                                                                                                                                                                                                                                                                                                                                                                      |           | <b>Department (or program if no department):</b> Continuing Education                                                                                                                                                                                                                                                                                                                                                                                                                     |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Calendar Description:</b><br>Provides training in the various forms of communication utilized within the dental office. Students learn to decode verbal, non-verbal, and written communications in order to understand patient concerns and deliver clear and concise messages. Focus on digital messaging integration utilized in conjunction with Power Practice dental software systems.                                     |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Prerequisites (or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                    |           | A- or better in DOR 01.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Corequisites (if applicable, or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                      |           | NONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Pre/corequisites (if applicable, or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                  |           | NONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Antirequisite Courses</b> <i>(Cannot be taken for additional credit.)</i><br>Former course code/number: <b>N/A</b><br>Cross-listed with: <b>N/A</b><br>Equivalent course(s): <b>N/A</b><br><i>(If offered in the previous five years, antirequisite course(s) will be included in the calendar description as a note that students with credit for the antirequisite course(s) cannot take this course for further credit.)</i> |           | <b>Course Details</b><br>Special Topics course: <b>No</b><br><i>(If yes, the course will be offered under different letter designations representing different topics.)</i><br>Directed Study course: <b>No</b><br><i>(See <a href="#">policy 207</a> for more information.)</i><br>Grading System: <b>Letter grades</b><br>Delivery Mode: <b>May be offered in multiple delivery modes</b><br>Expected frequency: <b>Annually</b><br>Maximum enrolment (for information only): <b>24</b> |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Typical Structure of Instructional Hours</b> <table border="1"> <tr> <td>Lecture/seminar</td> <td>20</td> </tr> <tr> <td>Supervised laboratory hours (computer lab)</td> <td>10</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td><b>Total hours</b></td> <td><b>30</b></td> </tr> </table>                                                                      |           | Lecture/seminar                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 20 | Supervised laboratory hours (computer lab) | 10 |  |  |  |  |  |  | <b>Total hours</b> | <b>30</b> | <b>Prior Learning Assessment and Recognition (PLAR)</b><br>PLAR cannot be awarded for this course because:<br>this is a course in a non-credit certificate program that relies on in class experience and training. |  |
| Lecture/seminar                                                                                                                                                                                                                                                                                                                                                                                                                    | 20        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| Supervised laboratory hours (computer lab)                                                                                                                                                                                                                                                                                                                                                                                         | 10        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                    |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                    |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                    |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Total hours</b>                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>30</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Scheduled Laboratory Hours</b><br>Labs to be scheduled independent of lecture hours: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes                                                                                                                                                                                                                                                                        |           | <b>Transfer Credit</b> <i>(See <a href="#">bctransferguide.ca</a>.)</i><br>Transfer credit already exists: <b>No</b><br>Submit outline for (re)articulation: <b>No</b><br><i>(If yes, fill in <a href="#">transfer credit form</a>.)</i>                                                                                                                                                                                                                                                  |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Department approval</b>                                                                                                                                                                                                                                                                                                                                                                                                         |           | <b>Date of meeting:</b> April 17, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                    |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Faculty Council approval</b>                                                                                                                                                                                                                                                                                                                                                                                                    |           | <b>Date of meeting:</b> May 26, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Undergraduate Education Committee (UEC) approval</b>                                                                                                                                                                                                                                                                                                                                                                            |           | <b>Date of meeting:</b> September 29, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |

**DOR 02**
**University of the Fraser Valley Official Undergraduate Course Outline**
**Page 2 of 2**
**Learning Outcomes** *(These should contribute to students' ability to meet program outcomes and thus Institutional Learning Outcomes.)*

Upon successful completion of this course, students will be able to:

1. Compare objective and subjective communications.
2. Demonstrate effective verbal and non-verbal communication skills for optimal patient care.
3. Apply effective telephone skills for use in the dental office.
4. Document patient communications within their digital records accurately utilizing Power Practice dental software.
5. Apply clearly written communication examples in both traditional printed letters as well as E-mail formatting.
6. Identify the types of specialists and their roles within the dental community.
7. Explain the proper procedures on receiving, recording, and forwarding patient referrals in both analog and digital records.

**Recommended Evaluation Methods and Weighting** *(Evaluation should align to learning outcomes.)*

|                |     |             |     |  |   |
|----------------|-----|-------------|-----|--|---|
| Assignments:   | 30% | Lab work:   | 20% |  | % |
| Quizzes/tests: | 20% | Final exam: | 30% |  | % |

**Details:**
**NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.**
**Typical Instructional Methods** *(Guest lecturers, presentations, online instruction, field trips, etc.)*

Combination of lectures, group activities, and self-directed learning.

**Texts and Resource Materials** *(Include online resources and Indigenous knowledge sources. [Open Educational Resources](#) (OER) should be included whenever possible. If more space is required, use the [Supplemental Texts and Resource Materials form](#).)*

| Type        | Author or description | Title and publication/access details | Year    |
|-------------|-----------------------|--------------------------------------|---------|
| 1. Textbook | Sandie Baillargeon    | Dental Office Administration, 2e     | Current |
| 2.          |                       |                                      |         |
| 3.          |                       |                                      |         |
| 4.          |                       |                                      |         |
| 5.          |                       |                                      |         |

**Required Additional Supplies and Materials** *(Software, hardware, tools, specialized clothing, etc.)*

Power Practice dental software, access provided to the student to utilize for the duration of the program.

**Course Content and Topics**

1. Communication in the dental office
2. Telephone communication
3. Written communication
4. Dental referrals
5. Power Practice dental software integration



ORIGINAL COURSE IMPLEMENTATION DATE: September 2024  
 REVISED COURSE IMPLEMENTATION DATE:  
 COURSE TO BE REVIEWED (six years after UEC approval): September 2029  
 Course outline form version: 28/10/2022

## OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

**Note: The University reserves the right to amend course outlines as needed without notice.**

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|--------------------------------------------|----|--|--|--|--|--|--|--------------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Course Code and Number:</b> DOR 03                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |           | <b>Number of Credits:</b> 0 <a href="#">Course credit policy (105)</a>                                                                                                                                                                                                                                                                                                                                                                                                                    |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Course Full Title:</b> Introduction to Clinical Dentistry                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Course Short Title:</b> Intro to Clinical Dentistry                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Faculty:</b> Faculty of Education, Community, & Human Dev.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |           | <b>Department (or program if no department):</b> Continuing Education                                                                                                                                                                                                                                                                                                                                                                                                                     |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Calendar Description:</b><br>A comprehensive overview of the clinical procedures performed daily within the dental office including diagnostic, preventative, basic and major restorative, oral surgery, and orthodontic dentistry. Focus will be placed on infection, prevention, and control to ensure the dental team maintains and practices within all safety guidelines. Integration of dental terminology, structures, anatomy, and x-rays as well as Power Practice software scheduling will provide a full view into the clinical components of the dental office. |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Prerequisites (or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |           | A- or better in DOR 02.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Corequisites (if applicable, or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |           | NONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Pre/corequisites (if applicable, or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |           | NONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Antirequisite Courses</b> <i>(Cannot be taken for additional credit.)</i><br>Former course code/number: <b>N/A</b><br>Cross-listed with: <b>N/A</b><br>Equivalent course(s): <b>N/A</b><br><i>(If offered in the previous five years, antirequisite course(s) will be included in the calendar description as a note that students with credit for the antirequisite course(s) cannot take this course for further credit.)</i>                                                                                                                                             |           | <b>Course Details</b><br>Special Topics course: <b>No</b><br><i>(If yes, the course will be offered under different letter designations representing different topics.)</i><br>Directed Study course: <b>No</b><br><i>(See <a href="#">policy 207</a> for more information.)</i><br>Grading System: <b>Letter grades</b><br>Delivery Mode: <b>May be offered in multiple delivery modes</b><br>Expected frequency: <b>Annually</b><br>Maximum enrolment (for information only): <b>24</b> |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Typical Structure of Instructional Hours</b> <table border="1"> <tr> <td>Lecture/seminar</td> <td>50</td> </tr> <tr> <td>Supervised laboratory hours (computer lab)</td> <td>25</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td><b>Total hours</b></td> <td><b>75</b></td> </tr> </table>                                                                                                                                                                                                                  |           | Lecture/seminar                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 50 | Supervised laboratory hours (computer lab) | 25 |  |  |  |  |  |  | <b>Total hours</b> | <b>75</b> | <b>Prior Learning Assessment and Recognition (PLAR)</b><br>PLAR cannot be awarded for this course because:<br>this is a course in a non-credit certificate program that relies on in class experience and training. |  |
| Lecture/seminar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 50        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| Supervised laboratory hours (computer lab)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 25        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Total hours</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>75</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Scheduled Laboratory Hours</b><br>Labs to be scheduled independent of lecture hours: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes                                                                                                                                                                                                                                                                                                                                                                                                                    |           | <b>Transfer Credit</b> <i>(See <a href="#">bctransferguide.ca</a>.)</i><br>Transfer credit already exists: <b>No</b><br>Submit outline for (re)articulation: <b>No</b><br><i>(If yes, fill in <a href="#">transfer credit form</a>.)</i>                                                                                                                                                                                                                                                  |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Department approval</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |           | <b>Date of meeting:</b> April 17, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                    |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Faculty Council approval</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |           | <b>Date of meeting:</b> May 26, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Undergraduate Education Committee (UEC) approval</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |           | <b>Date of meeting:</b> September 29, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |



**DOR 03**
**University of the Fraser Valley Official Undergraduate Course Outline**
**Page 2 of 2**
**Learning Outcomes** *(These should contribute to students' ability to meet program outcomes and thus Institutional Learning Outcomes.)*

Upon successful completion of this course, students will be able to:

1. Explain infection, prevention, and control to stop disease transmission by way of universal precautions within the dental office.
2. Describe intraoral and extraoral dental structures and anatomy.
3. Explain tooth anatomical function, location, number on an analog and digital odontogram.
4. Communicate patient oral health Instructions, brushing techniques and adjunctive aids.
5. Communicate recommended recall interval to the patient as per the dentist and / or dental hygienists' prescription.
6. Generate recall lists in power practice dental software.
7. Identify diagnostic, preventative, basic and major restorative, oral surgery, and orthodontic dental procedures.
8. Explain single visit and sequential dental appointments in association to procedure types.
9. Chart dental procedures on both an analog and digital odontogram.
10. Differentiate types of x-rays images obtained in the dental office and stored within Power Practice software systems.

**Recommended Evaluation Methods and Weighting** *(Evaluation should align to learning outcomes.)*

|                |     |             |     |   |
|----------------|-----|-------------|-----|---|
| Assignments:   | 30% | Lab work:   | 20% | % |
| Quizzes/tests: | 20% | Final exam: | 30% | % |

**Details:**
**NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.**
**Typical Instructional Methods** *(Guest lecturers, presentations, online instruction, field trips, etc.)*

Combination of lectures, group activities, and self-directed learning.

**Texts and Resource Materials** *(Include online resources and Indigenous knowledge sources. [Open Educational Resources](#) (OER) should be included whenever possible. If more space is required, use the [Supplemental Texts and Resource Materials form](#).)*

| Type        | Author or description | Title and publication/access details | Year    |
|-------------|-----------------------|--------------------------------------|---------|
| 1. Textbook | Sandie Baillargeon    | Dental Office Administration, 2e     | Current |
| 2.          |                       |                                      |         |
| 3.          |                       |                                      |         |
| 4.          |                       |                                      |         |
| 5.          |                       |                                      |         |

**Required Additional Supplies and Materials** *(Software, hardware, tools, specialized clothing, etc.)*

Power Practice dental software; access provided to the student to utilize for the duration of the program.

**Course Content and Topics**

1. Infection prevention and control
2. Dental structures and anatomy
3. Dental hygiene and recall management
4. Dental procedures – preventative, diagnostic, basic restorative, major restorative, oral surgery, and orthodontics
5. Dental X-ray images
6. Power Practice dental software integration



ORIGINAL COURSE IMPLEMENTATION DATE: September 2024  
 REVISED COURSE IMPLEMENTATION DATE:  
 COURSE TO BE REVIEWED (six years after UEC approval): September 2029  
 Course outline form version: 28/10/2022

## OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

**Note: The University reserves the right to amend course outlines as needed without notice.**

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|--------------------------------------------|----|--|--|--|--|--|--|--------------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Course Code and Number:</b> DOR 04                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |           | <b>Number of Credits:</b> 0 <a href="#">Course credit policy (105)</a>                                                                                                                                                                                                                                                                                                                                                                                                                    |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Course Full Title:</b> Dental Treatment Coordination                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Course Short Title:</b> Dental Treatment Coordination                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Faculty:</b> Faculty of Education, Community, & Human Dev.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |           | <b>Department (or program if no department):</b> Continuing Education                                                                                                                                                                                                                                                                                                                                                                                                                     |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Calendar Description:</b><br>Connects the administrative procedures to the clinical procedures within the dental office. Focus on integrating dental fees, treatment codes, treatment planning, comprehensive appointment management, and daily scheduling techniques in a full digital format using the Power Practice dental software system.                                                                                                                                                                                                                                  |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Prerequisites (or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |           | A- or better in DOR 03.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Corequisites (if applicable, or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |           | NONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Pre/corequisites (if applicable, or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |           | NONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Antirequisite Courses</b> <i>(Cannot be taken for additional credit.)</i><br>Former course code/number: <b>N/A</b><br>Cross-listed with: <b>N/A</b><br>Equivalent course(s): <b>N/A</b><br><i>(If offered in the previous five years, antirequisite course(s) will be included in the calendar description as a note that students with credit for the antirequisite course(s) cannot take this course for further credit.)</i>                                                                                                                                                  |           | <b>Course Details</b><br>Special Topics course: <b>No</b><br><i>(If yes, the course will be offered under different letter designations representing different topics.)</i><br>Directed Study course: <b>No</b><br><i>(See <a href="#">policy 207</a> for more information.)</i><br>Grading System: <b>Letter grades</b><br>Delivery Mode: <b>May be offered in multiple delivery modes</b><br>Expected frequency: <b>Annually</b><br>Maximum enrolment (for information only): <b>24</b> |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Typical Structure of Instructional Hours</b> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 80%;">Lecture/seminar</td> <td style="width: 20%; text-align: center;">40</td> </tr> <tr> <td>Supervised laboratory hours (computer lab)</td> <td style="text-align: center;">20</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td style="text-align: right;"><b>Total hours</b></td> <td style="text-align: center;"><b>60</b></td> </tr> </table> |           | Lecture/seminar                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 40 | Supervised laboratory hours (computer lab) | 20 |  |  |  |  |  |  | <b>Total hours</b> | <b>60</b> | <b>Prior Learning Assessment and Recognition (PLAR)</b><br>PLAR cannot be awarded for this course because:<br>this is a course in a non-credit certificate program that relies on in class experience and training. |  |
| Lecture/seminar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 40        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| Supervised laboratory hours (computer lab)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 20        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Total hours</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>60</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Scheduled Laboratory Hours</b><br>Labs to be scheduled independent of lecture hours: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes                                                                                                                                                                                                                                                                                                                                                                                                                         |           | <b>Transfer Credit</b> <i>(See <a href="#">bctransferguide.ca</a>.)</i><br>Transfer credit already exists: <b>No</b><br>Submit outline for (re)articulation: <b>No</b><br><i>(If yes, fill in <a href="#">transfer credit form</a>.)</i>                                                                                                                                                                                                                                                  |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Department approval</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |           | <b>Date of meeting:</b> April 17, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                    |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Faculty Council approval</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |           | <b>Date of meeting:</b> May 26, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Undergraduate Education Committee (UEC) approval</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           | <b>Date of meeting:</b> September 29, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |

**DOR 04**

**University of the Fraser Valley Official Undergraduate Course Outline**

**Page 2 of 2**

**Learning Outcomes** *(These should contribute to students' ability to meet program outcomes and thus Institutional Learning Outcomes.)*

Upon successful completion of this course, students will be able to:

1. Record the fees by list, category and associated 5-digit billing codes for dental procedures, lab, and expenses.
2. Identify the correct fee code for dental procedures to develop an accurate patient treatment estimate utilizing Power Practice.
3. List additional supporting records to be included when preparing a treatment estimate for insurance plans.
4. Assess outgoing and incoming treatment plan estimates.
5. Produce accurate digital records.
6. Communicate an accurate treatment estimate cost breakdown for the patient.
7. Develop a list of treatment planned dental procedures, linking an appointment duration time and provider.
8. Schedule a patient by linking the treatment planned appointment into the Power Practice schedule, applying dovetail and body clocking techniques as appropriate.

**Recommended Evaluation Methods and Weighting** *(Evaluation should align to learning outcomes.)*

|                |     |             |     |   |
|----------------|-----|-------------|-----|---|
| Assignments:   | 30% | Lab work:   | 20% | % |
| Quizzes/tests: | 20% | Final exam: | 30% | % |

**Details:**

**NOTE:** The following sections may vary by instructor. Please see course syllabus available from the instructor.

**Typical Instructional Methods** *(Guest lecturers, presentations, online instruction, field trips, etc.)*

Combination of lectures, group activities, and self-directed learning.

**Texts and Resource Materials** *(Include online resources and Indigenous knowledge sources. [Open Educational Resources](#) (OER) should be included whenever possible. If more space is required, use the [Supplemental Texts and Resource Materials form](#).)*

| Type        | Author or description | Title and publication/access details | Year    |
|-------------|-----------------------|--------------------------------------|---------|
| 1. Textbook | Sandie Baillargeon    | Dental Office Administration, 2e     | Current |
| 2.          |                       |                                      |         |
| 3.          |                       |                                      |         |
| 4.          |                       |                                      |         |
| 5.          |                       |                                      |         |

**Required Additional Supplies and Materials** *(Software, hardware, tools, specialized clothing, etc.)*

Power Practice dental software; access provided to the student to utilize for the duration of the program.

**Course Content and Topics**

1. Dental fees and treatment codes
2. Treatment planning
3. Appointment management
4. Power Practice dental software integration



ORIGINAL COURSE IMPLEMENTATION DATE: September 2024  
 REVISED COURSE IMPLEMENTATION DATE:  
 COURSE TO BE REVIEWED (six years after UEC approval): September 2029  
 Course outline form version: 28/10/2022

## OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

**Note: The University reserves the right to amend course outlines as needed without notice.**

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|--------------------------------------------|----|--|--|--|--|--|--|--------------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Course Code and Number:</b> DOR 05                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |           | <b>Number of Credits:</b> 0 <a href="#">Course credit policy (105)</a>                                                                                                                                                                                                                                                                                                                                                                                                                    |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Course Full Title:</b> Dental Office Accounting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Course Short Title:</b> Dental Office Accounting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Faculty:</b> Faculty of Education, Community, & Human Dev.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |           | <b>Department (or program if no department):</b> Continuing Education                                                                                                                                                                                                                                                                                                                                                                                                                     |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Calendar Description:</b><br>Provides training in aspects of account billing, payables, and aged receivables specific to the dental office. Students will learn how to enter and submit insurance claims, receive and post insurance and patient account payments, generate reports on aged receivables, bank deposits, and day end and month end reconciliations using Power Practice dental software systems.                                                                                                                               |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Prerequisites (or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |           | A- or better in DOR 04.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Corequisites (if applicable, or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |           | NONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Pre/corequisites (if applicable, or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |           | NONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Antirequisite Courses</b> <i>(Cannot be taken for additional credit.)</i><br>Former course code/number: <b>N/A</b><br>Cross-listed with: <b>N/A</b><br>Equivalent course(s): <b>N/A</b><br><i>(If offered in the previous five years, antirequisite course(s) will be included in the calendar description as a note that students with credit for the antirequisite course(s) cannot take this course for further credit.)</i>                                                                                                               |           | <b>Course Details</b><br>Special Topics course: <b>No</b><br><i>(If yes, the course will be offered under different letter designations representing different topics.)</i><br>Directed Study course: <b>No</b><br><i>(See <a href="#">policy 207</a> for more information.)</i><br>Grading System: <b>Letter grades</b><br>Delivery Mode: <b>May be offered in multiple delivery modes</b><br>Expected frequency: <b>Annually</b><br>Maximum enrolment (for information only): <b>24</b> |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Typical Structure of Instructional Hours</b> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td>Lecture/seminar</td> <td style="text-align: right;">30</td> </tr> <tr> <td>Supervised laboratory hours (computer lab)</td> <td style="text-align: right;">15</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td style="text-align: right;"><b>Total hours</b></td> <td style="text-align: right;"><b>45</b></td> </tr> </table> |           | Lecture/seminar                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 30 | Supervised laboratory hours (computer lab) | 15 |  |  |  |  |  |  | <b>Total hours</b> | <b>45</b> | <b>Prior Learning Assessment and Recognition (PLAR)</b><br>PLAR cannot be awarded for this course because:<br>this is a course in a non-credit certificate program that relies on in class experience and training. |  |
| Lecture/seminar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 30        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| Supervised laboratory hours (computer lab)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 15        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Total hours</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>45</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Scheduled Laboratory Hours</b><br>Labs to be scheduled independent of lecture hours: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes                                                                                                                                                                                                                                                                                                                                                                                      |           | <b>Transfer Credit</b> <i>(See <a href="#">bctransferguide.ca</a>.)</i><br>Transfer credit already exists: <b>No</b><br>Submit outline for (re)articulation: <b>No</b><br><i>(If yes, fill in <a href="#">transfer credit form</a>.)</i>                                                                                                                                                                                                                                                  |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Department approval</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |           | <b>Date of meeting:</b> April 17, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                    |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Faculty Council approval</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |           | <b>Date of meeting:</b> May 26, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Undergraduate Education Committee (UEC) approval</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |           | <b>Date of meeting:</b> September 29, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |

**DOR 05**
**University of the Fraser Valley Official Undergraduate Course Outline**
**Page 2 of 2**
**Learning Outcomes** *(These should contribute to students' ability to meet program outcomes and thus Institutional Learning Outcomes.)*

Upon successful completion of this course, students will be able to:

1. Explain dental insurance plan terminology, coverage, coverage types, clauses, and plan limitations.
2. Enter primary and secondary insurance plan information, post dental procedures, and generate dental insurance claim forms within Power Practice.
3. Prepare, send, receive, interpret, and post insurance claim payments for both primary and secondary insurance plans utilizing Power Practice.
4. Generate accounts receivables reports, to analyze account balances to interpret if the cost is to be resubmitted to an insurance plan or a statement is to be generated for the patient.
5. Explain account billings, payments, invoices, statements, and adjustments with patients.
6. List all types of office account payables and discuss how they are to be processed, recorded, and filed.
7. Explain office protocols for handling mail, run production reports and inventory control.
8. Produce and reconcile day end, month end, bank deposits and account adjustment reports.

**Recommended Evaluation Methods and Weighting** *(Evaluation should align to learning outcomes.)*

|                |     |             |     |   |
|----------------|-----|-------------|-----|---|
| Assignments:   | 30% | Lab work:   | 20% | % |
| Quizzes/tests: | 20% | Final exam: | 30% | % |

**Details:**
**NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.**
**Typical Instructional Methods** *(Guest lecturers, presentations, online instruction, field trips, etc.)*

Combination of lectures, group activities, and self-directed learning.

**Texts and Resource Materials** *(Include online resources and Indigenous knowledge sources. [Open Educational Resources](#) (OER) should be included whenever possible. If more space is required, use the [Supplemental Texts and Resource Materials form](#).)*

| Type        | Author or description | Title and publication/access details | Year    |
|-------------|-----------------------|--------------------------------------|---------|
| 1. Textbook | Sandie Baillargeon    | Dental Office Administration, 2e     | Current |
| 2.          |                       |                                      |         |
| 3.          |                       |                                      |         |
| 4.          |                       |                                      |         |
| 5.          |                       |                                      |         |

**Required Additional Supplies and Materials** *(Software, hardware, tools, specialized clothing, etc.)*

Power Practice dental software; access provided to the student to utilize for the duration of the program.

**Course Content and Topics**

1. Insurance claim submissions
2. Accounts receivables
3. Accounts payables
4. Office systems
5. Business banking
6. Power Practice dental software integration



ORIGINAL COURSE IMPLEMENTATION DATE: September 2024  
 REVISED COURSE IMPLEMENTATION DATE:  
 COURSE TO BE REVIEWED (six years after UEC approval): September 2029  
 Course outline form version: 28/10/2022

## OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

**Note: The University reserves the right to amend course outlines as needed without notice.**

|                                                                                                                                                                                                                                                                                                                                                                                                                                    |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|--------------------------------------------|----|--|--|--|--|--|--|--------------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Course Code and Number:</b> DOR 06                                                                                                                                                                                                                                                                                                                                                                                              |           | <b>Number of Credits:</b> 0 <a href="#">Course credit policy (105)</a>                                                                                                                                                                                                                                                                                                                                                                                                                    |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Course Full Title:</b> Career Planning<br><b>Course Short Title:</b> Career Planning                                                                                                                                                                                                                                                                                                                                            |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Faculty:</b> Faculty of Education, Community, & Human Dev.                                                                                                                                                                                                                                                                                                                                                                      |           | <b>Department (or program if no department):</b> Continuing Education                                                                                                                                                                                                                                                                                                                                                                                                                     |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Calendar Description:</b><br>Prepares students for the transition to practicum and employment within a dental office in the community. Students will receive training on medical emergencies protocols, staff management, payroll, and employment strategies. Students will learn job readiness skills for a successful practicum experience.                                                                                   |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Prerequisites (or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                    |           | A- or better in DOR 05.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Corequisites (if applicable, or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                      |           | NONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Pre/corequisites (if applicable, or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                  |           | NONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Antirequisite Courses</b> <i>(Cannot be taken for additional credit.)</i><br>Former course code/number: <b>N/A</b><br>Cross-listed with: <b>N/A</b><br>Equivalent course(s): <b>N/A</b><br><i>(If offered in the previous five years, antirequisite course(s) will be included in the calendar description as a note that students with credit for the antirequisite course(s) cannot take this course for further credit.)</i> |           | <b>Course Details</b><br>Special Topics course: <b>No</b><br><i>(If yes, the course will be offered under different letter designations representing different topics.)</i><br>Directed Study course: <b>No</b><br><i>(See <a href="#">policy 207</a> for more information.)</i><br>Grading System: <b>Letter grades</b><br>Delivery Mode: <b>May be offered in multiple delivery modes</b><br>Expected frequency: <b>Annually</b><br>Maximum enrolment (for information only): <b>24</b> |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Typical Structure of Instructional Hours</b> <table border="1"> <tr> <td>Lecture/seminar</td> <td>20</td> </tr> <tr> <td>Supervised laboratory hours (computer lab)</td> <td>10</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td><b>Total hours</b></td> <td><b>30</b></td> </tr> </table>                                                                |           | Lecture/seminar                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 20 | Supervised laboratory hours (computer lab) | 10 |  |  |  |  |  |  | <b>Total hours</b> | <b>30</b> | <b>Prior Learning Assessment and Recognition (PLAR)</b><br>PLAR cannot be awarded for this course because:<br>this is a course in a non-credit certificate program that relies on in class experience and training. |  |
| Lecture/seminar                                                                                                                                                                                                                                                                                                                                                                                                                    | 20        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| Supervised laboratory hours (computer lab)                                                                                                                                                                                                                                                                                                                                                                                         | 10        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                    |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                    |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                    |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Total hours</b>                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>30</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Scheduled Laboratory Hours</b><br>Labs to be scheduled independent of lecture hours: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes                                                                                                                                                                                                                                                                        |           | <b>Transfer Credit</b> <i>(See <a href="#">bctransferguide.ca</a>.)</i><br>Transfer credit already exists: <b>No</b><br>Submit outline for (re)articulation: <b>No</b><br><i>(If yes, fill in <a href="#">transfer credit form</a>.)</i>                                                                                                                                                                                                                                                  |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Department approval</b>                                                                                                                                                                                                                                                                                                                                                                                                         |           | <b>Date of meeting:</b> April 17, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                    |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Faculty Council approval</b>                                                                                                                                                                                                                                                                                                                                                                                                    |           | <b>Date of meeting:</b> May 26, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Undergraduate Education Committee (UEC) approval</b>                                                                                                                                                                                                                                                                                                                                                                            |           | <b>Date of meeting:</b> September 29, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                |    |                                            |    |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |

**DOR 06**
**University of the Fraser Valley Official Undergraduate Course Outline**
**Page 2 of 2**
**Learning Outcomes** *(These should contribute to students' ability to meet program outcomes and thus Institutional Learning Outcomes.)*

Upon successful completion of this course, students will be able to:

1. Explain medical office emergencies and their role to support the dental team.
2. List the typical terms of employment around hiring, termination, and other office benefits.
3. Describe payroll terms and conditions.
4. Interpret job posting descriptions, benefits, bonus structures and office hours available.
5. Design a well-organized, detailed oriented cover letter, resume and reference document.
6. Describe professional etiquette, interview techniques and post interview reflections in preparation for employment.
7. Identify personal goals and expectations of their practicum in a dental office.

**Recommended Evaluation Methods and Weighting** *(Evaluation should align to learning outcomes.)*

|                |     |             |     |  |   |
|----------------|-----|-------------|-----|--|---|
| Assignments:   | 30% | Lab work:   | 20% |  | % |
| Quizzes/tests: | 20% | Final exam: | 30% |  | % |

**Details:**
**NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.**
**Typical Instructional Methods** *(Guest lecturers, presentations, online instruction, field trips, etc.)*

Combination of lectures, group activities, and self-directed learning.

**Texts and Resource Materials** *(Include online resources and Indigenous knowledge sources. [Open Educational Resources](#) (OER) should be included whenever possible. If more space is required, use the [Supplemental Texts and Resource Materials form](#).)*

| Type        | Author or description | Title and publication/access details | Year    |
|-------------|-----------------------|--------------------------------------|---------|
| 1. Textbook | Sandie Baillargeon    | Dental Office Administration, 2e     | Current |
| 2.          |                       |                                      |         |
| 3.          |                       |                                      |         |
| 4.          |                       |                                      |         |
| 5.          |                       |                                      |         |

**Required Additional Supplies and Materials** *(Software, hardware, tools, specialized clothing, etc.)*

Power Practice dental software; access provided to the student to utilize for the duration of the program.

**Course Content and Topics**

1. Dental office medical emergencies
2. Staff management
3. Payroll
4. Employment strategies
5. Cover letters
6. Resumes and references
7. Interview skills
8. Prep for practicum



ORIGINAL COURSE IMPLEMENTATION DATE: September 2024  
 REVISED COURSE IMPLEMENTATION DATE:  
 COURSE TO BE REVIEWED (six years after UEC approval): September 2029  
 Course outline form version: 28/10/2022

## OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

Note: The University reserves the right to amend course outlines as needed without notice.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|--|--|--|--|--|--|--|--|--------------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Course Code and Number:</b> DOR 07                                                                                                                                                                                                                                                                                                                                                                                                                                                       |           | <b>Number of Credits:</b> 0 <a href="#">Course credit policy (105)</a>                                                                                                                                                                                                                                                                                                                                                                                               |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Course Full Title:</b> Dental Office Receptionist Practicum                                                                                                                                                                                                                                                                                                                                                                                                                              |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Course Short Title:</b> DOR Practicum                                                                                                                                                                                                                                                                                                                                                                                                                                                    |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Faculty:</b> Faculty of Education, Community, & Human Dev.                                                                                                                                                                                                                                                                                                                                                                                                                               |           | <b>Department (or program if no department):</b> Continuing Education                                                                                                                                                                                                                                                                                                                                                                                                |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Calendar Description:</b><br>A 75-hour work integrated practicum placement for the Dental Office Receptionist certificate program. Under the direct supervision, mentorship, and guidance of a host dental office within the community, students will demonstrate their skillset gained throughout the program.                                                                                                                                                                          |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Prerequisites (or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           | A- or better in DOR 06.                                                                                                                                                                                                                                                                                                                                                                                                                                              |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Corequisites (if applicable, or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                               |           | NONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Pre/corequisites (if applicable, or NONE):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                           |           | NONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Antirequisite Courses</b> <i>(Cannot be taken for additional credit.)</i><br>Former course code/number: <b>N/A</b><br>Cross-listed with: <b>N/A</b><br>Equivalent course(s): <b>N/A</b><br><i>(If offered in the previous five years, antirequisite course(s) will be included in the calendar description as a note that students with credit for the antirequisite course(s) cannot take this course for further credit.)</i>                                                          |           | <b>Course Details</b><br>Special Topics course: <b>No</b><br><i>(If yes, the course will be offered under different letter designations representing different topics.)</i><br>Directed Study course: <b>No</b><br><i>(See <a href="#">policy 207</a> for more information.)</i><br>Grading System: <b>Credit/No Credit</b><br>Delivery Mode: <b>Face-to-face only</b><br>Expected frequency: <b>Annually</b><br>Maximum enrolment (for information only): <b>24</b> |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Typical Structure of Instructional Hours</b> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 80%;">Practicum</td> <td style="width: 20%; text-align: center;">75</td> </tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr> <td style="text-align: right;"><b>Total hours</b></td> <td style="text-align: center;"><b>75</b></td> </tr> </table> |           | Practicum                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 75 |  |  |  |  |  |  |  |  | <b>Total hours</b> | <b>75</b> | <b>Prior Learning Assessment and Recognition (PLAR)</b><br>PLAR cannot be awarded for this course because:<br>this is a course in a non-credit certificate program that relies on in class experience and training. |  |
| Practicum                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 75        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Total hours</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>75</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Scheduled Laboratory Hours</b><br>Labs to be scheduled independent of lecture hours: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes                                                                                                                                                                                                                                                                                                                                 |           | <b>Transfer Credit</b> <i>(See <a href="#">bctransferguide.ca</a>.)</i><br>Transfer credit already exists: <b>No</b><br>Submit outline for (re)articulation: <b>No</b><br><i>(If yes, fill in <a href="#">transfer credit form</a>.)</i>                                                                                                                                                                                                                             |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Department approval</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |           | <b>Date of meeting:</b> April 17, 2023                                                                                                                                                                                                                                                                                                                                                                                                                               |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Faculty Council approval</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           | <b>Date of meeting:</b> May 26, 2023                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |
| <b>Undergraduate Education Committee (UEC) approval</b>                                                                                                                                                                                                                                                                                                                                                                                                                                     |           | <b>Date of meeting:</b> September 29, 2023                                                                                                                                                                                                                                                                                                                                                                                                                           |    |  |  |  |  |  |  |  |  |                    |           |                                                                                                                                                                                                                     |  |



**DOR 07**

**University of the Fraser Valley Official Undergraduate Course Outline**

Page 2 of 2

**Learning Outcomes** *(These should contribute to students' ability to meet program outcomes and thus Institutional Learning Outcomes.)*

Upon successful completion of this course, students will be able to:

1. Describe their delegated roles as the dental office receptionist as well all roles within the dental team.
2. Communicate effectively in a variety of modes.
3. Explain clinical dentistry procedures proficiently with the patient and dental team.
4. Prepare treatment estimates, insurance claims and schedule appointments efficiently within the provided dental software program.
5. Interpret dental insurance payments, account payables, account receivables and prepare day end and month reports.
6. Perform dental office reception skills with professionalism.

**Recommended Evaluation Methods and Weighting** *(Evaluation should align to learning outcomes.)*

|            |      |   |   |
|------------|------|---|---|
| Practicum: | 100% | % | % |
|            | %    | % | % |

**Details:**

**NOTE:** The following sections may vary by instructor. Please see course syllabus available from the instructor.

**Typical Instructional Methods** *(Guest lecturers, presentations, online instruction, field trips, etc.)*

Combination of mentorship and self-directed learning.

**Texts and Resource Materials** *(Include online resources and Indigenous knowledge sources. [Open Educational Resources](#) (OER) should be included whenever possible. If more space is required, use the [Supplemental Texts and Resource Materials form](#).)*

| Type | Author or description | Title and publication/access details | Year |
|------|-----------------------|--------------------------------------|------|
| 1.   |                       |                                      |      |
| 2.   |                       |                                      |      |
| 3.   |                       |                                      |      |
| 4.   |                       |                                      |      |
| 5.   |                       |                                      |      |

**Required Additional Supplies and Materials** *(Software, hardware, tools, specialized clothing, etc.)*

Dental software access; provided to the student to utilize for the duration of the practicum.

**Course Content and Topics**

1. 75-hour work integrated learning.
2. Perform all duties as assigned by practicum host.
3. Demonstrate proficiency in all learning outcomes in the Dental Office Receptionist program.

**Memo for Program Changes**

To: FECHD Curriculum Committee

From: Carolyn MacLaren, Director of Continuing Education

Date: April 17, 2023

**Subject: Program change – Proposal for revision of Dental Office Receptionist Program**

1. Summary of changes (select all the apply):

- ☐ Program revision that requires new resources
- ☐ Addition of new course options or deletion or substitution of a required course
- ☒ Change to the majority of courses in an approved program
- ☐ Change to the duration, philosophy, or direction of a program
- ☐ Addition of a new field of specialization, such as a concentration
- ☒ Change in requirements for admission
- ☐ Change in requirements for residency or continuance
- ☐ Change in admission quotas
- ☐ Change which triggers an external review
- ☐ Deletion of a program not included in the Program Discontinuance policy
- ☒ Other – Please specify: Calendar copy changes to reflect the creation of discrete courses (DOR 01, DOR 02, DOR 03, DOR 04, DOR 05, DOR 06, DOR 07) as well as the additional information about the typing speed requirement for employment purposes. Keyboarding speed will be removed as an entrance and graduation requirement.

2. Rationale for change(s):

Continuing Education has conducted a program review for the Dental Office Reception program. It has been several years since the program has been reviewed. While the program was initially designed as one course comprising of program topic modules, we have determined that it is important to separate the program topics modules into courses, each with their own learning outcomes. This change will help students track their progress to ensure they will pass all components of the program and will allow for more effective administration of the program. The review also ensured that the program provides current content required for employment. This is a non-credit program.

The keyboarding speed requirement has been removed as it has not been applied for several years; in addition, changes to office practices and widespread utilization of drop-down menus mean that this requirement is no longer widely relevant.

Dental offices do not require a criminal record check from each student participating in the practicum. Therefore, this requirement has been removed from our program requirements.

3. If program outcomes are new or substantially changed, explain how they align with the Institutional Learning Outcomes:

The Dental Office Reception program achieves a significant number of UFV's Institutional Learning Outcomes; specifically:

- Demonstrate information competency (ILO 1)
- Use knowledge and skills proficiently (ILO 3)
- Initiate inquiries and develop solutions to problems (ILO 4)
- Communicate effectively (ILO 5)
- Pursue self-motivated and self-reflective learning (ILO 6)
- Engage in respectful and professional practices (ILO 8)

4. Indigenizing the curriculum?

Indigenization and decolonization are a continuous process within CE. Explicit examples include the use of flexible delivery methods, student participation in Indigenous events during class time, observation of significant Indigenous occasions, introduction to territorial acknowledgements, and incorporation of Indigenous learning materials, as available.

5. Will additional resources be required? If so, how will these costs be covered?

No additional resources will be required.

6. How will students be impacted? (Indicate the projected number of students impacted.) Is the change expected to increase/decrease enrolment in the program?

No expected change in enrolment.

7. Does the number of required core or elective credits from the program-specific discipline change? If so, will this change the total number of courses to be offered within the discipline?

This is a non-credit program.

8. Identify any available resources that will be used to accommodate the program changes. (Eg. seats in existing classes, conversion of sections, timetabling changes, deletion of courses, etc.)

No resources are required to accommodate the program changes.

9. Is the number of required or elective courses from other disciplines in the program changing? If so, what is the estimated impact to enrolments in these courses? Provide a memo from the respective dean(s) of the impacted faculty to confirm if budgetary implications have been considered and addressed.

There are no electives for this program.

10. Provide a memo from the program's dean to confirm that budgetary implications of the proposed changes have been considered and will be addressed within the faculty budget.

There are no budgetary implications or changes. The program will continue with the same budget.

**Dental Office Receptionist certificate**

~~This certificate will prepare students to assume the role of a dental office receptionist. The program is designed to meet the requirements of dental offices and clinics in the Fraser Valley.~~

The Dental Office Receptionist certificate program provides students with a mix of office administration skills and specialized dental knowledge. This program prepares students to become skilled dental office receptionists that are in demand in dental offices, dental supply companies, insurance companies, and dental labs.

Students learn from instructors with current industry knowledge on dental terminology, office procedures, appointment bookings, billing software, and insurance claims. This program combines classroom learning with a hands-on practicum to prepare students to support any dental team with their strong communication and administrative skills.

**~~Program learning outcomes~~**

~~Skills and knowledge covered include:~~

- ~~• Role and responsibilities of the dental receptionist.~~
- ~~• Familiarization of tooth anatomy, dental terminology, and dental procedures.~~
- ~~• Understanding of dental fee guides, codes, insurance companies, and billing procedures.~~
- ~~• Management of dental payment plans and estimates.~~
- ~~• Booking and maintaining dental appointments and recall system.~~
- ~~• Dental office procedures.~~
- ~~• Working knowledge of dental computer software.~~
- ~~• Effective oral and written communication skills.~~

**Entrance requirements**

- ~~1. Completion of Grade 12 or equivalent.~~
- ~~2. 30 net wpm typing speed (attach copy of certification).~~
- ~~3. Successful interview with program instructor.~~
1. B.C. secondary school graduation or equivalent, or minimum 19 years of age before the first day of classes.

~~4.2.~~ Applicants must meet the Entry-level English language proficiency requirement. For details on how this requirement may be met, see the [English language proficiency requirement](#) section of the calendar.

~~5. Willingness to undergo a criminal record check.~~

~~Note #1: Applicants will not be tested on their typing skills upon program entrance, however, to gain employment in the industry graduates may be expected to have a minimum of 30 – 50 net wpm.~~

~~Note #2: Applicants are expected to have foundational digital literacy / computer skills to ensure they have the skills necessary for success in the program.~~

~~Note: Applicants may be required to complete attend a program interview.~~

~~Note: Applicants are expected to have basic computer skills to be successful in this program.~~

### **When to apply**

Applications are accepted on a continuous basis throughout the year. Qualified applicants are considered for the next intake in which there is space. See [Continuous application process](#) for more information.

### **How to apply**

1. Apply online at [ufv.ca/admissions/apply](http://ufv.ca/admissions/apply).

~~2. Attach all required documentation and return completed registration package to the Office of the Registrar (OReg).~~

~~3.2.~~ Applicants will be advised of an admission decision and, if accepted, will be provided with registration information. Full ~~tuition~~ is due at the time of registration.

### **Basis for admission decision**

[Applicants who meet the entrance requirements will be admitted in order of their application date. This date is set when an application, all required documentation, and the application fee have been submitted. To secure a seat, students admitted to the program must register in all applicable program courses.](#)

### **Fees and additional costs**

Please see the [Continuing Education](#) webpage for current fee information. See the [Fees and Other Costs](#) section for additional information.

#### Program duration and total number of credits

The Dental Office Receptionist certificate program is 360 hours and 4.5 months in duration.

#### **Financial aid**

Financial aid is available from a variety of sources. For more information, contact the **Financial Aid and Awards office**. ~~at either the Abbotsford or Chilliwack campus. A variety of bursary applications are also available from the Financial Aid and Awards offices.~~

#### Program duration

~~The Dental Office Receptionist certificate is 15 weeks in duration. Classes are Monday through Thursday, 9am–4pm, in the Fall semester.~~

#### **Location**

The program is located at the Clearbrook Centre in Abbotsford. The program is offered in a hybrid format, which may include online and in person classes at the Clearbrook Centre in Abbotsford.

#### **Program outline**

~~The program is comprised of nine modules that include a combination of theory and hands-on exercises, followed by a two-week clinical and administrative practicum placement. After completing their practicums, students come back to the classroom for a one-week in-class program review. The nine modules are:~~

- ~~• Communication~~
- ~~• Dental Terminology~~
- ~~• Insurance~~
- ~~• Treatment and Payment Plans~~
- ~~• Computer Skills~~
- ~~• Practicum Orientation~~
- ~~• Dental Office Procedures~~

• ~~Practicums (two-day clinical practicum, two-week administrative practicum)~~

• ~~Review~~

Total hours: 360

| <u>Course</u> | <u>Title</u>                                    | <u>Hours</u> |
|---------------|-------------------------------------------------|--------------|
| <u>DOR 01</u> | <u>Introduction To Administrative Dentistry</u> | <u>45</u>    |
| <u>DOR 02</u> | <u>Office Communications</u>                    | <u>30</u>    |
| <u>DOR 03</u> | <u>Introduction To Clinical Dentistry</u>       | <u>75</u>    |
| <u>DOR 04</u> | <u>Dental Treatment Coordination</u>            | <u>60</u>    |
| <u>DOR 05</u> | <u>Dental Office Accounting</u>                 | <u>45</u>    |
| <u>DOR 06</u> | <u>Career Planning</u>                          | <u>30</u>    |
| <u>DOR 07</u> | <u>Dental Office Receptionist Practicum</u>     | <u>75</u>    |

### Continuance and probation

Students must achieve a minimum grade of A- -80% in each course to progress to the next course. Students who do not achieve a minimum grade of 80%- A- in a course may apply to repeat the course one additional time. Students must successfully complete all courses with a minimum grade of 80%- A- to proceed to practicum.

### **Practicum regulations**

~~In order to qualify for the practicum module, students must have successfully completed all previous coursework and attendance requirements.~~

When students qualify for a practicum, UFV Continuing Education will assign them a practicum that provides them with meaningful work-like experience and exposure to the ~~dental~~ dental industry-office field.

Practicum placements reflect the business practices of the practicum host, which includes placement during standard business hours. Transportation to the practicum site is students' responsibility and may require travel outside their community of residence. If a student refuses an assigned practicum site they will need to find their own site and obtain departmental approval prior to the start of their practicum.

Please discuss any barriers that may affect practicum assignment with UFV Continuing Education immediately after registration.

### Course repetition

Requests for course repeats must approved by the Director, Continuing Education.

### Readmission

A student may apply for readmission after withdrawal. The student must meet the admission requirements for the program, including any specific readmission criteria if they apply to return to the same program. Readmission to the same program is not guaranteed. Students who are readmitted to the program will be required to pay full program fees again.

### Residency



[The entire program must be completed at UFV.](#)

**[Graduation requirements](#)**

[To be eligible to graduate, students must successfully complete eachall courses with a minimum grade of 80%A- and receive CRcredit for practicum.](#)

[See the Graduation section of the calendar for more information.](#)

**[Program requirements](#)**

[Students will be evaluated for each course in the program on classroom participation, classroom assignments, study projects, practica, and by examination. Students must maintain a grade percentage of 85% and an attendance record of 90% in each course to participate in the practicum.](#)

**[Graduation requirements](#)**

[To be eligible to graduate, students must successfully complete both theory and practicum.](#)

**[Course listings](#)**

[For complete details on courses see the course descriptions section.](#)

**[For more information](#)**

[Contact Continuing Education at 604-851-6324, or 604-504-7441 local 6324, or toll free \(within Canada\) 1-888-504-7441 local 4626, or \[continuingeducation@ufv.ca\]\(mailto:continuingeducation@ufv.ca\).](#)



## **UEC POLICY SUBCOMMITTEE**

The UEC Policy Subcommittee is a subcommittee of the Undergraduate Education Committee.

### **PURPOSE**

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The purpose of the subcommittee is to suggest new policies or revisions to policies that fall under Items 2 and 4 of the UEC Terms of Reference:

2. Advise Senate on policies, procedures, and criteria for the admission, evaluation, withdrawal, and promotion of undergraduate students.
4. Advise Senate on policies and procedures for review and approval of new and existing courses, programs, or curricular changes.

### **TERMS OF REFERENCE**

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1. Review Senate Governance Committee requests for policy reviews.
2. Consult with relevant stakeholders where necessary to draft policy revisions.
3. Bring policy drafts to UEC for discussion, approval, or recommendation to Senate.
4. Identify policies in need of revision and propose policy reviews when appropriate.
5. Initiate policy reviews when directed by UEC to do so.

### **COMPOSITION**

---

#### **Membership**

- One UEC Chair
- Registrar (or designate)
- University Secretary (or designate)
- Two UEC Faculty members\*
- One UEC Advisor\*
- One IR representative
- One PDQA representative
- One Dean
- One UEC at large member\*

\* Two-year term, renewable.

As needed, the committee will consult specific areas (International Education, Graduate Studies Committee, Continuing Education, specific disciplinary or Faculty areas not otherwise included in the committee, etc.)



## **UEC ADMISSIONS SUBCOMMITTEE**

### **TERMS OF REFERENCE**

---

The UEC Admissions Subcommittee (UECAS) is a subcommittee of the Undergraduate Education Committee.

#### **Purpose**

The purpose of the subcommittee is to:

- Advise UEC on admission and readmission policy and practices.
- During the creation of new programs or the revision of existing programs, review proposals with a view to ensuring effective and efficient admission requirements and practices.
- Consider "special admission requests" (individual exceptions to admission requirements) to programs below the Graduate level, as required under the Admission policy (80).
- UEC may refer admissions matters or questions to UECAS for comment, research, or recommendations.

### **PROCEDURES**

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#### **Process**

- UECAS will review new or changed admission requirements for all programs and credentials below the Graduate level prior to submission to UEC.
- UECAS may be consulted on new or changed admission requirements to Graduate-level programs and credentials.
- The Admissions office is responsible for developing a process to review special admission requests in preparation for presentation to the subcommittee.
- Decisions may be made in a formal meeting, virtual or in-person. Where a meeting is not possible or practical, an email vote is permissible. For email votes, members will have a minimum of five business days to respond. If quorum is not available, or the UECAS is unable to reach a decision, the matter will be referred to UEC. Once a quorum is reached, decisions will be decided by a simple majority of those voting.
- Quorum is four (4) voting members.

#### **Reporting**

- The UEC Committee Assistant will provide administrative support and retain a record of all decisions made.
- The Chair will make regular reports to UEC.

### **COMPOSITION**

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#### **Membership**

- Associate Registrar, Admissions and Recruitment (Ex-officio)
- University Registrar or designate
- Two UEC members from the faculty complement
- One from International Education
- One Associate Dean

- Two additional members, including at least one Academic or Program Advisor. These may be from within, or outside, UEC.
- The Manager of Admissions will be a resource (non-voting) to the subcommittee.

**Chair**

- The Associate Registrar Admissions and Recruitment will be the Executive Secretary.
- The UECAS will determine a Chair each September. The Executive Secretary will serve as the Vice-Chair.



## **UEC PRE-CHECK SUBCOMMITTEE**

### **MANDATE**

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The mandate of the Pre-Check Subcommittee of the Undergraduate Education Committee (UEC) is to assist curriculum change proponents in achieving a smooth approval process for curriculum change packages. The committee checks that submissions to UEC are complete, that they adhere to institutional policies and guidelines, and that consultation has occurred where needed. The subcommittee will also flag any potential questions that may arise at Campus-Wide Consultation (CWC) or UEC related to the curriculum proposal. The Pre-Check Subcommittee will, at the request of proponents, provide guidance and examples to support revisions to curriculum packages.

### **RESPONSIBILITIES**

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1. Review all course and program proposals for clarity, completeness, and adherence to procedures, including Policy 21 Undergraduate Course and Program Approval and the Guidelines for Curriculum Quality.
2. Confirm whether a change is minor or major.
3. Determine whether proposals are consistent with current academic policies.
4. Ensure all potentially impacted areas have been consulted.
5. Approve minor course changes for publication in the calendar. Approve all other proposals for submission to CWC.

### **PROCEDURES**

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1. Review all course and program proposals according to the Responsibilities.
2. Proposals requiring revision, additional information, or further consultation will be returned to the proponent (with a copy to Faculty Council) with a brief description of any required or suggested changes. Proponents may request further information or an in-person meeting to discuss any feedback received. Revised proposals are to be resubmitted to Faculty Council and then the UEC Pre-Check Subcommittee for further review. Minor editorial changes will be made at the discretion of the UEC Pre-Check Subcommittee and communicated to the proponent and Faculty Council.
3. After proposals have been approved by the UEC Pre-Check Subcommittee, they will be posted to CWC.

Quorum will consist of four members. The committee will meet once a month or bi-weekly as required, at the discretion of the committee.

Implementation date: September 2023



## **UEC PRE-CHECK SUBCOMMITTEE**

### **COMPOSITION**

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The UEC Pre-Check Subcommittee is composed of members with a variety of areas of expertise and each is required to review submissions from their area of specialization.

#### **Membership**

- One UEC Chair
- Registrar (or designate)
- UEC Assistant
- UEC Faculty member\*
- UEC Advisor
- CFO/SBC representative
- PDQA representative

\* Two-year term, renewable.

### **APPENDICES**

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Membership roles infographic

Implementation date: September 2023



# UEC PRE-CHECK

## Membership & Responsibilities

**MANDATE**

Pre-Check is designed to help make the curriculum approval process easier by checking packages for completeness, addressing any important questions, and providing resources to support revisions. This infographic explains the roles of committee members.

**UEC CHAIR AND FACULTY MEMBER**

Course and program outcomes, responses to Indigenization and EDI questions, adherence to policies and Guidelines for Curriculum Quality.



**REGISTRAR**

Prerequisites, admissions, potential issues with Banner and DegreeAudit, institutional policies, registration processes.

**UEC ASSISTANT**

Calendar copy and editing, consultation with relevant areas, correct procedures and use of forms and templates.



**UEC ADVISOR**

Prerequisites, admissions requirements, calendar copy, consultation with appropriate areas.

**CFO/SBC REPRESENTATIVE**

Budget implications, consultation with deans and other Senate subcommittees.



**PDQA REPRESENTATIVE**

DQAB standards for new program proposals, external approval considerations, UFV program approval policies and processes..



## **UEC TRANSFER CREDIT SUBCOMMITTEE**

### **TERMS OF REFERENCE**

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The UEC Transfer Credit Subcommittee (TCS) is a subcommittee of the Undergraduate Education Committee.

#### **Purpose**

The purpose of the subcommittee is to make decisions on transfer credit recommendations for specific courses or programs from institutions or programming not recognized under Transfer credit policy, and that do not qualify for exemption from UEC approval. These might include, but not be limited to, courses from private post-secondary institutions, education or training provided by a non-post-secondary institution or organization, and formal non-credit education from any source.

The committee will not evaluate prior learning obtained other than through formal courses or programs.

### **PROCEDURES**

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#### **Process**

- The TCS will make decisions on specific transfer recommendations made or signed off by the department head for the most closely related discipline. If UFV does not offer a related discipline, the decisions should be approved by the dean or designate for the most closely related faculty.
- The TCS may request additional information or clarification from the person who evaluated the course or program.
- For precedent-setting decisions, the TCS will consider the degree of confidence in the consistency of standards at the sending institution.
- Transfer credit decisions may be made in a formal meeting, or through an email vote. For email votes, members will have a minimum of five business days to respond.
- Transfer credit decisions require a decision of the majority of the members in attendance at the meeting or who participate in an email vote (minimum 3 in favour), however, if two or more members express strong opposition to the decision, or the committee is unable to decide, the decision will be referred to UEC.
- The TCS will advise UEC on other transfer credit issues.

#### **Reporting**

- The chair will retain a record of all decisions made.

### **COMPOSITION**

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#### **Membership**

- Registrar or designate
- Two UEC members
- At least two additional faculty (as diverse a representation as possible)
- One advisor

#### **Chair**

The TCS will determine a chair each September.



UNDERGRADUATE EDUCATION COMMITTEE MEMBERSHIP 2023-24



| AREA REPRESENTED                                                 | TERMS OF OFFICE          | MEMBER                                                   |
|------------------------------------------------------------------|--------------------------|----------------------------------------------------------|
| <b>Voting Members</b>                                            |                          |                                                          |
| Vice-Chair, Registrar & AVP, Enrolment Management (or designate) | Ongoing                  | David Johnston, Office of the Registrar                  |
| <b>9 faculty members, at least 2 from Senate</b>                 |                          |                                                          |
| Faculty                                                          | 08-01-2022 to 07-31-2024 | William Maher, Faculty of Humanities                     |
| Faculty                                                          | 08-01-2023 to 07-31-2025 | Samantha Hannah, Faculty of Humanities                   |
| Faculty (senator)                                                | 08-01-2022 to 07-31-2025 | Shel Stefan, Faculty of Humanities                       |
| Faculty (senator)                                                | 08-01-2021 to 07-31-2024 | Amber Johnston, Faculty of Health Sciences               |
| Faculty                                                          | 08-01-2022 to 07-31-2024 | Chris Campbell, FECHD                                    |
| Faculty                                                          | 08-01-2023 to 07-31-2025 | Kate McCulloch, Faculty of Health Sciences               |
| Faculty                                                          | 08-01-2022 to 07-31-2024 | Carl Janzen, Faculty of Business & Computing             |
| Faculty (senator)                                                | 08-01-2021 to 07-31-2024 | Dana Landry, Faculty of Humanities                       |
| Faculty                                                          | 08-01-2023 to 07-31-2025 | Michael Batu, Faculty of Social Sciences                 |
| <b>2 deans or associate deans</b>                                |                          |                                                          |
| Dean                                                             | 08-01-2021 to 07-31-2024 | Ian Affleck, Associate Dean, Faculty of Science          |
| Dean                                                             | 08-01-2021 to 07-31-2024 | Linda Pardy, Associate Dean of Students, College of Arts |
| <b>1 academic advisor</b>                                        | 08-01-2023 to 07-31-2025 | Rhonda Colwell, Academic Advisor                         |
| <b>1 staff</b>                                                   | 08-01-2023 to 07-31-2025 | Vacancy                                                  |
| <b>2 undergraduate students</b>                                  |                          |                                                          |
| Student                                                          | 08-01-2023 to 07-31-2024 | Gurjot Singh                                             |
| Student                                                          | 08-01-2022 to 07-31-2024 | Olivia Jackson                                           |
| Associate VP, Teaching and Learning (or designate)               | Ongoing                  | Claire Hay, Specialist, Teaching & Learning              |
| University Librarian (or designated librarian) (ex officio)      | Ongoing                  | Selena Karli, Librarian, Reference & Instruction         |
| <b>Ex-officio Non-voting Members</b>                             |                          |                                                          |
| Provost & Vice-President, Academic (or designate)                | Ongoing                  | Kevin Wainwright (designate)                             |
| AVP, Research, Engagement & Graduate Studies (or designate)      | Ongoing                  | Amber Johnston (designate)                               |
| Executive Director, International Education                      | Ongoing                  | David McGuire                                            |
| AVP, Indigenous                                                  | Ongoing                  | Shirley Hardman                                          |
| Manager, Enrolment Planning                                      | Ongoing                  | Donna Alary                                              |
| AVP, Institutional Research and Integrated Planning              | Ongoing                  | Vladimir Dvoracek                                        |
| Director, Advising Centre (or designate)                         | Ongoing                  | Bobby Jaswal (designate)                                 |
| Associate Director, Program Development & Quality Assurance      | Ongoing                  | Claire Carolan                                           |
| <b>Administrative Support (non-member)</b>                       |                          |                                                          |
| UEC Assistant/Calendar Editor, Office of the Registrar           |                          | Amanda Grimson                                           |

CURRENT MEMBERSHIP: 25 members - 17 voting members and 8 non-voting members

Quorum: Fifty percent (50%) of voting membership (not including vacancies)

Current as of Sept 15, 2023

## UEC MEETING DATES AND AGENDA DEADLINES 2023/24

UEC meetings generally take place in week 4 of the UFV meeting schedule. All agenda exhibits must be submitted to the UEC office by **12 noon** on the deadline date.

| <b>Meeting Dates<br/>&amp; Room</b>       | <b>Agenda Exhibit Deadline<br/>(12:00 pm)</b> |
|-------------------------------------------|-----------------------------------------------|
| <b>August 31, 2023</b><br>D217 — 1 pm     | UEC meeting and retreat                       |
| <b>September 29, 2023</b><br>A225 — 10 am | September 20, 2023                            |
| <b>October 27, 2023</b><br>A225 — 10 am   | October 18, 2023                              |
| <b>November 24, 2023</b><br>A225 — 10 am  | November 15, 2023                             |
| <b>December 15, 2023*</b><br>A225 — 10 am | December 6, 2023                              |
| <b>January 26, 2024</b><br>A225 — 10 am   | January 17, 2024                              |
| <b>February 23, 2024</b><br>A225 — 10 am  | February 14, 2024                             |
| <b>March 22, 2024</b><br>A225 — 10 am     | March 13, 2024                                |
| <b>April 19, 2024</b><br>A225 — 10 am     | April 10, 2024                                |
| <b>May 17, 2024</b><br>A225 — 10 am       | May 8, 2024                                   |
| <b>June 14, 2024</b><br>A225 — 10 am      | June 5, 2024                                  |

\*Please note that this meeting will take place in week 3 of the UFV meeting schedule.