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Dear Colleagues,

You are about to embark on what will be at once the most demanding and most fulfilling four years of your life. To this point you have already made two excellent choices. First, you elected dentistry as a career. Second, you chose the School of Dentistry at OHSU as the place to receive your training. Oregon’s dental school has a long and deserved reputation for outstanding preparation of its graduates to meet the demands of clinical practice. Upon graduation you will have the enormous self-satisfaction of being a professional person, confident and competent in your future.

It is our mission to provide the very best educational program to guide you through the process of becoming an excellent dentist and to provide the skills and knowledge to continue to advance your learning throughout your career. It should be your mission to apply yourself every day to learn as much as you can so that you will be the very best dentist throughout your whole career. Dental school is hard. You should be challenged every day.

In this era of intensive testing, one could come to the conclusion that the test is the goal of learning. Nothing could be further from the truth when it comes to professional education. In professional education the goal should be to learn all of the knowledge and skills possible at the highest levels required to practice your profession. We sample student learning through examinations to assure that you have met the minimum standard required to practice. We have a very competent faculty that has great experience in dental education. They are responsible for setting the minimum standards for learning in their courses and in the clinic.

This student handbook contains valuable information on matters that may affect you during your four years at OHSU. Although it may be more adventurous to commence any endeavor without “reading the directions,” it probably is not the most prudent way to proceed in dental school. So, it is well worth your time early on to acquaint yourself with the contents of the handbook. Further, it should be retained as a reference source for matters that may arise later in your career as a dental student.

We are glad you are here. At the School of Dentistry, the faculty, staff, and students are all on the same team, with the same goal—to ensure that every entering student graduates as a competent dentist.

Phillip T. Marucha, D.D.S., Ph.D. Dean, School of Dentistry
ACCREDITATION

The School of Dentistry’s pre-doctoral dental education program is fully accredited by the American Dental Association’s Commission on Dental Accreditation.

The Commission on Dental Accreditation, which is the recognized agency for accreditation of all specialized dental and dental related programs in the United States, accredits each of the dental educational programs. The Commission receives its accreditation authority from the acceptance of the dental community and by being recognized by the U.S. Department of Education (USDOE) and by the Council on Higher Education Accreditation (CHEA).

Oregon Health & Science University is accredited by the Northwest Commission on Colleges and Universities (NWCCU). The NWCCU is the postsecondary, regional organization which accredits all Colleges and Universities in Oregon, Washington and Idaho.

EQUAL OPPORTUNITY/NON-DISCRIMINATION POLICY STATEMENT

Non-Discrimination Policy
OHSU provides equal opportunities to all individuals without regard to race, color, religion, national origin, disability, age, marital status, sex, sexual orientation, gender identity or expression, veteran status, or any other status protected by law. It does not discriminate on any status protected by law. This policy applies to all employment, education, volunteer, and patient care related activities or in any other aspect of OHSU’s operation. Retaliation for reporting discrimination is prohibited. To make an inquiry or report an incident of discrimination, contact OHSU’s Affirmative Action and Equal Opportunity (AAEO) Department at 503-494-5148, aaeo@ohsu.edu.

Title IX Notice of Non-Discrimination
Title IX of the Education Amendments of 1972 (“Title IX”) protects individuals from discrimination and harassment on the basis of sex or gender in any educational program or activity operated by recipients of federal aid. OHSU, as a recipient of federal funds, complies with Title IX and 34 CFR Part 106 by prohibiting sex and gender discrimination and harassment, which includes sexual misconduct and sexual violence, in education programs, activities, employment, and admissions. Inquiries about Title IX compliance or sex/gender discrimination and harassment may be directed to the OHSU Title IX Coordinator: Laura Stadum, JD, 503-494-0258, titleix@ohsu.edu. Inquiries may also be directed to the U.S. Department of Education, Western Region Office for Civil Rights at 206-607-1600, ocr.seattle@ed.gov.
OHSU SCHOOL OF DENTISTRY CODE
OF ETHICS AND PROFESSIONAL
BEHAVIOR

It is the position of the student body of the Oregon Health & Science University School of Dentistry that all dental and dental graduate students are expected to maintain the highest standards of moral and ethical behavior and to conduct themselves in a professional manner at all times. This applies to the clinic, laboratory, classroom, and any other facility relating to or representing the OHSU School of Dentistry.

The moral and ethical obligations are characterized by, but not limited to, honesty, fairness, and integrity in all circumstances. Students are expected to show respect for the rights, differences, and property of others. A high degree of ethical and professional behavior is to be practiced in the classroom as well as in treating patients. Standards of care are to include concern for the welfare of patients, competence in the delivery of dental care, conscientious patient communication including education, proper referrals when indicated, and the preservation of confidentiality in all situations, including but not limited to conversations with peers or instructors, phone calls, voicemails, e-mail, social media, and electronic patient records.

Each student is responsible for upholding the ethical standards of the School of Dentistry. Therefore, it is also the responsibility of each student to confront or report any behavior that does not comply with these standards. Violations of the Code of Ethics should first be reported to and addressed by the student body through the appropriate mediation channels. If efforts for cessation and reparation are unsuccessful, violations will be reported to the administration.

Behavior believed to be unacceptable includes, but is not limited to, forgery, intentionally deceptive alteration of documents, unauthorized possession of another’s property, plagiarism, and cheating by either seeking, giving, or receiving aid. Students should consider using respectful language when communicating with others. All students should refrain from abusive acts, sexual harassment, discriminatory behavior or the infliction or threat of harm to others.

Reviewed and revised in 2009
Approved by the Dental Student Government – 2010
Reviewed, revised and approved the Dental Student Government and the Student Professionalism and Ethics Association - 2017
GENERAL POLICIES AND PROCEDURES

Accommodations for Disabilities (Revised August 2015)
OHSU is committed to providing equal access to qualified students who experience a disability in compliance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) of 1990, and the ADA Amendments Act (ADA-AA) of 2008.

As defined by the ADA and ADA-AA, a person with a disability has a physical or mental impairment that substantially limits one or more major life activities of the individual. This may include, but is not limited to, physical, sensory, chronic health, psychological and learning impairments. A qualified student is a person who meets the academic and technical standards requisite to admission or participation in a particular program of study, with or without reasonable accommodations.

The Office for Student Access (OSA) determines and facilitates the implementation of reasonable accommodations to address documented disabilities; this may include academic adjustments, auxiliary aids and/or program modifications. Reasonable accommodations enable students with disabilities to have an equal opportunity to participate in an academic program or activity by providing alternative ways to accomplish the course requirements that eliminate or reduce disability-related barriers.

The OSA works with students with disabilities across all OHSU educational programs and campuses. Each school also has an assigned Program Accommodation Liaison (PAL), who acts as an “in-house” resource for students and faculty concerning student access, once accommodations are established.

Students are advised to contact the OSA as soon as possible to discuss eligibility for disability services; accommodations may take time to implement and cannot be applied retroactively. All information regarding a student’s disability is kept in accordance with state and federal laws.

Contact Information
Office for Student Access (Disability Services)
Jennifer Gossett, MA, Director

Phone: 503 494-0082; Secure Fax: 503 346-8066
Email: studentaccess@ohsu.edu
Website: www.ohsu.edu/student-access
Mailing Address: Baird Hall, Room 1036; Mailcode: L624
3181 SW Sam Jackson Park Road
Portland, OR 97239-3098
Technical Standards, OHSU Policy No. 02-70-010
Effective Date: May 31, 2012

Policy Statement
This policy is to ensure that all candidates for an OHSU degree or certificate possess the essential skills and abilities necessary to complete the curriculum successfully. To be qualified for health science programs at OHSU those individuals must be able to meet both OHSU's academic standards and the technical standards, with or without reasonable accommodations.

Health Sciences programs have a societal responsibility to train competent healthcare providers and scientists that demonstrate critical judgement, extensive knowledge and well-honed technical skills. A number of individuals with disabilities, as defined by Section 504 of the Rehabilitation Act and the Americans with Disabilities Act, are qualified to study and work as healthcare professionals and scientists with the use of reasonable accommodations.

Technical Standards include nonacademic criteria that reflect the ability to:

- Acquire information from experiences and demonstrations conveyed through online coursework, lecture, group seminar, small group activities, and other formats.
- Recognize, understand and interpret required instruction materials including written documents, computer-information systems, and non-book resources.
- Manipulate the equipment, instruments, apparatus, or tools required to collect and interpret data appropriate to the domain of study, practice or research.
- Follow universal precautions against contamination and cross contamination with infectious pathogens, toxins and other hazardous chemicals.
- Solve problems and think critically to develop appropriate products and services (e.g., treatment plan, a scientific experiment).
- Synthesize information to develop and defend conclusions regarding observations and outcomes.
- Use intellectual ability, exercise proper judgement and complete all responsibilities within a timeframe that is appropriate to a given setting.
- Maintain effective, mature and sensitive relationships under all circumstances (e.g., clients, patients, students, faculty, staff and other professionals).
- Communicate effectively and efficiently with faculty, colleagues and all other persons encountered in any OHSU settings.
- Work in a safe manner and respond appropriately to emergencies and urgencies.
- Demonstrate emotional stability to function effectively under stress and adapt to changing environments inherent in clinical practice, healthcare and biomedical sciences and engineering.

An Affirmative Action/Equal Opportunity Educational Institution
The Oregon Health & Science University School of Dentistry is an affirmative action/equal opportunity educational institution in that no person shall, on the basis of race, color, religion, marital status, national origin, sex, sexual orientation, age, disability, Vietnam era veteran’s status, or any other status protected by law, be excluded from participation in, or otherwise be subjected to discrimination in any educational program, activity, or facility. The faculty of the Oregon Health & Science University School of Dentistry believes that a diverse student body enhances the educational opportunities for all students and is beneficial to the dental profession, the School of Dentistry, and the State of Oregon.
Financial Aid (503-494-7800)
The Student Financial Aid Office coordinates the awarding of financial aid. The priority deadline for submission of financial aid applications is February 1 preceding fall term registration. Students should contact the Financial Aid Office well in advance of the deadline in order to ensure compliance with relevant regulations. Financial Aid applications must be submitted annually in accordance with financial aid procedures, in order to be considered for federal or private loans.

FERPA
FERPA (The Family Educational Rights and Privacy Act) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. OHSU policies elaborate upon or qualify rights in student records to the extent the institution is authorized to do so under law. Copies of the OHSU policies may be obtained from the university Registrar’s office.

Jeanne Clery Act (Campus Safety)
The Clery Act requires colleges and universities to publish an annual report by October 1 that contains 3 consecutive years of crime statistics and certain security policy statements. The OHSU Department of Public Safety in compliance with the Clery Act keeps information available that summarizes programs, policies and procedures designed to enhance personal and property safety while at OHSU.

Tobacco Free Campus
The use of all tobacco products, including cigarettes, cigars, pipes, all forms of smokeless tobacco, clove cigarettes, and other products made primarily with tobacco is strictly prohibited while at any Portland-area OHSU facility or on OHSU grounds.

Drug Free Policy
OHSU is committed to maintaining a drug-free institution. Please contact the Office of Human Resources for the complete policy regarding “A Guide for Alcohol and Drug Problems”, which outlines standards of conduct for all OHSU employees and students.

Mandatory Drug Screening
As a health science institution dedicated to the education of competent and professional health care providers, OHSU has the responsibility for the critical assessment of the professionalism of our students, and the health, safety and wellbeing of the patients we serve. All incoming students are required to pass confidential drug screening at least 14 days prior to matriculation.

Students must also be willing to submit to drug screening if there is reasonable suspicion that a student is under the influence of any unlawful drug, any alcohol, or misused prescription drug while on campus or affiliated clinics. Students who refuse to submit to, or do not pass the drug screening process may be suspended or dismissed from the program as outlined in the Dismissal Policy found in Section II-G on page 44.

Criminal Background Checks
All admitted students must comply with OHSU policy and complete a criminal history review as part of the matriculation process. Prior conviction does not necessarily disqualify an admitted applicant from matriculation. The admitted applicant has the right to inspect and challenge the results of the inquiry. Information about federal civil rights law and arrest records may be obtained through the Bureau of Labor and Industries.
Immunization Requirements
OHSU follows the guidelines for required immunizations issued by the Centers for Disease Control and Prevention (CDC) and by the State of Oregon. Students must comply with pre-entrance immunization requirements and remain in compliance for the duration of their enrollment at OHSU, as specified by the JBT Health & Wellness Center.

Failure to provide proof of immunization within 30 days of matriculation, or when notified by JBT that a student has fallen out of compliance, will result in a student being restricted from registering and attending classes.

University Compliance – Integrity Office
The OHSU Integrity Office provides leadership for OHSU's compliance with federal, state and local laws, regulations, and guidelines. All students must comply with required training courses, such as ‘HIPAA Privacy Education’ (The Health Insurance Portability and Accountability Act of 1996) and ‘Respect at the University’. Students must remain in compliance at all times.

Class Schedules
The Associate Dean for Academic Affairs prepares class schedules. Students may obtain copies from the SOD Academic Affairs webpage.

Academic Calendar
The current academic calendar is available from the SOD Academic Affairs webpage.

Matriculation and Orientation Procedures
The matriculation process includes verification of pre-dental requirements and degree’s earned, collection of final, official transcripts from all colleges and universities attended, completion of the appropriate forms, paying tuition and the required fees, and receiving previously awarded financial aid monies.

Orientation is designed to provide new students with an overview of School of Dentistry rules, regulations and policies as well as the many services available at OHSU. All incoming students are required to attend orientation activities.

Inclement Weather Policy
OHSU, as a health care system, must always remain open during inclement weather. However, adverse weather conditions may present travel problems or other unsafe situations, causing classes and/or clinic to be delayed or canceled.

Announcements and decisions regarding OHSU class schedules will be made by the OHSU President’s Office. Please contact the Weather Hot Line at (503) 494-9021 or listen to the local radio and television stations for the status of classes at OHSU. Decisions are to be made by 6:00AM.

If classes are to be held or delayed you are expected to make a reasonable effort to attend class. If conditions make it impossible for you to travel safely to the OHSU for a scheduled activity requiring attendance (e.g. examination), please contact Student Affairs Office (503) 494-5274 and indicate your absence.
**Medical Emergencies**
For all medical emergencies call 4-4444. Public Safety will respond to all emergencies. They are trained to access and respond to medical emergencies. Please refer to OHSU’s Emergency Resource Books located throughout for additional information.

**Student Service on School Committees**
Students serve on several committees of the School of Dentistry such as the Curriculum Committee and Dismissal Hearings, as requested.

**Curriculum Development and Review Processes: Student Participation**
The D.M.D. Curriculum Committee is responsible for curricular matters associated with the program leading to the D.M.D. degree. The Committee includes faculty members who are appointed by the dean, ex-officio faculty members and four dental students, one from each class. Student members are appointed by the Dean on recommendation from the Associate Dean for Student Affairs.

**Student Role in Course Review and Evaluation**
For the evaluation of instruction and instructors, the School of Dentistry utilizes Blue™, an electronic based software system (eXplorance, Montreal, Canada) that meets the diverse needs of the University’s multiple programs. Blue™ allows the student to respond to a set of questions regarding didactic, laboratory or clinical courses online, via the web, within a specific window of time, and with complete anonymity. There is also an open-ended option for the student to comment freely on any aspect of the course he or she has just completed.

Students are asked to perform this evaluation process during class each academic term. The faculty and administration use the results of these evaluations to enhance the pre-doctoral dental education program thus meeting the requirements of the Commission on Dental Accreditation and the Northwest Commission on College and Universities. Course evaluations are also reviewed when considering faculty performance, promotion and tenure. Results from course evaluations from previous iterations can be found in each course syllabus.

**Storage Facility Policy**
The School of Dentistry provides lockers and lockable drawers for students to store dental instruments, supplies and personal belongings.

Students are required to use school issued combination locks on lockers located in the locker rooms. Only use the locker and lock assigned to you. Personal locks will be forcibly removed. Students are assigned only one locker for the duration of their enrollment and may not migrate into open or unassigned lockers. Do not affix anything to the inside or outside of your locker that cannot be easily removed. This includes permanently attaching shelving inside, stickers or anything else that may damage the surfaces of the locker. (Anything that requires a tool or adhesive remover to remove it would not be considered an appropriate choice.)

The locker rooms are accessible by ID Badge and are only for registered School of Dentistry students. Do not prop open the locker room doors. Aisles need to be clean and clear at all times. Do not store anything outside of your assigned locker. Be aware of perishable items. Refrigerators are located in the Graduate Student Lounge (4th level of the atrium) if you need to refrigerate your lunch.
The University reserves the right to open lockers and drawers without prior notice for the purpose of repair, maintenance, or inspection of contents. Neither the University nor its employees are responsible for lost, stolen, or damaged belongings stored in lockers, cabinets, or drawers.

In the event a locker, cabinet, or drawer is not emptied of all contents during the process of 1) graduation, 2) class transition, 3) withdrawal/dismissal, or as directed by a school official, students will be notified and its contents will be held for one week, then disposed of.

**Electronic Communication Requirements**
Students are expected to monitor their OHSU e-mail account on a daily basis. The only communication tool utilized by the campus, administration and faculty for announcements and transfer of critical information is the OHSU e-mail account. OHSU e-mail is the official communication of the School and is considered received, whether opened or not. OHSU e-mail may not be forwarded to any non-OHSU e-mail.

**Identification Badges**
Photo identification badges supplied by OHSU are to be worn at all times. Replacement cost of lost badges is the responsibility of the student.

**Requesting an Academic Advisor**
The student advising program is coordinated by the Associate Dean for Student Affairs. The purpose of the advising program is to facilitate rapport and foster a humanistic relationship between students and faculty and to provide academic advice. Should you wish to be assigned an academic advisor you must make arrangements with the Associate Dean for Student Affairs. Upon completion of the second year curriculum, students may request a “clinical” advisor who will monitor and advise students on their clinical competence and completion of graduation requirements. Once an advisor is assigned, at least one advising contact per term is desirable in order to benefit from the advisor/advisee relationship. Advisor assignments may be changed by request.

**Tutoring**
The tutoring program at the School of Dentistry was started officially in 1971 as a component of a federally funded minority student affairs program that was open to all students regardless of race. Federal support for the program expired in 1978, and since then the School of Dentistry has sponsored the program.

The purpose of the program is to aid students encountering academic difficulties and to prevent such difficulties from recurring. The program is **free** and available to all **dental students**. The program is designed to prevent small problems from becoming overwhelming problems, and students are encouraged to ask for help as soon as there is a need.

The Office of Student Affairs is responsible for administering the tutor program, including arranging the student tutors and monitoring the program. Dental students who wish to use the tutoring service should contact the Student Affairs Office to start the process.

As a student in the dental program, you are entitled to the following:
- To receive tutoring upon request
- To choose tutors and change tutors if you wish
You also have the following responsibilities:

- To apply for help when needed
- To attend tutoring sessions on time
- To prepare in advance for tutoring sessions

There are a number of options for getting academic assistance in addition to the tutoring program. These options include the following:

- Direct help from course instructors
- Elective help sessions scheduled by course instructors
- Informal study sessions with other students
- Use of study aids such as videotapes, slides, reference tests, and test files.

Please remember that the faculty are here to assist you in the learning process. Don’t hesitate to request help or reassurance when you need it!

Community Rotations and Experiences (Revised August 2015)

Students will be assigned and may volunteer to participate in community based service learning experiences only if they receive authorization from their Group Leader and concurrence from the Student Performance Committee (SPC). These experiences will provide exposure to diverse and underserved populations, challenging dental settings and the opportunity to enrich the communities through public service. Students who have participated in these experiences come away with increased confidence in their abilities as a developing dentist.

Experiences off-campus can be local, regional or international and are a requirement for graduation. Each student, through the Department of Community Dentistry will be assigned to a one week rotation at the OHSU Russell Street Clinic in Portland and a minimum of six weeks at rural or underserved sites in Oregon, or at locations throughout the Pacific Northwest, in community based rotations. Upon registration in CDEN 740, students are required to sign an Extra Mural Rotation Contract indicating they understand the expectations of their extra mural rotations.

International opportunities can come through many sources such as philanthropic organizations, service or church groups. To participate in these trips or missions a student must have the financial requirements and have demonstrated the necessary skill level to be a contributing member of the medical/dental team. Students should also complete an OHSU Off-Campus Authorization (OCA) form from the Office of Risk Management. It is a student’s responsibility to ensure the proper insurance coverage is acquired before participating in non OHSU sanctioned external experiences.

Time away from your on-site responsibilities with your patients, assigned rotations and progress toward competency must be approved by the Office of Academic Affairs prior to scheduling international trips or external experiences.
Awarding of Degree
The degree of Doctor of Dental Medicine (DMD) is awarded by the School of Dentistry upon recommendation of the faculty, presented by the Student Performance Committee (SPC) to the Dean and certified by the Dean to the President of Oregon Health & Science University. Candidates must have satisfactorily passed all courses in the DMD curriculum and have passed the National Board Dental Examinations – Part I and Part II, be of good moral character, and comply with all necessary legal and financial requirements.

Graduation Ceremony
The graduation hooding and commencement ceremonies are organized by the University through the Office of Student Life and the School of Dentistry Office of Student Affairs. Relatives and friends are welcome to attend the ceremonies and school reception (space may be limited).

School of Dentistry Alumni Association
The School of Dentistry Alumni Association, numbering almost 6,000 individuals, exists to cultivate and sustain relationships between current and future alumni and the OHSU School of Dentistry. Members of the Association and Board welcome students to the school, support them through the curriculum with social and mentoring opportunities, and mark their passage as graduates with a reception. Supported by the Dean from discretionary funds provided by alumni and friends of the school, the Association provides a number of benefits and opportunities for alumni to engage in support of the school, its students and each other. These include the school magazine Caementum; the Cantwell Memorial Golf Tournament; the Cantwell Memorial Lecture and Margaret M. Ryan Dental Hygiene Update; and gatherings at the Oregon Dental Conference, the ADA Annual Meeting and at meetings of local and national specialty groups. The Association’s Awards program recognizes exceptional achievement and advocacy for the school and the profession.
GUIDELINES ON CLINICIAN/PATIENT E-MAIL OR TEXTING COMMUNICATION

OHSU has adopted the American Medical Informatics Association guidelines for email communications between individual patients and their dental care provider. Under section 2 of the Patient Information and Agreement form, patients review a laminated copy of the guidelines agreeing to receive email or texting communication as a means of interacting with their dental care provider.

Communications may occur between dental care providers and three categories of patients: established OHSU patients known to the dental care provider, established OHSU patients not known to the dental care provider, and non-OHSU patients unknown to the dental care provider. As with any verbal or written communication, dental care providers are advised to be extremely cautious and use their own judgment as to what they say, as this is a written form of communication.

Email Communications:
All email communication regarding patient care must be sent from an OHSU email account. If a patient prefers not to use a specific form of communication (email, text or voice mail) the patient should inform the Patient Reception & Registration staff. Email communication involving clinical care should be documented in the patient’s EHR.

It is suggested that all emails be labeled as CONFIDENTIAL and contain the following statement at the bottom of the message (OHSU Healthcare Provider-Patient Electronic Communication, HC-RC-116-POL):

“CONFIDENTIALITY NOTICE:
This message and any attachments to it are for use by the intended recipient(s) only and may contain confidential or privileged information. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or action taken in reliance on the contents of these documents is strictly prohibited (Federal Regulation 42 CFR, Part 2, and 45 CFR, Part 160). Please notify the sender of this email of the error, and copy the Office of Information Privacy & Security at oips@ohsu.edu and permanently delete or destroy the original and any copy of this message and any attachments without reading them. If you are the intended recipient and you are a health care provider or are otherwise subject to requirements regarding patient privacy, you are responsible for securing the contents of this email in a manner that conforms to all applicable state and/or federal requirements related to privacy and confidentiality of such information. Unless expressly permitted by law or the consent of the person to whom the information pertains, you are not authorized to copy or forward the contents of this message.”

Email communications that contain patient identifiable information sent to anyone, other than the patient, outside of OHSU (individuals or emails that are not ohsu.edu mail addresses can only be made in those situations that fall under HIPAA allowable communications and MUST be made using a SECURE message system. For example, if a communication needs to be sent to a dental laboratory or to an outside provider (with patient consent), then the SECURE method must be used. Text messaging cannot be used for external communications (other than to the patient directly) that contain patient identifiers.
To send a secure email, you must be using your OHSU email Microsoft Outlook or Outlook Web Access account. Type **SECURE** as the first word in the subject line of an email. Do **n o t** use quotes or parentheses around the word secure. It does not matter if you type the word SECURE in all caps, lowercase, or a combination. After the word SECURE, you can fill in an appropriate subject description. This option works for both PC and Mac users. For more information read the Information Security Secure Messaging FAQ at [http://ozone.ohsu.edu/cc/hipaa/sec/msgfaq_pers.pdf](http://ozone.ohsu.edu/cc/hipaa/sec/msgfaq_pers.pdf).

**Text Messaging and Voice Mail:**
Communication with patients must not use online services for voice mail and text messaging services such as Google Voice, iMessage, and the “visual voice mail” services offered by all major carriers. Because of this, personal voice mail/texting services should not be used for patient communication. When calling a patient via a personal phone, the caller ID should first be blocked and the appropriate OHSU department number should be provided to the patient for return calls. Please check with your carrier for instructions on blocking caller ID.

Patient identifiers, including names and phone numbers, must never be stored on personally-owned mobile devices. Personal devices may be enrolled in OHSU’s Mobile Device Management in order to access OHSU email, contacts or other OHSU internal sites, such as SmartWeb, from the personal device. For more information, see: [https://o2.ohsu.edu/information-technology-group/information-privacy-security-ips/secure-mobile-device/personally-owned.cfm](https://o2.ohsu.edu/information-technology-group/information-privacy-security-ips/secure-mobile-device/personally-owned.cfm).
PATIENT CONFIDENTIALITY POLICY

Oregon Health & Science University protects the confidentiality of patient information, as required by law and the professional codes of ethics. Every individual at Oregon Health & Science University has the responsibility to protect the confidentiality of patient information.

The OHSU Patient Confidentiality Policy prohibits any unauthorized access, discussion, review, disclosure, transmission, alteration or destruction of patient information, except as required to fulfill OHSU educational responsibilities.

- All patient information, including but not limited to, paper, verbal or electronic data, contained in a patient record, stored in the computerized data or comprising the ePortfolio is confidential and shall not be discussed with individuals not directly involved in the care of the patient.
- Patient-specific discussion shall not be conducted in public areas such as hallways, elevators, waiting areas, lounges, buses, or cafeterias.
- Patient-specific information and medical records, including information on computer screens, shall not be left unattended in public areas or areas visible to the public.
- Computer monitors that might be viewed in clinic aisles by those other than the patient or provider must have privacy screens. Removal of screens to allow instructors to view or to diagnose from an image is allowed, but screens must be replaced when finished.

No one shall not access records of anyone for whom there is no clinical or business reason to access the record.

Individuals are responsible for confidential information moved from the network to other media, such as printers, fax machines, home, or laptop computers. Students, Faculty, Residents and Staff are responsible to secure this information according to the OHSU security policy. See the OHSU information security directive (ISD 700-00006).

Posting of any OHSU patient information or other OHSU confidential information to social networking sites is never permitted.

Use of cloud services for storing or sharing patient information or any other university business purposes are not permitted unless OHSU has a signed license agreement with the vendor. At this time, Box.com is the only cloud-based file storage and collaboration service with which OHSU has such an agreement. To use Box.com see instructions at: https://o2.ohsu.edu/information-technology-group/help-desk/it-help-pages/box-at-ohsu.cfm.

As described in the Guidelines on Clinician/Patient Email or Texting Communication, the above restriction also extends to online services used for voice mail and text messaging services such as Google Voice, iMessage, and the “visual voice mail” services offered by all major carriers.

For the protection of computerized information, passwords must not be shared and workstations must be logged off when leaving the work area. Security monitoring systems are in place to monitor inappropriate access or use of confidential patient information.
OHSU School of Dentistry employees, students and residents may obtain copies of their own dental record after contacting the Office of Clinical Affairs and completing the required authorization.

Violation of the OHSU Confidentiality Policy, including unauthorized use, disclosure, alteration or destruction of patient information, will result in disciplinary action, up to and including termination of employment or other relationship with OHSU, loss of clinical privileges and/or removal of access to patient records at OHSU.
CONFIDENTIALITY POLICY FOR DUPLICATING COURSE CONTENT OR ASSESSMENT MATERIALS

All course content materials provided to OHSU dental students are for the educational use of OHSU dental students. All course materials provided by faculty through written or electronic format are considered intellectual property of the author and OHSU, and are considered to be private and legally protected. Classroom sessions may be digitally captured on a routine basis with Echo360 and made available on Sakai (following processing) for all students enrolled.

Copyrighted material will be kept on reserve in the library or made available online for student access. Copyright law allows for making one personal copy of each article from the original article. This limit also applies to electronic sources.

Duplication or sharing of course materials outside of the OHSU School of Dentistry in any form, including content captured on personal devices, is strictly prohibited. These course materials include, but are not limited to, lecture materials, lecture capture recordings, audio or video presentations, small group, laboratory and syllabi materials, as well as postings on Sakai. Duplication of quizzes, examinations, or assessments of any kind is strictly prohibited.

Any violation of this policy will be considered a breach of professionalism and will result in disciplinary action.
ATTENDANCE POLICY FOR DMD STUDENTS

Overview
The policy of the School of Dentistry is that attendance for all students enrolled in the DMD Program is mandatory at all scheduled class, pre-clinic and clinic sessions.

I. Purpose:
This policy establishes the expectations for student attendance while enrolled in the School of Dentistry at the Oregon Health & Science University and sets forth notification requirements in the event of absence.

II. Attendance Expectations:
Student attendance at scheduled classes, small group sessions, seminars, presentations, intramural clinics and rotations, extramural clinics and rotations, and official School or University required functions is mandatory. Students are expected to challenge all examinations and tests given as part of the DMD program of study at the times scheduled by the course director. A score of “0” (zero) will be recorded for examinations or tests that have been missed. At the discretion of Course Directors, attendance may be part of the course grading rubric and in general, there is no make-up for quizzes or assessments that require laboratories, or simulation activities.

Acceptable reasons a student may be allowed to make up a missed examination or test are defined by OHSU Policy 02-70-045 “Change in Scheduled Examination and Other Assessments” and include the following:

- Serious Illness
- Hospitalization
- Death in the immediate family
- Approved religious observance
- Approved accommodations for disabilities
- Unique academic or professional opportunities (pre-approved by the Office of Academic Affairs)
- SOD Approved Events (pre-approved by the Office of Student Affairs)
- Jury Duty
- Other compelling reason (pre-approved by the Office of Academic Affairs)

Students who seek to reschedule an examination for medical reasons may be required to provide appropriate documentation.

Students anticipating an absence that conflicts with a scheduled examination or test must inform the Office of Academic Affairs in writing, OHSU email preferred, at least 30 days prior to the anticipated absence. For absences due to illness or unexpected emergencies, students must call the Office of Academic Affairs prior to scheduled exam. Students who miss an examination or test for medical reasons will be required to provide appropriate documentation.

Students who will miss a scheduled examination or test due to attendance at an SOD approved event, must notify the Associate Dean for Student Affairs no later than 30 days prior to the SOD approved event in which they would like to participate. The Office of Student Affairs will provide the Office of
Academic Affairs with a list of students approved to participate in each SOD Approved Event two weeks prior to the scheduled event. Only the students pre-approved will be allowed to make-up any missed examinations or tests.

The Associate Dean for Academic Affairs in consultation with the course director has the authority to arrange the scheduling of make-up examinations students who have missed a scheduled examination or test due to reasonably excused absence.

**Extramural Patient Care Sessions**
The student shall notify the Office of Community Dentistry prior to the scheduled session that will be missed due to the absence. The Office of Community Dentistry will notify the appropriate community sites and the Office of Academic Affairs. Depending on the length of the absence, students may be required to make-up the missed community rotation absences.

**Special Conditions**
From time to time special situations will arise that need individualized planning and considerations. Among these situations are personal health issues, family obligations, as well as post graduate educational applications and National Board examinations.

**Personal Health Issues and Family Obligations**
The student is advised to meet with the Associate Dean for Student Affairs and/or the Associate Dean for Academic Affairs preferably two weeks prior to the expected absence. The School and University have resources available to help address issues. School Bylaws permit the granting of Leaves of Absence to facilitate this process. Accommodating remedial work will be determined by the Student Promotions Committee (SPC). The plan will be communicated to the student and the appropriate Course Directors, Group Leader, Office of Extramural Programs and the Office of Student Affairs.

**Post Graduate, GPR, AEGD and Private Practice Interviews**
Interviews should be conducted outside of regularly scheduled school hours. If students are unable to arrange interviews outside of school hours and the interview falls on an examination or test date, prior approval must be obtained from the course director and the Office of Academic Affairs at least one week in advance. Course instructors are not obligated to provide make-up exams for absences due to interviews.

**Externships**
Externships should be scheduled during break weeks between terms. All externships must be pre-approved by Associate Dean of Academic Affairs in conjunction with the Group Leader.

**National Board Examinations**
Students are expected to schedule National Board examinations during term breaks. It is understood that limitations related to testing sites and dates occur. In these circumstances, students must notify the Course Director and the Office of Academic Affairs prior to challenging the exam.

**Faculty Responsibility**
There is no intent in this policy to mandate monitoring of student attendance by faculty. However, Course Directors may choose to include attendance in their course assessment measures and to document the expectation in the course syllabus. In addition, if a faculty is aware of student attendance issues, the faculty should report the concern to the Office of Student Affairs or the Office of Academic Affairs for investigation.
SCHOOL OF DENTISTRY VISITOR POLICY

Visitors
A visitor is defined as any person without an employment relationship with the School of Dentistry or is not an official student with the School of Dentistry.

Unaccompanied Visitors
Visitors, patients and guests are welcome within the SKT (School of Dentistry) unaccompanied, in the public access areas such as patient reception areas and restrooms, and those areas designated as public areas in the CLSB.

Accompanied Visitors
Visitors must be accompanied at all times, by School of Dentistry escorts, where patients are receiving care (clinics), where classes are being taught – Simulation Clinic, Pre-clinic and Clinic Laboratories, where classes are in session, and where research is conducted.

Requests by escorts to accompany visitors must be approved by a Department Chair, Program Director, Division Director, Associate Dean or the Dean. Escorts must assure student, patient, employee and visitor safety; must protect patient and student privacy and prevent education and/or patient care disruptions. Escorts must accompany guests at all times in patient care areas, teaching sites and research areas.

By being sensitive to safety and privacy while being courteous and informative, every visitor will be able to gain some insight into our missions of teaching, research, and service.
INSTRUMENT, EQUIPMENT and LAB USAGE AGREEMENT

The School of Dentistry operates under a school owned instrument and materials management system (Clinical Infrastructure Assessment (CIA)). This system provides assurance of properly sterilized and maintained equipment, consistency, and continuity of care throughout the OHSU School of Dentistry educational and patient care programs.

Instruments are organized into cassettes and distributed as ‘kits’. Kits will be checked (scanned) out to students for use in pre-clinical courses. Each kit is expected to be returned by the designated return date, complete, and in good working condition. This includes instruments and cassette functionality (hinges, etc.).

Materials may be issued to individual students or be made available in the pre-clinic/simulation clinic and in the clinics for “communal use“. Anything ‘issued’ will be returned to the school upon course/term completion. Students are expected to use materials and equipment appropriately and to limit waste. Abusing equipment will not be tolerated. Laboratories are provided in the clinical setting. Proper use of equipment and maintenance of the cleanliness of the laboratories is the responsibility of all users.

Pre-clinical kits will be distributed as needed, dictated by in curriculum. In the pre-clinical setting, students will be provided an itemized list of the content of each kit(s) and materials and are allowed a 48-hour period to confirm the contents. In both pre-clinic and clinic, assignment and distribution of instruments will be tracked via axiUum using student ID badges and unique barcoding on individual kits and/or equipment. Please know a scan against your ID card is a binding agreement that you acknowledge receipt and assume responsibility for the kit(s). Kits will NOT be signed out or returned in without presenting your student ID badge.

OHSU School of Dentistry Administration agrees to provide the students:

• appropriate instrumentation and equipment for learning and patient care
• prepping, packing, delivery, and sterilization service according to established protocols
• complete and functional instruments and equipment
• other necessary materials and supplies for learning and patient care

Student Responsibilities:

• Verify completeness of kits (within 48 hours of receipt)
• Take proper care of instruments
  • use instruments for their intended purpose
    ▪ Do not use instruments to pry – for example, periodontal probe
    ▪ Agreement that kits are only used for the purpose assigned (e.g., most designated preclinical kits are not to be used in the patient care setting)
• Assume financial responsibility for lost, stolen, damaged via misuse, etc. items/ instruments, NO EXCEPTIONS. Students can be charged replacement cost for such items. Replacement cost is the cost to the school for the broken/missing item.

• Return each kit and/or piece of equipment, complete and functional, within designated timeline 
  o each kit has been systematically organized according to procedure type; when returning a kit instruments are required to be in the same ‘order’ as when they were distributed 
  o failure to return kits within the designated timeline may result in charges for lost instruments

• Do not attempt to remove barcodes or colored banding from instruments, cassettes, or equipment

• Will utilize clinical and laboratory spaces according to expectations 
  o ensure use of equipment in the clinical and laboratory settings is within manufacturer and school protocols 
  o report any damage or malfunction in a timely manner 
  o maintain a clean workspace in the clinic and laboratory 
  o restock supplies as appropriate or notify of the need for more supplies

This agreement may be amended at the discretion of the School of Dentistry. If the agreement is changed, students will be provided with and asked to sign the new agreement.

If you have any questions or concerns please direct them to the OHSU School of Dentistry Material Coordinator at 503-494-9580 or to Dr. Peter Morita, Associate Dean for Patient Care at moritap@ohsu.edu.

8/4/14 approved by legal C.C.
Students are responsible for compliance with complete patient clinic and Simulation clinic protocol as listed in the OHSU School of Dentistry Clinic and Infection Control Manual. Accountability for the state-of-the-art Simulation Clinic will be the sole responsibility of the preclinical course directors, DS1 & DS2 students themselves. The facility is to be thought of as a simulated clinic environment that will prepare the student for the dental school patient clinic and will be supported by the following protocol guidelines:

**Cleanliness and Safety**

- A portion of each student’s grade will reflect the ability to maintain a clean and professional work space at all times (PSJ)
- No food, drink or chewing gum is allowed in the Simulation Clinic
- No backpacks or tackle boxes are allowed in the Simulation Clinic – Day lockers are provided
- Mixing of dental materials is acceptable, but clean-up of rubber bowls etc. must be done in the casting lab so as not to clog or dirty the Simulation clinic sinks
- Butcher paper or white paper is required on the counter tops in each unit
- Only equipment is allowed on raised countertops between station rows. No gloves, rubber bowls or communal supplies are to be left on the countertops.
- Countertops must be wiped down with Cavicide at the end of a session any time extracted teeth have been used
- Nothing is to be left on the countertops after a clinic session, including models, jars of extracted teeth, books, papers, etc. All left items will be collected and placed in a collective lost and found area
- No children are allowed in the Simulation Clinic
- DS1 & DS2 Students will be expected to clean the SIM Clinic each week. Assignments are based on class and Bridge group. Cleaning duties and assignment breakdowns are posted in several locations in and near the SIM Clinic.
  
  **Cleaning Schedule by DS Yr**
  
  DS1: Mon, Wed & Fri
  
  DS2: Tues & Thur
  
- Dexters must be cleaned after every SIM Clinic Session.

**Professional attire and OSHA compliance**

- Student ID badges are to be worn in the Simulation Clinic
- Full scrubs with an over-gown must be worn
- Open-toed shoes and baseball caps are not allowed
- Hair longer than shoulder length is to be pulled back
- Fingernails should be less than ¼” long (CDC regulation); no acrylic nails
- Radios, personal CD players and headphones are not allowed
- The use of OSHA compliant barrier devices (gloves, masks and protective eyewear with side shields) are required any time cutting or grinding occurs
• Scrap amalgam is to be disposed of in the proper liquid-filled containers that are located on the countertops throughout the lab. Empty amalgam capsules may be disposed of in regular trash containers.

Students who repeatedly fail to meet SIM station cleanliness standards or fail to meet professional attire and OSHA compliance expectations will receive a warning letter from the Office of Academic Affairs. Repeated warnings will result in a meeting with the Student Performance Committee.

WREB
During Spring Term, students may be asked to temporarily return their instruments for use by the DS4 class during Mock WREB/WREB exams. If you are asked to return your instruments, please do so as directed, in a timely fashion.

Pre-Clinic (SIM) Procedure for Lost and Broken Items

Pre-clinical kits will be distributed as needed, dictated by the curriculum. Students are provided an itemized list of the content of each kit(s) and materials.

Students are given a 48-hour period to confirm the contents. Assignment and distribution of instruments will be tracked via axiUm using student ID badges and unique barcoding on individual kits and/or equipment.

Please know a scan against your ID card is a binding agreement that you acknowledge receipt and assume responsibility for the kit(s). Kits will NOT be signed out or returned in without presenting your student ID badge.

Kits, instrumentation and specific supplies are checked out to students by the Material Group member assigned.

Lost Item/Kit

• If an item within a kit is lost, the student will bring the kit to the SOD Materials Group member located on 10N50 inside the SIM Lab. The SOD Materials Group member will:
  ▪ Scan the student badge
  ▪ Scan the kit
  ▪ Note the missing item as lost in Axium
  ▪ Provide the student with a replacement item
  ▪ If a replacement item is not available, the SOD Materials Group member will not scan the item as lost until a replacement can be acquired.
**Broken Item/Kit**

- If an item within a kit is broken, the student will need to bring the kit that housed the broken item to the SOD Materials Group member. The Materials Group member will:
  - Scan the kit
  - Note the item in question as broken (or out for repair) in Axium
  - Provide the student with a replacement item.
- Lost or broken items will not be replaced if the student does not bring the scan-able portion of the kit with them when requesting a replacement item.
- If the entire kit is broken and needs repair/replacement (e.g. Articulator), the kit will be scanned in as broken (or out for repair) and a new kit will be checkout to the student.
- Students are able to see in the personal planner all lost and broken items assigned to them.
APPEARANCE GUIDE FOR STUDENTS

OBJECTIVE:
The objective is to define minimum acceptable appearance standards for employees, staff, and faculty (otherwise known as the Dental School personnel) and their responsibility to adhere to them.

POLICY:
The personal appearance of School of Dentistry personnel is an important contributory factor in the impressions made on clinic patients, members of the public, health care professionals and others who have occasion to use or visit our facilities. Therefore, it is the policy of the Dental School to maintain guidelines on dress and grooming practices that foster a professional image. All School of Dentistry members are responsible for dressing in a professional manner that is appropriate for their assignment. Departmental dress and grooming requirements will be enforced by Department directors.

Personal appearance is expected to reflect a professional image in the School of Dentistry. Dress and grooming should be appropriate for an individual’s duties and meet acceptable standards of cleanliness and safety. Additional requirements for students, faculty and staff in patient treatment areas are outlined in the Clinic Manual (III.A. Personal Hygiene in SECTION 5. INFECTION CONTROL).

STUDENT PRE-CLINIC AND CLINIC ATTIRE:
All students are required to wear solid color scrubs of a dark or medium hue (NO light blue, pastel or very light colors) in the pre-clinic lab and simulation clinic and all clinical areas. Scrubs should be in good repair, unwrinkled, well sized, of appropriate length (hemmed so as not to drag on the floor) and worn in a non-revealing manner.

Shoes must be clean and in good repair with no open toes or heels (including sling backs). Sandals are not appropriate. Examples of appropriate footwear are dress shoes with heels no higher than 2 inches, flats, loafers, etc., and/or clean athletic or clinic shoes. Clogs are acceptable but must have a closed heel and must not be perforated.

DS2, DS3 and DS4 students are encouraged to wear their white coats in non-clinical areas and when entering the clinic for other than patient care. White coats are considered “professional attire” and are not to be used as personal protective equipment.

ATTIRE FOR STUDENTS IN NON-CLINICAL AREAS:
Dress practices, which distract from the orderly conduct of business with the patients, public and others are not permitted. Unacceptable dressing practices include, but are not limited to the following:

* Tops that expose midriffs
* Skirts, culottes, and shorts that are shorter than knee length
* See-through fabrics
* Sweatshirts and sweatpants
* Head coverings for other than religious or medical reasons or for surgical asepsis (e.g. baseball caps)
* Tank tops or halter tops
* Torn, threadbare or faded clothing
* Leggings or tight stretch pants (loose stretch pants OK)
* Low cut necklines
* Clothing that reveals undergarments

JEWELRY/BODY ART/COLOGNE:
Jewelry, if worn, will be clean and safe and appropriate for the environment. Jewelry in piercings must project a professional appearance and be consistent with infection control and safety requirements. Dangling jewelry worn by personnel who work in patient care areas is unsafe and may not be worn. Tattoos are to be covered by clothing if possible. Colognes, perfumes and aftershaves should be applied minimally if at all.

PERSONAL GROOMING:
Bathing, clean fingernails, hair of appropriate length and color, and good personal hygiene are required. Hair should be clean, neatly arranged, safe and appropriate for the work assignment. Hair sculptures (i.e. designs cut into hair) are not appropriate for the workplace environment. Beards, mustaches and sideburns must be clean, neat and trimmed. Chewing gum, while dealing with the public, is not acceptable and is not permitted.

IDENTIFICATION BADGES:
Photo identification badges supplied by OHSU are to be worn at all times. Replacement cost of lost badges is the responsibility of the student. Clinic barcode ID tags are provided for students and clinical faculty by the Office of Clinical Affairs. These must be used to checkout instrument cassettes, equipment, and supplies from the Dispensary. These should be clipped to the outside of the clinic gown so one’s name is visible to patients, faculty, staff, and students in the clinic.

ENFORCEMENT:
Students’ personal hygiene and appearance will be rated as part of the Professional Skills and Judgment evaluation in each clinic session and as a component of the DEN comprehensive course series. Inadequacy in this area could adversely affect a student’s grade. In cases in which dress or hygiene standards are not satisfied, faculty have authority to take appropriate actions, including warnings and denial of access to clinics and laboratories. All students should have readily available clean, neat scrubs to wear in such circumstances. Students who repeatedly fail to comply with the dress code may lose clinic privileges.

**A complete version of the ‘Appearance Guide for Students, Faculty and Classified Staff’ can be found in the Clinic Manual.
STUDENT ORGANIZATIONS

Student Organization Recognition

Any group of students, faculty and staff acting together, electing officers, and/or assessing dues or fees for their mutual benefit may apply with the Office of Student Life to be recognized by OHSU as an officially recognized interest group. All voting members and officers of a recognized interest group must be students currently enrolled at OHSU for a minimum of six (6) credits as an undergraduate student or five (5) credits as a graduate student. All participants within recognized student interest groups are responsible for adhering to student conduct regulations, OHSU policies, and are accountable for their behavior as part of a group at OHSU sponsored events. It is the responsibility of the group’s officer(s) to communicate these expectations to all participants.

No recognized student interest group shall use the OHSU name or reference to OHSU affiliation except to designate its location at OHSU. For example, it is inappropriate to refer to a group as the "OHSU Asian American Club". It is appropriate to refer to a group as the "Asian-American Students at OHSU". Advertisements and promotional material shall not imply that a function is sponsored or sanctioned by OHSU unless the event is formally co-sponsored with an administrative or academic unit.

OHSU recognition of a student interest group entitles groups to:

- The use of some institution owned or controlled facilities for meetings without charge.
- Request the use of OHSU funds from schools, the Vice President for Student Affairs or the All-Hill Council.
- Request approval under OHSU Policy 07-09-025, where applicable, from the Vice President for Student Affairs to host functions.
- Request student interest group representation on the webpage hosted by the Office of Student Life.
- Post activity/event notices to the OHSU Student Portal.

For more information please refer to University Policy No. 02-90-001.

Student Government

The primary student affairs organization with the School of Dentistry is the Associated Student Body of the School of Dentistry. This group, which has 10 voting members, is composed of the following:

1. The student government officers, who are elected from the entire student body by ballot every spring. The officers include president (votes in case of tie), vice-president/secretary, treasurer, and student activities chairperson.

2. One student council vote is allocated to a representative of each of the following student organizations: American Student Dental Association, the American Dental Education Association.
3. One student council vote is allotted to each dental class. Each class selects a president and other officers to coordinate its academic and social activities. These officers also act as a line of communication between the students, faculty, staff and the dean, as needed. Freshman, sophomore, junior, and senior dental classes are represented.

The coordinating group for student government for the whole campus is the OHSU All-Hill Student Council. The OHSU All-Hill Student Council serves as the governing body for this group. The School of Dentistry contributes 8 members to the council: the president of each class and an additional representative specially elected from each class to serve on the council. The OHSU All-Hill Student Council elects its own officers. The contact phone number is 503-494-7878.

**Student Organizations and Activities**
A complete list of student interest groups is available on the [OHSU Student Life website](#). Below is a list of active groups that are School of Dentistry specific.

- American Dental Education Association (ADEA)
- American Student Dental Association (ASDA)
- Christian Medical and Dental Association (CMDA)
- Delta Sigma Delta (Deltas) - Dental Fraternity
- Hispanic Student Dental Association (HSDA)
- Pediatric Dentistry Club
- School of Dentistry Student Government (DSG)
- SOD Student Research Group (SRG)
- Student Patient Assistance Program (SPAP)
- Student Professionalism and Ethics Association (SPEA)
- Tau Sigma Upsilon Military Dental Club
REGISTRATION AND TUITION POLICIES

Registration
School of Dentistry students (dental, dental graduate and masters) do not register for individual classes. Each term, students in good standing are registered automatically by the Office of Student Affairs. Students complete the scheduled classes for each term. Class schedules for each term are made available by the Office of Academic Affairs.

The dental, dental specialty and masters curriculum is restricted to students who have been competitively selected by the Faculty of the School of Dentistry. The only exception to this policy is students selected to participate in an OHSU graduate degree or special program. These students and/or their advisors may seek permission from the Associate Dean for Academic Affairs to participate in selected courses in the dental school curriculum.

Grade Mode Selection: Available grade modes include P, NP, Audit and letter grades (A, A-, B+, B, B-, etc.) unless otherwise indicated. Departments are authorized to designate a course grading mode of Audit in the case in which a student enrolls in a course that offers several grading modes. All courses in the DMD program are Pass/No Pass or Audit.

Add/Drop: Courses may be added up until the first week of classes in the current term of enrollment. Courses dropped before the end of the first week of classes will not appear on the student’s transcript. Students must officially add or drop courses through the School of Dentistry Office of Student Affairs. Adding or dropping courses may impact a student’s academic progress.

Tuition Policy
Tuition and fee payment is expected during the first week of each term. Term expenses include tuition, prorated cost for equipment/equipment lease, the Student Health Service fee and other required fees, and major medical and dental insurance. The major medical and dental insurance fee may be waived on an annual basis if the student provides satisfactory proof of equivalent coverage to the JBT Health & Wellness Center and signs a statement agreeing to keep the insurance in force during the academic year. The insurance waiver must be renewed each academic year of enrollment.

1. All enrolled dental, dental specialty and masters students are required to pay annual tuition and fees in quarterly installments for the length of their academic/clinical training program.

2. Pre-doctoral students who extend their curriculum beyond four years due to unsatisfactory academic/clinical performance, or by not fulfilling all graduation requirements, will be enrolled for each subsequent term until all academic/clinical expectations or graduation requirements are met. In this case, students will be required to pay tuition and fees for a full term until all academic/clinical expectations or graduation requirements are met. Students must complete all graduation requirements within five years.
3. Residents/Post Graduate students who extend their curriculum beyond the required curriculum length will be enrolled for each subsequent term until all academic/clinical expectations and program requirements are met. Tuition and fees for a full term will be required until all program requirements are met and the certificate of completion is signed by the program director and approved by the Advanced Education Committee.

4. “Non-degree” students admitted to special clinical programs at the School of Dentistry may be assessed tuition and fees and are required to pay Student Health service fees and Major Medical Insurance.

5. Incoming dental, dental specialty and masters students can expect an annual increase in tuition and fees, as well as cost of living. Current pre-doctoral students enrolled in eligible clinical degree programs during specific academic years will have a locked tuition rate for the remainder of their studies, as long as they complete the degree within the normal timeframe specified by the degree program (OHSU Tuition Promise). The University and the School of Dentistry reserve the right to modify tuition, fees and other costs which range from minimal to substantial without advance notice.

Tuition Payment Policy
1. Students are expected to pay tuition and fees at the beginning of each quarter.
2. The Business Office will provide the students with bills regarding delinquent payments.
3. Students will be notified of an outstanding balance for that academic term and will receive a request for payment in full before they are registered for the next academic year or quarter. Additional fees are assessed for late registration.

Refunds
A student who withdraws in accordance with School of Dentistry regulations may be eligible for a refund, as listed in the refund schedule available through the University Registrar Office. A student considering withdrawal should contact the Office of Student Affairs and the Office of Academic Affairs as early as possible.
ACADEMIC POLICY

A. Teaching and Learning Environment
   It is the intent of the faculty to create a positive and consistent learning environment in all courses and learning activities offered in the School of Dentistry. Faculty teaching schedules are developed at the departmental level and it is the department chairperson’s responsibility to assign and provide oversight of all course offerings with the concurrence of the Curriculum Committee.

   1. Faculty members meet with students regularly, communicate Student Learning Outcomes clearly in writing, determine grades fairly, maintain accurate records of students’ progress, and report final grades promptly. Each faculty member desires to treat students as future health care professionals and facilitate student learning.

   2. It is the responsibility of the course director to assure that students receive written or electronic information describing the course during the first class session as required by the Commission on Dental Accreditation. For didactic, pre-clinical and clinical courses, this information shall be presented in a course syllabus, which shall consist of the following:
      a. Meeting Times (clock hours and credit hours assigned to the course)
      b. Contact Information
      c. OHSU School of Dentistry Competencies
      d. Course Description
      e. Course Goals (Competencies addressed in the course)
      f. Materials
      g. Assessment Measures
      h. Grading Rubric
      i. Course & Instructor Evaluation
      j. Schedule (including dates and times, locations, topics, scheduled examinations, and learning objectives for each session)
      k. Institutional Policies
         * A complete list of Course Director Responsibilities can be found on the Office of Academic Affairs webpage.

   3. Academic Year: The period of time between the beginning of classes in the Summer Term A, and the end of classes in the following Spring Term. Please refer to the University academic calendar.

B. Student Classifications
   The scholarship requirements for advancement or graduation shall conform to the policies and procedures of Oregon Health & Science University.

   1. Students are enrolled at the School of Dentistry in one of the following classifications:
      a. A regularly enrolled full-time student is defined as one who is accepted for admission by the Dental Admissions Committee or the Advanced Education Admissions Committee.
      b. Dental Student – Any student who is enrolled in the pre-doctoral dental curriculum.
c. Advanced Education Student – Any student who is enrolled in either of the two basic programs of advanced education (or both when admission is predicated on simultaneous effort), namely: (1) graduate education leading to the Master of Science degree; or (2) advanced clinical training and graduate education leading to the non-GME Specialty Certificate.

d. Resident – Any student who is enrolled in a GME post-graduate training program.

2. Non-Degree Students
   This classification is reserved for those students who wish to enroll in a postdoctoral or an advanced education level course for credit, but who are not enrolled in either a degree granting or specialty certificate program. The student’s admission must be approved by the course director and the Advanced Education Committee. Usually, no credit that is earned as an unclassified student may be transferred at a later date toward advanced standing in either a graduate degree or specialty certificate program. However, the Associate Dean for Academic Affairs and the Advanced Education Committee, when applicable, may waive this policy under special circumstances.

3. Transfer Students
   The School of Dentistry does not accept transfer students into the dental curriculum.

4. International Students
   The School of Dentistry does not offer any educational programs to foreign trained dentists or international students.

C. Scholastic Performance
   The School of Dentistry adheres to OHSU Policy Number 02-70-020, University Grading. For DMD students, the Faculty of the School of Dentistry have adopted a Pass (P)/ No Pass (NP) grading system as allowed in the OHSU Policy. (Approved by Faculty January 25, 2016)

1. Grade Policy for the DMD Program
   The School of Dentistry has adopted competency based education as its preferred method of instruction and has also adopted a School of Dentistry Competency Statement and supporting Competency Assessment Model. These faculty approved curricular modifications are consistent with CODA recommendations for competency-based instruction and assessment. Furthermore, in a competency based system, the assessment outcome to be made is whether or not a student has achieved competency. It is for this reason that a Pass/No Pass grading system has been implemented to replace the previously used letter grade scale. This grading system also allows a method of assessment that permits the awarding of Letters of Commendation to acknowledge superior student performance.

   All courses in the pre-doctoral curriculum shall be graded on a Pass/No Pass basis. The following guidelines will be in effect:
   a. The Course Director will determine the minimum passing score, but in no instance may that score be lower than 70%. It is permissible to set a higher score to achieve a Passing grade;
   b. All courses should assure there are multiple assessment components (e.g. written examinations, assigned papers, practical examinations, attendance, etc.) and that assessments be, to the extent reasonably possible and when appropriate, non-compensatory requiring the student to achieve a passing assessment in each of the identified components; and
c. All courses must provide a method to award Letters of Commendation for those students achieving superior performance. The Course Director will determine the minimum overall score to be obtained to award a Letter of Commendation, but in no instance may that score be lower than 92% and with a first time passing score in each of the course components.

<table>
<thead>
<tr>
<th>Course Grade</th>
<th>Grade Description</th>
<th>GPA Quality Points</th>
<th>Course Counts as Attempted Credit</th>
<th>Course Counts as Earned Credit</th>
<th>Course Counts in GPA Calculation</th>
</tr>
</thead>
<tbody>
<tr>
<td>P</td>
<td>Pass</td>
<td>N/A</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>NP</td>
<td>No Pass</td>
<td>N/A</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>IP</td>
<td>In Progress</td>
<td>N/A</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>I</td>
<td>Incomplete</td>
<td>N/A</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>I/Final Grade</td>
<td>Incomplete/Final Grade</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>AUD</td>
<td>Audit</td>
<td>N/A</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>W</td>
<td>Withdrew</td>
<td>N/A</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>WP</td>
<td>Withdrew Passing</td>
<td>N/A</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>WNP</td>
<td>Withdrew Non-Passing</td>
<td>N/A</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>WAU</td>
<td>Withdrew from Audit</td>
<td>N/A</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

* The final grade of the Incomplete will determine the earned credit and the GPA Quality Points.

2. Grade Timeline
   Course directors must submit student grades to the Registrar via BANNER within one week following the end of the teaching interval (term).

3. Definitions for Scholastic Performance in the DMD Program:
   • Pass: The grade of P will be assigned if the student meets the minimum score required to pass the course.
   • No Pass: The grade of NP will be assigned if the student fails to meet the minimum score required to pass the course.
   • Letters of Commendation (LOC): Students who earn high marks (minimum of 92%) in their course will receive a Letter of Commendation in their student file. These letters are available to students upon request from the Office of Academic Affairs.
• **Incomplete:** The grade of I (Incomplete) is assigned when a student’s work is of passing quality but incomplete for a good cause. A grade of Incomplete should not be assigned unless the student is unable to complete the work because of sudden illness, personal emergency, or other good cause outside of the control of the student. Assignment of an Incomplete grade is at the discretion of the course instructor with approval of the Associate Dean for Academic Affairs. The final grade earned will be recorded on the academic transcript with the grade of I/Final Grade (for example, I/P). A course assigned an Incomplete must be completed within one term after the assignment of the Incomplete grade, or the grade will automatically be changed to a grade of I/NP (Incomplete/No Pass).

• **In Progress:** The grade of IP (In Progress) is a placeholder grade assigned for a course extending beyond one or more terms. The Office of the Registrar converts In Progress grades to the final grade after submission of the final grade from the course instructor/director.

• **Remediated Courses:** If a course is remediated after a failing grade is posted, the original course will continue to be listed on the academic transcript and a new entry will also be listed indicating that the course has been remediated. Both the original course and the remediated course will be reflected in the same term on the academic transcript. Upon remediation, the original course will be excluded from the number of credits attempted, the number of credits earned and the GPA calculation, when applicable. The remediated course will be included in the number of credits attempted, the number of credits earned (if passed) and the GPA calculation when applicable. The grade for the remediated course will be subject to the maximum remediated course grade.

• **Repeated Courses:** Under some conditions, a previously passed course could be repeated. The Student Performance Committee may mandate that a student repeat a previously passed course(s). When repeating a course, students will re-register for the course in a subsequent term and will be charged the applicable tuition and fees associated with the number of credit hours in the course. The maximum course letter grades for repeated courses are determined by the academic program. If a course is repeated, the original course will be excluded from the number of credits attempted, the number of credits earned and the GPA calculation when applicable. The repeated course will be included in the number of credits attempted, the number of credits earned (if passed) and the GPA calculation when applicable. The grade for the repeated course will be subject to the maximum repeated course grade policy of the academic program.

• **Audit:** Audit registration permits a student to enroll in a course for no credit and no grade. Course requirements for an audited course will be determined by the course instructor/director. Not all courses offer an option to audit. A change of a course from a credit status to an audit status (if allowed for that course) must be completed before the University deadline to drop/add courses and cannot be subsequently changed. Audit courses are assessed tuition and fees at the same rate as credit courses. Upon completion of an audited course, the designation of AUD (Audit) will automatically be recorded on the academic transcript. A designation of WAU (Withdrew from Audit) will be assigned by the course instructor/director if a student withdraws from an audited course after the first week of the term. Audit courses do not satisfy degree requirements or count toward the continuous enrollment requirement.
• Withdraw: After the first week of the term, but prior to the fifth week of the term, a withdrawal from a course will receive a grade of W (Withdrawn) on the academic transcript. On or after the fifth week of the term, but prior to the last week of the term, a withdrawal from a course will be assigned a grade of WP (Withdrawn Passing) or WNP (Withdrawn Non-Passing) by the course instructor/director based on the student’s performance in the course to date. Course withdrawal will not be accepted during the final week of the term. Modular courses within terms (for example, 3 or 4 subsequent or clinical rotations during a term) will operate on a modified withdrawal schedule.

4. Grade Change
A course director may change a student’s recorded grade (term grade report on permanent transcript) for a course, with the approval of the Associate Dean of Academic Affairs by sending a written notification to the School of Dentistry Registrar of the replacement grade. This action must be done within two weeks (14 days) of when the grades are released to the students by the Registrar. Any exceptions to this policy must be approved by the Associate Dean for Academic Affairs.

5. NP Course Grade
Upon the posting of a NP grade in any course, the following applies for the remediation of that course:
   a. One and only one opportunity to pass a failed course by remediation examination and/or by remedial preclinical or clinical work shall be allowed.
   b. Each course director will have the responsibility of submitting a remediation plan to the SPC which will work together to determine the content, type and extent of the material to be included in the remediation examination and/or work. The SPC has final authority.
   c. For all non-clinical (lecture/seminar), preclinical and clinical coursework, any remediation work assigned to a student must be approved by the SPC and sufficient to determine a grade within one term following the term in which the NP grade was earned.
   d. The specific date(s) for examinations and/or work will be coordinated by the SPC in conjunction with the course director and student, and if necessary, in consultation with the OAA.
   e. For just cause, the Associate Dean for Academic Affairs may grant permission for giving remediation examinations (following consultation with the departments concerned) at times other than those specified under this policy.

6. Statute of Limitations for Previous Courses
Advanced standing for pre-doctoral courses taken more than five (5) years prior to the date of intended registration will not be given except by special evaluation for placement. Over five (5) years, if a student must repeat a course in which the student has already had a recorded satisfactory grade, the grade obtained for the repeated course will be used in computing the grade point averages, when applicable.
7. Readmission of Dental Students Who Have Withdrewn with Satisfactory Records (Revised August 2012)
Former students who withdrew with satisfactory academic records may appeal to the appropriate Admissions Committee for reinstatement with advanced standing. Such appeals must be submitted and matriculation must occur within four (4) calendar years of the time of withdrawal. This time limit may be extended upon recommendation from the concurrence of the SPC. The decision of the SPC, in consultation with the Curriculum Committee, is final.


9. National Board Dental Examinations, Part I and Part II
In order to be awarded a DMD from the School of Dentistry, all students must pass the National Board Dental Examinations, Part I and Part II (NBDE I, NBDE II). In an effort to prepare students to successfully challenge Part I and Part II, the School of Dentistry requires all DS2 and DS4 students to attend National Board Dental Examination review sessions. These sessions are held during summer and fall terms and are mandatory. Review session information is posted on term schedules. Permission to challenge the NBDE I and NBDE II is granted by the Office of Academic Affairs. All criteria below must be met in order to challenge the national exams:
   a. NBDE Part I- DS2 students must attend ALL NBDE Part I review sessions, challenge two mock exams and pass at least one exam with a minimum score of 75%. Students who fail to pass one of the two mock exams with a minimum score of 75% will be provided with an individual academic achievement plan AND be required to take a third mock exam. Students who do not pass the NBDE Part I will have a delayed entry into clinic until they pass.
   b. NBDE Part II- DS4 students must attend ALL NBDE Part II review sessions, challenge two mock exams and pass at least one exam with a minimum score of 75%. Students who fail to pass one of the two mock exams with a minimum score of 75% will be provided with an individual academic achievement plan AND be required to take a third mock exam. Students must pass the NBDE Part II in order to graduate. Those who fail to pass the NBDE II prior to the graduation deadline will be provided with additional academic resources to use during independent study as they prepare to challenge the NBDE Part II a second time.

D. Academic Probation
1. DMD Program
   a. When, prior to the end of the academic year, a student’s record has one or more NP grades academic probation will be automatic.
   b. Duration of Academic Probation: A student will remain on Academic Probation until all NP grades or described academic deficiencies are remediated.

E. Academic Dismissal
A student may be dismissed if the student has received a NP grade in a required course and failed to successfully remediate the NP as prescribed by the SPC. If a student appeals his/her academic dismissal, he/she will be permitted to continue in classes in accordance with policies and procedures below until the appeal procedure has been completed within the School of Dentistry.
F. Medical and Emergency Leave

Medical or emergency leave may be granted by the Associate Dean of Academic Affairs to a student in the School of Dentistry satisfying the following conditions:

1. A documented medical or emergency situation that interferes substantially with the student’s ability to proceed with the normal curriculum, and

2. Approval by the appropriate person or body, as follows:
   a. For a student in good academic standing, approval is granted by the Dean or Associate Dean for Academic Affairs.
   b. For a student on academic probation, or a student who has a failing grade, approval is granted by the Dean or Associate Dean for Academic Affairs in consultation with the SPC.
   c. The maximum duration of the leave is one year following the term in which the leave is granted and may be dependent on availability of laboratory and/or clinical space.
   d. A student must request in writing, the return to the curriculum at least 60 days prior to the intended return date. The SPC reviews the request and makes a decision.

G. Special Curriculum

A Special Curriculum may be granted by the Associate Dean of Academic Affairs to a student in the School of Dentistry satisfying the following conditions:

1. A documented personal, medical or emergency situation that interferes substantially with the student’s ability to proceed with the normal curriculum

2. Approval by the appropriate person or body, as follows:
   a. For a student in good academic standing, approval is granted by the Dean or Associate Dean for Academic Affairs.
   b. For a student on academic probation, or a student who has a failing grade, approval is granted by the Dean or Associate Dean for Academic Affairs in consultation with the SPC.

While on a special curriculum, the student is subject to the usual academic standards and other regulations of the School of Dentistry that apply to the student’s program on a case-by-case basis. If a special curriculum is granted, the curriculum will be arranged by the Associate Dean for Academic Affairs in consultation with the departments involved and appropriate progress committee. Special curriculum is limited to one term.

H. Graduation Requirements

1. To qualify for a degree or certificate, a student must have:
   a. Satisfied the competencies and requirements established by the Faculty of the School of Dentistry and attained the stated scholarship standards.
   b. Passed all required courses for the DMD degree.
   c. Attained endorsement by the faculty whose action will be based upon the recommendation of the Associate Dean for Academic Affairs.
   d. Passed Part I and Part II of the National Board Dental Examinations administered by the Joint Commission on National Dental Examinations.

2. Honors for graduating students in the DMD program are:
   a. With Honor – top 25% of students based on the number of Letters of Commendation awarded.
   b. With Great Honor – top 10% of students based on the number of Letters of Commendation awarded.
c. With Highest Honor – top 5% of students based on the number of Letters of Commendation awarded.

NOTE: Honors designations cannot be awarded to a student who has been on academic probation during the DMD Program.

3. Receipt of Diploma
   Students who have not fulfilled all didactic, clinical or financial requirements will not receive a diploma. All University accounts must be cleared or satisfied for release of the official diploma.

4. Participation in Commencement Ceremony
   To graduate from the School of Dentistry, a student must have satisfied the requirements listed for granting of the DMD degree. A student who has not completed the requirements by the June commencement date will be permitted to participate in the commencement ceremonies if it is deemed possible for the student to complete all academic requirements by the end of the immediately following summer session(s).

   A student who participates in the commencement ceremonies before completing all requirements is not given a diploma at the commencement ceremony, nor will the School of Dentistry certify to licensing boards or other agencies that the student has completed the curriculum. The student must complete all of the requirements before a diploma will be awarded or the School of Dentistry will certify that the student has completed the curriculum.

I. Suspension of Student’s Clinical Privileges (Revised 2016)
   An enrolled student may have clinical privileges suspended as a result of a breach of professionalism and/or concerns for the health and safety of the assigned dental patients and/or the enrolled student. If a clinical critical incident has occurred, the student may be suspended by the SPC while the clinical matter is under investigation by the Associate Dean for Academic Affairs or designee.

J. Student Grievance Policy and Procedure
   Students have the right to grieve matters related but not restricted to: Student-to-student or student-to-instructor conflicts. Students may not grieve individual academic or non-academic issues. Academic dismissals and non-academic behavior of individual students are addressed in the School of Dentistry Academic Dismissal Process. If the grievance involves discrimination, it will be referred to the Office of Affirmative Action/Equal Opportunity.

   1. Informal Procedure
      The School of Dentistry recognizes that health care professionals should learn to address disagreements and conflicts in a mature and responsible manner and problems in human relationships may be resolved best informally and locally between the parties involved.

      Students who wish to grieve a matter are encouraged to first discuss the problem with the individual(s) directly involved in the issue and see whether the matter can be resolved informally. Students who do not feel comfortable in doing so, or otherwise choose not to, should discuss the potential grievance with the Assistant/Associate Dean for Student Affairs. If the student feels that the situation is such that the Assistant/Associate Dean for Student Affairs cannot be approached, the student should communicate with the Assistant/Associate Dean for Academic Affairs. The individual approached will meet with the grievant and/or the person or persons complained against and try to reach an informal resolution of the matter.
2. **Formal Procedure**

If the parties are unable to resolve the issue to their mutual satisfaction through the informal resolution process, the grievant may file a written grievance with the Assistant/Associate Dean for Student Affairs within five (5) days after the termination of the informal grievance resolution procedures. The document should describe the nature of the grievance, the circumstances under which the grievance took place, previous efforts to resolve the problem and the nature of the redress the grievant is seeking. The Assistant/Associate Dean for Student Affairs will appoint, within ten (10) work days, a five (5) member Hearing Committee composed of three (3) faculty members and two (2) students selected from the student dismissal hearing pool. The Assistant/Associate Dean for Student Affairs will designate one of the members to serve as Chair of the Committee. The Committee will meet within ten (10) work days of its appointment for its first meeting. The Committee Chair will set a time and place for the grievance hearing and send written notification to the parties involved. At any stage of the proceeding, each party to the grievance may be accompanied by an advisor of that party’s choice.

The advisor will not be permitted to speak on behalf of the party or participate in any other manner not approved by the Committee Chair. The Committee members may, at any other time, request additional information or documentation from the grievant and/or others, and may request that individuals appear before it during the hearing process to provide information. All Committee sessions, except for the Committee’s deliberations, will be tape-recorded.

At any stage of the proceeding, the Committee may attempt to resolve the grievance. If any acceptable resolution is reached, the Committee Chair will prepare a Statement of Understanding for all parties to sign. A copy of the statement will be provided to the parties and the Assistant/Associate Dean for Student Affairs.

If a resolution is not reached before the conclusion of the hearing process, the Committee will deliberate in private and reach a decision with respect to the grievance. A decision should be reached within five (5) working days of the hearing process. The Committee will prepare a report summarizing the Committee’s actual findings, the Committee’s recommended solution or determination of grievance. A copy of the report will be forwarded to the Dean of the School of Dentistry and to the parties to the grievance. The Dean shall reach a final decision on the grievance within ten (10) working days of receipt of the report. A copy of the decision will be sent to the parties and to members of the Grievance Committee. The Dean’s decision may be appealed to the Provost in accordance with OHSU policy.

**K. Complaint Policy and the Commission on Dental Accreditation**

Any enrolled student may contact the Commission on Dental Accreditation to file a complaint with the Commission on Dental Accreditation. A complaint is defined by the Commission on Dental Accreditation as one alleging that a commission accredited educational program may not be in substantial compliance with Commission standards or required accreditation procedures. The Commission on Dental Accreditation will review complaints that relate to a program’s compliance with the accreditation standards. The Commission is interested in the sustained quality and continued improvement of dental and dental-related education programs but does not intervene on behalf of individuals or act as a court of appeal for an individual in matters of admission, appointment, promotion or dismissal of faculty, staff or students.
A copy of the appropriate accreditation standards and/or the Commission’s policy and procedure for submission of complaints may be obtained by contacting the Commission at 211 East Chicago Avenue, Chicago IL 60611 or by calling 1-800-621-8099, extension 4653. Prior to filing a complaint with the Commission, a student is encouraged to seek information and answers to questions through established channels within the School of Dentistry. All complaints received by School of Dentistry enrolled students are kept on file in the Student Affairs office. Questions about this policy or other accreditation issues may be directed to the Assistant/Associate Dean for Academic Affairs.
I. GENERAL

A. Purpose

The Student Performance Committee (SPC) is a standing committee whose purpose is to address academic and professional issues involving students in the DMD program as documented in the School of Dentistry Faculty Bylaws. The charge, rules and procedures contained herein are separate from, yet in compliance with the Oregon Health & Science University (OHSU) Policies and Procedures on academics.

B. Charge

The SPC shall:

1. Review and make recommendations on policies related to student academic matters, such as, but not limited to, promotion, dismissal, probation, remediation, readmission, transfer, leaves of absence, modified academic programs and graduation of DMD students.

2. Meet annually to review, and update annually, if necessary, this document containing the School of Dentistry’s policy regarding promotion, dismissal, probation, remediation, readmission, transfer, leaves of absence, letters of commendation and graduation.

3. Recommend policy and procedures related to the retention of students and other academic matters.

4. Meet at least two times per term to monitor, discuss, and make decisions related to student progress in the DMD program.

5. Report its actions to the Executive Committee on at least an annual basis.

6. In making any determination that may affect the academic status of a student, consider all relevant information including, but not limited to the student’s personal circumstances, grades, evaluations, skill level, and behavior.

C. Minutes of SPC Meetings

Once approved, minutes of each SPC meeting involving student decisions shall be kept in a confidential file in the Office of Academic Affairs. Minutes of meetings related to policy or procedure matters shall be posted on the faculty intranet.

D. Notice of SPC Action

Actions of the SPC shall be made known in a timely manner to affected students, appropriate course directors of the School of Dentistry and to others who have a legitimate need to know as determined by the Chairperson of the SPC.
1. Such actions include suspension from clinic or class, dismissal, repetition of a year, term or any course, determination of academic probationary status, acknowledgement of superior performance, or any other action specifically involving a student.

2. The Chair of the SPC shall notify the student who is the subject of any SPC action in person, or if the student is not available, in writing to the OHSU Student Information System address of record, or through the student’s OHSU email within five business days after action is determined. Such notification shall include formal written documentation for the student and a copy to the student's academic file.

3. In the case of an absent student, notification shall be sent to the student via the student’s OHSU email and by certified mail with receipt requested to the address of record as found in the OHSU Student Information System. Enclosures shall include a copy of the Student Performance Committee: Charge, Rules and Procedures.

II. POLICIES AND RULES GOVERNING OR RESULTING FROM SPC DETERMINATIONS

A. Minimum Standards for Graduation
   In order to be recommended for graduation, a student must meet OHSU and program level graduation requirements in the following ways:
   1. Earn an official OHSU recorded grade of Pass (P) in every required course in the student’s academic course catalog. Any student who has not remediated a No Pass (NP) or successfully completed an Incomplete (I) grade shall not be recommended for graduation.
   2. Students must also pass the National Board Dental Examinations Part I and Part II to be considered for graduation.

B. Time to Completion
   The time from matriculation to granting of the DMD degree shall be limited to 20 terms (5 academic years). A documented Leave of Absence (OHSU Policy 02-70-030) may extend time to degree by no more than one year. Only one leave of absence is allowed during the four academic years and of no more than one year in duration. Concurrent Degree Programs are excluded from this provision.

C. Probation
   A student must be placed, or continued, on academic probation by the SPC when the student’s official OHSU academic record has a final grade of NP recorded for any course. While on probation, a student is not eligible to hold office in any recognized OHSU or School of Dentistry organization including all forms of student government, unless an exemption is granted by the SPC. The student will remain on academic probation until remediation is complete.
D. Repetition of the Year or Term
Repetition of a year or term must include enrollment in all courses with the possible exception of courses in which a grade of P was earned without remediation. Each exception is granted on a case-by-case basis and is at the sole discretion of the SPC.

E. Matriculation to Patient Care Services
1. Students shall not be assigned to direct patient care as the primary provider or be permitted to attend special clinics without passing all appropriate pre-requisite courses prior to year 3. Assignment to direct patient care as the primary provider may be re-directed as determined by the SPC.

2. Students shall not be assigned to direct patient care or be permitted to attend special clinics without passing NBDE Part I.

3. The SPC may limit, modify, or suspend a student’s patient care activities if information indicates that patient care may be compromised based upon a student’s lack of academic skills, clinical skills and or behavioral preparation.

F. Rectifying No Pass (NP) Grades
1. The SPC shall assess each student’s academic record, receive recommendations from the course director(s) and determine a course of action before a student is allowed to rectify a NP exam or course grade.

2. In each case, the SPC shall consider the severity of the deficiency, review the student’s overall record, determine the academic status of each student, and determine whether course directors should proceed in allowing students to rectify deficiencies.
   - If performing additional course work or retaking the final exam is successful, the NP and the remediated grade of P will appear on the transcript in accordance with OHSU policy.
   - If a student successfully passes a course by repeating the course in its entirety, both the NP grade and the subsequent P grade will be entered onto the transcript in accordance with OHSU policy.
   - In no instance shall the remediation of a NP grade, with exception of repetition of the course in its entirety, result in a Letter of Commendation.

3. All grades of NP or I must be rectified in the manner determined by the SPC Committee. Students will be notified of the SPC remediation plan in a timely manner by the Office of Academic Affairs. Failure to remediate accordingly may lead to dismissal or repetition of the appropriate term or year. The SPC has the sole discretion to allow a student to begin the subsequent year’s work while the deficiency is being rectified.
G. Dismissal
A student may be subject to dismissal by the SPC for reasons such as, but not limited to:
1. Failure to abide by norms of personal deportment, standards of conduct, professionalism or ethics issued by the School of Dentistry, OHSU and/or generally known in the profession.
2. Failure to successfully remediate a course grade of NP.
3. Failure of multiple courses within a term or within an academic year.
4. Placement on scholastic probation for three terms. The probationary terms need not be consecutive. See Probation in Section II.C.

H. National Board Dental Examinations
DMD students are required to make their first attempt at the National Board Dental Examination Part I at a time set by the SPC or Curriculum Committee, but in no case shall the first attempt be later than the end of February of the DS2 winter term. Failure to challenge the examination within this time frame may result in a Review Hearing with the SPC. The SPC will determine appropriate action(s), but must minimally suspend the student from direct patient assignments.

The original notification of results of the examination must be presented to the Office of Academic Affairs no later than the first week of March of the DS2 year. A copy will be made and the original returned to the student. If the first attempt results in a failing grade, SPC shall review the student’s situation to determine whether the student should continue in academic and patient care activities and determine the remediation program to be followed.

A second attempt at NBDE Part I must be taken no later than the last day in May of the DS2 year. If the second attempt results in a failing grade the SPC will stipulate that student be suspended from all direct-patient care activities. A structured preparation program will be developed for the student and must be satisfactorily completed before authorization can be given by the Office of Academic Affairs for the third attempt.

Should a student not pass NBDE Part I after the third attempt the SPC shall hold a hearing to determine the most appropriate course of action. Actions taken are the responsibility of the SPC and are binding. Students may appeal the decision in accordance with Section V of this document.

For NBDE Part II, the SPC will be notified of individual student performance and determine appropriate actions based on the individual’s performance. Students will not be recommended for graduation from the DMD program until a passing performance on the National Board Dental Examination Part II is documented.
I. Leaves of Absence

1. A student in good standing may petition for a Leave of Absence (LOA). A LOA will not be granted solely because of poor academic performance. Requests for a LOA must comply with OHSU policy and procedures and must be approved by the SPC.

2. A student can request a LOA for a maximum of one year (four consecutive quarters). Extensions beyond a year require a student to complete a new LOA request, and approval is not guaranteed. LOA does not obviate time to degree parameters.

3. The granting of all LOAs must be approved by the SPC as well as the conditions for re-matriculation following a leave of absence. However, the Associate Dean for Academic Affairs (or designee) may grant a leave of absence for up to 90 days in situations that require immediate attention. Such actions will be reported to SPC at the next scheduled meeting for further action and determination of conditions for re-matriculation.

4. In compliance with OHSU Policy and Procedures additional documentation may be required for students seeking medical leave or students called to active duty military service.

5. A student on a LOA must inform the Associate Dean for Academic Affairs (or designee) in writing of his/her intention to re-matriculate at least two calendar months prior to the anticipated re-matriculation date; notification must include any supporting documentation required by the conditions of leave. Notification of a student’s intent to return does not guarantee a right to return. Re-admission is at the sole discretion of the SPC based in part upon OHSU policy and space available. A student who fails to return to the program within 12 months of initiating a leave of absence will be administratively withdrawn from the program.

6. Students on an approved leave of absence do not register for courses and are not required to pay instructional or other fees. Access to OHSU or program facilities and services and use of faculty or staff time may be restricted according to policies established by OHSU and the SOD DMD program.

III. REVIEW HEARINGS

A. General

In most cases, students who are at risk of dismissal, repetition of a term, or repetition of a year for academic reasons will have been identified at one or more of the regular meetings of the SPC. As a result, SPC, by majority vote, may determine a review hearing is warranted thus allowing the student to explain relevant circumstances.
B. Notice and Process
The Associate Dean for Academic Affairs (or designee) shall assume the role of non-voting chairperson and act for the SPC and shall determine the date for a review hearing to be convened. Such hearing date must be no sooner than five (5) business days and no later than twenty (20) business days after the need for such a hearing is determined. Written notification to the student as described in I. D. 2 & 3 from the Associate Dean for Academic Affairs (or designee) shall include the following points:

1. The committee's intention to review the student's complete academic status and consider adverse action;

2. A full description of the issues to be discussed;

3. Referral to the Associate Dean for Student Affairs for counsel and to develop a plan for presentation of the relevant information;

4. The student's right to inspect the student's personal educational records as defined by the Family Educational Rights and Privacy Act of 1974 (FERPA). For more information, the student may review OHSU's Notification of Student Rights;

5. The date, time and place of the hearing;

6. The student's entitlement to present relevant information to SPC;

7. The Associate Dean for Student Affairs (or designee) will serve as the student's advocate present at the SPC review to act in an advisory role to the student.

C. SPC Determination Process
In order to achieve an appropriate determination of the student's status, the SPC shall review all relevant information.

1. The Associate Dean for Academic Affairs (or designee) will act as a non-voting chair person.

2. Relevant information from the student's academic file will be available to members of the SPC for inspection during the meeting.

3. The student will be invited to attend and to present relevant evidence to the Committee and to answer questions posed to the student by the committee.

4. The SPC may interview School of Dentistry faculty, staff, and students, as deemed appropriate, who have information relevant to the student's academic and professional knowledge, skill, and behavior.

5. In executive session a majority vote of the membership of the SPC shall determine the outcome. In the event of a tie vote, the Associate Dean for Academic Affairs must cast the deciding vote.
6. Review hearing outcomes are determined on a case by case basis, but may include the following:
   - remediation of an exam/course
   - repetition of a course
   - clinic or course suspension
   - special curriculum
   - academic support plan
   - further assessment
   - recommendation for dismissal

7. The Associate Dean for Academic Affairs must notify the student of the action and expectations of the SPC, in writing, within five (5) business days following the SPC determination. If the student is not present this notification will be sent via registered courier and U. S. mail to the student’s address of record in the OHSU Student Information System.

IV. DISMISSAL HEARING

A. General
   If after a student Review Hearing, the SPC determines that the original expectations and goals were not met, the student may be called to meet with the SPC for a Dismissal Hearing.

B. Notice and Process
   The Associate Dean for Academic Affairs (or designee) shall assume the role of non-voting chairperson and act for the SPC and shall determine the date for a review hearing to be convened. Such hearing date must be no sooner than five (5) business days and no later than twenty (20) business days after the need for such a hearing is determined. Written notification to the student as described in I. D. 2 & 3 from the Associate Dean for Academic Affairs (or designee) shall include the following points:
   1. The committee's intention to review the student's complete academic status and consider adverse action;
   2. A full description of the issues to be discussed;
   3. Referral to the Associate Dean for Student Affairs for counsel and to develop a plan for presentation of the relevant information;
   4. The student's right to inspect the student's personal educational records as defined by the Family Educational Rights and Privacy Act of 1974 (FERPA). For more information, the student may review OHSU’s Notification of Student Rights;
   5. The date, time and place of the hearing;
   6. The student's entitlement to present relevant information to SPC;
7. Student's entitlement to have one (1) advocate present at the SPC review to act only in an advisory role to the student. The advocate may not speak on the student's behalf nor address the Committee at any time unless specifically requested by the Committee. The name and professional qualifications of the advocate must be submitted in writing to the Associate Dean for Academic Affairs (or designee) at least 48 hours prior to the hearing. If the advocate is an attorney, notification must be submitted in writing to the Associate Dean for Academic Affairs 5 days prior to the hearing;

8. The student's voluntary right to have witness(es) present evidence to the SPC. However, the student must submit, in writing at least 48 hours prior to the hearing, a list of witnesses along with their title or professional qualifications for the SPC to interview, with specific reasons why the interviews would be relevant. The SPC shall have sole discretion in determining the relevancy of information and/or witnesses presented and whether or not the witness will be called.

9. All committee sessions except the committee executive deliberations are to be audio recorded.

C. SPC Determination Process
In order to achieve an appropriate determination of the student's status, the SPC shall review all relevant information.

1. The Associate Dean for Academic Affairs (or designee) will act as a non-voting chair person.

2. Relevant information from the student's academic file will be available to members of the SPC for inspection during the meeting.

3. The student will be invited to attend and to present relevant evidence to the Committee and to answer questions posed to the student by the SPC committee.

4. The SPC may, at their discretion, interview School of Dentistry faculty, staff, and students, as deemed appropriate, who have information relevant to the student's academic and professional knowledge, skill, and behavior.

5. The SPC may, at their sole discretion, interview witnesses identified by the student in IV.B.8. The Committee is not required to call any or all of the student suggested witnesses.

6. In executive session a majority vote of the membership shall determine the outcome. In the event of a tie vote, the Associate Dean for Academic Affairs must cast the deciding vote.
7. The Associate Dean for Academic Affairs must notify the student of the dismissal decision of the SPC, in writing, within five (5) business days following the SPC determination. If the student is not present this notification will be sent via registered courier and U. S. mail to the student’s address of record in the OHSU Student Information System.

V. PROCEDURES FOR APPEAL OF SPC ACTION

A. Student’s Right to Appeal the SPC Decision
A student has the right to appeal the decision of the Appeal Panel to the Dean of the School of Dentistry within two (2) working days from the time that he or she was notified of the Hearing Committee decision (normally this would be the date of the letter given to the student from the Hearing Committee Chair) and to continue in the academic program as a special student during the course of the appeal procedure within the School of Dentistry. The appeal must be in writing and must state explicitly the reasons why the student believes that the decision is unjust and should be reversed. The Dean will study all documents and records of the hearing and will make one of the following decisions within five (5) days of the receipt of the appeal:
1. Support the decision of the Hearing Committee;
2. Grant another hearing by the same body if sufficient evidence has emerged since the original hearing to justify re-opening the case;
3. Grant a new hearing by a body different from the first Hearing Committee if the original procedure is judged to have been deficient.

B. Student’s Right to Appeal the Dean’s Decision
The student has the right to appeal a negative decision of the Dean of the School of Dentistry to the Provost of the Oregon Health & Science University, but pursuant to University policy will not be allowed to continue in the academic program at the School of Dentistry during the pendency of his or her appeal to the Provost.

C. Custody of Records
All records pertaining to formal hearings and appeals on matters related to the dismissal of students will be secured in the Office of Academic Affairs at the School of Dentistry, for a minimum of seven (7) years.