



2025-2026 Catalog

Volume 1

www.ArchDentalAssistant.com

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the Illinois Board of Higher Education

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2. NAME AND ADDRESS OF SCHOOL

- The name of the school is: Arch Dental Assistant School-Chicago
- The address of the school is: 4224 W Lawrence Avenue, Chicago, IL 60630

3. IDENTIFYING DATA

- The catalog volume number is: 1
- Date of publication: November 2025
- Effective date of catalog: November 2025

4. HISTORICAL ACCOUNT OF INSTITUTION

This school was founded by Dr. Thomas Ince who saw the need for affordable hands-on dental assistant training. This school is owned by Zollege Healthcare Career School, LLC.

5. AVAILABLE SPACE, FACILITIES, AND EQUIPMENT

Available Space: The waiting room will be the main classroom for the Dental Assistant School. The school has seven (7) treatment rooms available, and they serve as a place for hands-on training.

Facilities

- Classroom: The classroom will seat up to 25 students.
- Seven (7) treatment rooms: Students will do their hands-on training in these treatment rooms.
- Lab area: Students will get hands-on training in the sterilization area on sterilization procedures.
- Breakroom: The breakroom is available.

Equipment

All school locations will have a minimum of:

- Four (4) hand pieces
- One (1) flat screen TV
- Three (3) dental chairs
- Three (3) assistant chairs
- Three (3) doctor chairs
- One (1) autoclave
- One (1) ultrasonic cleaner
- One (1) vacuum former
- One (1) model trimmer
- One (1) X-ray sensor
- One (1) panoramic X-ray unit

6. OFFICERS

Officers:

- Chief Executive Officer: Chris Lofton

7. KEY STAFF AND FACULTY

- Instructor: Cynthia Rosas

8. TUITION AND FEES

Tuition	\$2,390.00
Registration	\$ 100.00
Total Cost	\$2,490.00

Additional Expenses:

(Students are responsible for these costs separately from Tuition & Fees)

- **Make-up class:** There is a \$240.00 fee to attend an 8-hour make-up class.

Method of Payment and Payment Schedule:

Payments are accepted via credit card, debit card, and ACH. Cash payments are not accepted. All payments should be made through the school's online payment service provider. Payment delivered to the school location will not be accepted. A deposit is required for class registration and enrollment closes five business days before the selected class begins. **Please use ACH to avoid credit card fees. If you decide to pay with a credit card, **you will be charged an additional 3% transaction fee for each payment made with a credit card.***

- Option 1: **Pay in Full \$2,490**
- Option 2: **\$1,490.00 deposit & 10 consecutive weekly auto-drafted payments of \$130.** The total of payments will be \$2,790.00, which includes a \$300.00 payment plan fee.
- Option 3: **\$790.00 deposit & 10 consecutive weekly auto-drafted payments of \$200.** The total of payments will be \$2,790.00, which includes a \$300.00 payment plan fee.

* The school utilizes a payment service provider to manage collection and receipt of all payments. Depending on the payment option selected, scheduled payments will be processed via automatic debit from either a valid debit or credit card, or bank account via ACH. **Students will incur a \$25 return fee for any returned payments and a \$25 late fee for any late payments. The school reserves the right to drop students from the program for non-payment.** **See section 19. Conduct Policy: "Policy for Readmission" for additional information.*

Discounts: The school reserves the right to offer event or seasonal discounts, which would be offered to students fairly.

No scholarships are offered.

Immunization Requirements: Students are responsible for the costs of any required vaccinations. Students may obtain vaccinations at their primary care physician, their local pharmacy, or at the local health department. Serum titers may be obtained through the student's PCP or local clinics. Costs vary and are determined by insurance coverage and availability, and provider.

9. SCHOOL CALENDAR

Holidays Observed:

- New Year's: subject to the day on which the holiday falls
- Fourth of July: no class if the 4th falls on a Friday-Monday
- Thanksgiving Day: no class on the Saturday following Thanksgiving Day
- Christmas: subject to the day on which the holiday falls

Enrollment Periods: Enrollment may be accomplished during normal office hours up to five (5) business days before the next scheduled class start date.

This school requires students to attend four (4) total lab classes on consecutive Saturdays and Sundays once per month, and choose one of the following online class options: One of eight (8) weekly evening (p.m.) classes

Term Dates (Begin and End): Students will complete their training in 10 academic calendar weeks from beginning date. Maximum time allowed for completion of this program is 10 weeks. Class sections run simultaneously, with a maximum of one (1) a.m. courses and one (1) p.m. courses at any given time. Available class start dates are posted on the school's website.

Definition of an Academic Week: A "week" is defined as the seven-day period from Saturday morning through Friday evening. This Saturday through Friday week structure is designed to align with the flow of the curriculum and coursework due dates.

10. HOURS OF OPERATION

Monthly Saturday In-Person Class Hours	8:00 a.m. – 5:00 p.m.
Monthly Sunday In-Person Class Hours	8:00 a.m. – 5:00 p.m.
Once Weekly Monday Online Class (Option 1)	7:00 p.m. – 9:00 p.m.
Once Weekly Tuesday Online Class (Option 2)	7:00 p.m. – 9:00 p.m.
Once Weekly Wednesday Online Class (Option 3)	7:00 p.m. – 9:00 p.m.
Once Weekly Thursday Online Class (Option 4)	7:00 p.m. – 9:00 p.m.
Once Weekly Monday Online Class (Option 5)	6:00 p.m. – 8:00 p.m.
Once Weekly Tuesday Online Class (Option 6)	6:00 p.m. – 8:00 p.m.
Once Weekly Wednesday Online Class (Option 7)	6:00 p.m. – 8:00 p.m.
Once Weekly Thursday Online Class (Option 8)	6:00 p.m. – 8:00 p.m.
Office Hours	Monday – Friday: 8:00 A.M. – 5:00 P.M.

Class Schedule:

For in-person classes there will be 60 minutes of scheduled breaks as well as small breaks to use the facilities or for medical reasons are permissible and will be granted at the instructor's discretion.

Weekly online classes will not include scheduled breaks due to the short nature.

Class schedules are subject to change at the school's discretion in response to extenuating circumstances including, but not limited to, severe weather emergencies, local or national health threats, and/or school accessibility/safety issues. Should modifications to start dates be required, updates will be shared to the school's website.

Externship schedule:

Students will coordinate their individual externship schedules directly with the participating externship office. It is highly recommended to start the externship no later than week 4. Each student's externship office and completion timeline will be based on their availability and the needs of the participating location. Students can fulfill the 40-hour requirement on a schedule that works best for them in collaboration with the externship office, as long as the hours are completed prior to week 10.

11. ADMISSION/ENROLLMENT POLICIES

- **Minimum Age:** Must be at least 17 years of age (applicants under the age of 18 require written permission from a parent or legal guardian in order to enroll).
- **Immunization:** Prospective dental assistant students must comply with both clinical facility requirements and state law related to immunizations. Students must provide documentation of vaccination or a serum titer confirming immunity signed by a healthcare provider, or the student must sign the vaccination declination form. Students should be aware that future employers may require vaccination as a condition of employment, and a student who declines vaccination may face difficulty in obtaining employment until the student is vaccinated. Documentation of vaccinations must include the following:
 - Tetanus-Diphtheria-Pertussis (T-DaP) – Must be current within the past 10 years.
 - Measles-Mumps-Rubella (MMR)
 - Hepatitis B – A complete three-injection series must be completed prior to admission into the program.
 - Varicella (Chickenpox) – Students may provide a physician-documented history of the disease as an alternative to a shot record or serum titer.
- **Identification:** Documentation must be a valid government-issued form of identification (driver's license, state ID, or passport.) Social Security cards are not acceptable forms of identification.
- Prospective students will be interviewed and must be able to complete the application forms and communicate with the representative without the assistance of an interpreter.
- **A valid social security number is required to enter the program.**
- **Potential Radiation Hazards:** Due to potential radiation hazards for pregnant women during onsite training, prospective students who are pregnant are required to obtain a letter from their physician before enrolling in the program. This letter should affirm their ability to be in the building when X-rays are being taken and to participate in the required X-ray lab stations.
 - **Disclosure of Pregnancy:** In the event that a pregnancy is not disclosed before enrollment or if a student becomes pregnant during the program, two options are provided to ensure the student's well-being:
 - **Physician's Approval:** The student may continue in the program only if they provide a letter from their physician. This letter should affirm their ability to be in the building when X-rays are being taken and to participate in the required X-ray lab stations. If a pregnant student cannot obtain a physician's letter, they will be withdrawn from the program and their refund will be determined based on their progress in the course, following the school's refund policy.
 - **Withdrawal:** Alternatively, the student may choose to withdraw from the course. In such cases, any refunds will be determined in accordance with the school's refund policy.
- The school does not require background checks or drug screens for students to enter the dental assistant program. However, upon graduation, many employers will perform a full background check and drug screen prior to employment. If the background check or drug screen is not passed, it may result in no employment offer.
- Students must maintain a professional appearance with the ability to hide any tattoos and/or piercings during future employment. If the school determines this is not possible, the school has the right to deny admission.

- Students must have access to the internet and have a computer for this course.

12. POLICY FOR GRANTING CREDIT

The school does not guarantee the transferability of credits to another school, college, or university. Credits or coursework are not likely to transfer; any decision on the comparability, appropriateness and applicability of credit and whether credit should be accepted is the decision of the receiving institution.

13. CANCELLATION AND REFUND POLICY

CANCELLATION POLICY

A full refund will be made to any student who cancels the enrollment agreement before the first day of class, excluding the non-refundable Registration fee.

A student wishing to cancel the enrollment agreement must use the school's cancellation form. The cancellation form may be obtained by contacting the school.

REFUND POLICY

1. Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions, and school holidays will not be counted as part of the scheduled class attendance.
2. All refunds will be issued to the students within 60 days of the termination or withdrawal date.
3. The effective date of termination for refund purposes will be the earliest of the following:
 - (a) The last day of attendance, if the student is terminated by the school;
 - (b) The date of receipt of written notice from the student; or
 - (c) Ten school days following the last date of attendance.
4. All tuition refunds will be based upon the schedule found in the grid below:

% of clock hours completed	Tuition Refund Amount
10% or less	90%
More than 10% to 25%	75%
More than 25% to 50%	50%
More than 50%	No refund is due.

5. Refunds for items of extra expense to the student such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books, and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.

14. PROGRAM OUTLINE

Program Description: Dental Assistant

This course of instruction prepares individuals for entry-level jobs as dental assistants. Graduates may find suitable employment with dental offices. Students will learn to assist dentists in a dental office. Upon completion of this program students will be able to:

- take basic X-rays.
- take dental impressions.
- make temporaries.
- pour and trim dental models.
- take diagnostic photos.
- clean and sterilize instruments.
- clean, sterilize, and wrap rooms.

Hybrid Dental Assistant Program Outline

Number	Subject Title	Contact Hours Week Online Lecture / Online Learning / In- Person Lab / Externship		Total Hours
DA 1	Tooth Numbering, Morphology, and Basic Instruments	Week 1	2 / 7 / 0 / 0	9
DA 2	Radiology Overview, Charting, and Alginate Impressions	Week 2	2 / 7 / 0 / 0	9
DA 3	RINN Assembly, X-Ray Technology, and Vitals	Week 3	2 / 7 / 0 / 0	9
DA 4a	Tray Setups, Digital Charting, and Radiology Systems	Week 4	2 / 7 / 0 / 0	9
DA 4b	Operatory Setup, Radiography, and Foundational Clinical Skills	Week 4	0 / 0 / 8 / 0	8
DA 4c	Crown and Bridge, Oral Surgery, Radiography, and Preventive Care	Week 4	0 / 0 / 8 / 0	8
DA 5	Dental Specialties and Externship Readiness	Week 5	2 / 7 / 0 / 0	9
DA 6	Radiology Safety and Radiographs in Treatment Planning	Week 6	2 / 7 / 0 / 0	9
DA 7	Radiology Identifiers and Landmarks	Week 7	2 / 7 / 0 / 0	9
DA 8a	Tray Setups Refresher and Digital Charting	Week 8	2 / 7 / 0 / 0	9
DA 8b	Endodontics, Radiography, Restorative Procedures, and Bleach Tray Fabrication	Week 8	0 / 0 / 8 / 0	8
DA 8c	Comprehensive Skills Review and Final Assessments	Week 8	0 / 0 / 8 / 0	8

DA 9	Radiology Review and Interview Preparation	Week 9	2 / 7 / 0 / 0	9
DA 10	Instrument Proficiency, Radiology Review, and Career Transition	Week 10	2 / 7 / 0 / 0	9
DA EX	Dental Assistant Externship	Week 5-10	0 / 0 / 0 / 40	40
TOTAL HOURS: Online Lecture / Online Learning / In-Person Lab / Externship = 20 / 70 / 32 / 40				162

Course Synopsis:

This is a 10-week program: 122 hours of online lecture and in-person lab time, plus 40 hours of clinical externship in a dental office. It is anticipated the externship will be completed during the 10-week program, however in the event this cannot be accomplished, an additional 4 weeks is allowed. Therefore, the maximum time allotted to complete this program is 14 weeks.

Certificate of Completion:

After successful completion of the program as outlined in the Graduation Requirements section of this catalog, students will receive a digital copy of their Certificate of Completion via email.

15. SUBJECT DESCRIPTIONS

What's in a lecture? To further explain, online lecture may consist of any of the following types of activities on a given week:

- Videos/Voiceover Narration
 - Standard or interactive videos
- Activities, such as drag and drop, image identification, software simulations, and more.
- Reflection and discussion questions
 - These range from questions specific to the topics reviewed in lecture to professionalism and soft skill development to scenarios in the office to questions to get students thinking.
- Small-group breakout sessions
- Dental scenario roleplay
- Trivia or other interactive learning games
- Online Quizzes

DA 1: Tooth Numbering, Morphology, and Basic Instruments

Online Class (2 hrs):

Students are introduced to the Universal Tooth Numbering System and the fundamentals of dental anatomy. Emphasis is placed on identifying tooth morphology and understanding how anatomy relates to clinical procedures. The session also covers basic instrument identification, focusing on the instruments and accessories found in a standard tray setup.

[No prerequisites]

Student Work (7 hrs):

Students will review instrument sterilization protocols and the flow of infection control, focusing on the proper handling of contaminated instruments. Modules on moisture control and instrument transfer introduce the fundamentals of efficient chairside assisting. An overview of restorative dentistry provides context for the procedures students will support in practice. In addition, students will complete required OSHA and HIPAA training modules, establishing awareness of workplace safety standards and

patient privacy regulations.

DA 2: Radiology Overview, Charting, and Alginate Impressions

Online Class (2 hrs):

This session introduces students to the principles of dental radiology, covering the purpose of imaging, radiation safety, and the role of radiographs in diagnosis. Students will observe the digital charting system that will be used throughout the program, gaining familiarity with patient setup, navigation, and documentation processes. Paper charting and periodontal probing charting are also introduced, with emphasis on charting symbols, pocket depth measurement, and clinical accuracy.

[Prerequisite: Week 1]

Student Work (7 hrs):

Students will explore the safe use of anesthetic syringes, including assembly, handling, and safety protocols. They will review the steps of a composite procedure, with emphasis on the instruments, materials, and sequence of care. Modules on dental burs and handpieces introduce their types, functions, and maintenance. Training in pain and anxiety control highlights methods for supporting patient comfort during treatment. Finally, students will observe and practice the process of pouring up alginate impressions, reinforcing accuracy in model fabrication.

DA 3: RINN Assembly, X-Ray Technology, and Vitals

Online Class (2 hrs):

Students will practice assembling the RINN radiographic positioning system, ensuring correct orientation and patient comfort when capturing diagnostic images. Instruction also includes an overview of x-ray technology, focusing on equipment function, exposure protocols, and safety considerations. In addition, students will learn how to accurately take and record patient vital signs, including blood pressure and pulse, while understanding their importance in treatment planning and patient safety.

[Prerequisite: Week 2]

Student Work (7 hrs):

Students will complete a dental anatomy review, reinforcing knowledge of tooth structures and morphology. Activities in patient communication emphasize professionalism, empathy, and effective interaction with diverse patient populations. Modules on the legal and professional aspects of dental assisting highlight ethical responsibilities, workplace standards, and professional conduct. In addition, students will be introduced to dental codes, learning how they are used in charting, billing, and treatment planning.

DA 4a: Tray Setups, Digital Charting, and Radiology Systems

Online Class (2 hrs):

This session reinforces tray setup skills, focusing on the identification and arrangement of instruments according to procedural needs. Students will review digital charting workflows, ensuring accuracy in patient documentation and developing efficiency in navigating digital platforms. Radiology instruction expands into comparing film and digital systems, understanding proper patient and sensor positioning, and identifying common sources of error with strategies for prevention. Students are also introduced to cone beam computed tomography (CBCT), gaining awareness of its applications in advanced diagnostic imaging.

[Prerequisite: Week 3]

Student Work (7 hrs):

Students will review the sequence and instrumentation involved in composite procedures, focusing on proper materials, isolation, and assistant responsibilities. They

will also engage with FMX interactive videos, reinforcing correct radiographic positioning, exposure techniques, and error identification to strengthen diagnostic imaging skills.

DA 4b (Lab): Operatory Setup, Radiography, and Foundational Clinical Skills

Lab (8 hrs):

AM Session: Operatory setup, PPE, infection control, chairside etiquette, sterilization room flow, restorative tray identification, instrument transfer, moisture control, and RINN placement on a human subject.

PM Session: Upper/lower alginate impressions, model pouring, 2 bitewings & 2 periapical radiographs, pano demonstration, anesthetic and syringe introduction, composite procedure part 1, and handpiece review.

DA 4c (Lab): Crown and Bridge, Oral Surgery, Radiography, and Preventive Care

Lab (8 hrs):

AM Session: Trimming upper/lower models, Instrument Transfer & Moisture Control 2, crown & bridge instruments, shade guide, bite registration, and anterior PAs.

PM Session: Oral surgery instruments & post-op procedures, crown & bridge practice with digital imaging, posterior PAs, oral hygiene instruction, and coronal polishing.

DA 5: Dental Specialties and Externship Readiness

Online Class (2 hrs):

This session introduces the scope of dental specialties, including pediatrics, orthodontics, and other advanced practice areas, with emphasis on how dental assistants support each specialty. Students will also prepare for their externship through best practices training and a mock interview exercise, focusing on professional communication, workplace etiquette, and confidence-building.

[Prerequisite: Week 4c]

Student Work (7 hrs):

Students will review the sequence, instruments, and materials used in crown and bridge procedures, along with the assistant's role in supporting treatment. Modules on oral surgery introduce common surgical instruments, protocols, and patient care considerations. Additional study covers pediatric dentistry, focusing on behavior management and preventive approaches for children. Students will also learn about prosthodontics and dental implants, gaining familiarity with restorative options for tooth replacement and the assistant's responsibilities in these specialty areas.

DA 6: Radiology Safety and Radiographs in Treatment Planning

Online Class (2 hrs):

This session emphasizes radiation safety, including protective measures, proper equipment use, and minimizing exposure for both patients and providers. Students will also learn how radiographs are integrated into treatment planning, with a focus on identifying clinical findings and supporting accurate diagnoses.

[Prerequisite: Week 5]

Student Work (7 hrs):

Students will study the fundamentals of endodontic procedures, including instruments, materials, and the assistant's role in supporting root canal therapy. They will practice concepts related to the rubber dam, focusing on its application for isolation and infection control. Modules on temporaries review the fabrication, adjustment, and placement of provisional restorations. Finally, students will explore different types of dental cements, understanding their properties, indications, and proper handling techniques.

DA 7: Radiology Identifiers and Landmarks

Online Class (2 hrs):

Students will learn to identify key anatomical landmarks visible on dental radiographs, including the maxillary sinus and other critical reference points. Emphasis is placed on recognizing normal structures versus potential abnormalities to support accurate diagnosis and treatment planning.

[Prerequisite: Week 6]

Student Work (7 hrs):

Students will review principles of preventive dentistry, focusing on strategies such as coronal polishing, fluoride application, and patient education to support long-term oral health. Additional modules reinforce techniques for taking dental impressions, emphasizing accuracy, tray selection, and infection control. Students will also study the legal and ethical considerations of dental assisting, with attention to patient rights, confidentiality, and professional responsibility.

DA 8a: Tray Setups Refresher and Digital Charting 2

Online Class (2 hrs):

This session reinforces tray setup skills through a structured refresher, ensuring students can quickly and accurately identify and organize instruments for a variety of dental procedures. Building on earlier charting lessons, students continue their practice in digital charting, focusing on efficiency, accuracy, and the ability to document treatment seamlessly in an electronic system.

[Prerequisite: Week 7]

Student Work (7 hrs):

Students will study common radiographic errors and methods of troubleshooting, reinforcing accuracy in image capture and interpretation. A periodontics review highlights the assistant's role in periodontal charting, treatment procedures, and patient education for gum health. To support communication and clinical readiness, students will also review key restorative vocabulary, ensuring fluency with terminology used in restorative and specialty procedures.

DA 8b (Lab): Endodontics, Radiography, Restorative Procedures, and Bleach Tray Fabrication

Lab (8 hrs):

AM Session: Endodontic instruments and rubber dam, FMX practice, Composite Procedure 2, Instrument Transfer & Moisture Control 3, bleaching tray impressions and model pour-ups.

PM Session: Permanent and temporary cements, bite registration and premolar temporary, composite restorative setup identification, FMX practice, trimming models, and bleach tray fabrication.

DA 8c (Lab): Comprehensive Skills Review and Final Assessments

Lab (8 hrs):

AM Session: FMX practice, bite registration & temporary molar, instrument identification review, charting review, Digital Imaging 2, coronal polishing & hygiene instruction.

PM Session: Final FMX, Final Temporary Molar, Final Instrument Identification, Final Charting, Final Digital Imaging.

DA 9: Radiology Review and Interview Preparation

Online Class (2 hrs):

This session provides a structured review of radiology, focusing on FMX sequencing, anatomical landmarks, and interpretation accuracy. Students strengthen their ability to evaluate image quality and troubleshoot common errors, ensuring continued

radiographic confidence after finals. The session also shifts toward career placement readiness, with guided resume development and interview preparation activities.

[Prerequisite: Week 8c]

Student Work (7 hrs):

Students will explore new trends in dental technology, gaining awareness of innovations shaping modern dentistry, such as digital workflows, advanced imaging, and restorative materials. They will also study strategies for staying current with changing technology, emphasizing the importance of ongoing professional development and adaptability in a rapidly evolving field.

DA 10: Instrument Proficiency, Radiology Review, and Career Transition

Online Class (2 hrs):

In the final week, students complete an Instrument Quiz to demonstrate mastery in identifying instruments across restorative, surgical, and specialty setups. A second radiology review builds on Week 9 by reinforcing FMX sequencing, troubleshooting errors, and ensuring consistent diagnostic quality. The session concludes with career advice, where students receive guidance on transitioning from externship to full-time employment, refining professional communication, and exploring pathways for growth within the dental field.

[Prerequisite: Week 9]

Student Work (7 hrs):

Students will complete a review and recap of key concepts from the program. This includes reinforcing foundational knowledge, revisiting critical clinical skills, and preparing for the transition into externship and employment. The focus is on integration and mastery of essential dental assisting competencies.

Externship: Dental Assistant Externship

Each student is to complete 40 hours of externship in a working dental office. Students will put into practice the skills they have learned in the course. (Lec 0 Clk Hrs / Lab 0 Clk Hrs / Ext 40 Clk Hrs / Total 40 Clk Hrs) *[Prerequisites: Week 1 Online Learning and Labs through Week 6 Online Learning and Labs]*

Detailed Externship Description:

The externship portion of the course provides students with an opportunity to observe and work in a dental office environment under the guidance of trained professionals. Students are encouraged to start their externship after week 6, however are expected to start their externship no later than week 7. Students must complete their full externship no later than 14 weeks from the course start date (excluding holidays). The academic advisor will work with the students to place them in dental offices based on the schedules of the student and the office. Once a student is placed in an externship office, the student is required to take an externship evaluation form to the office where it will be completed by the externship supervisor. The externship evaluation form documents the specific days and times the student works at the office each week, and also allows the externship supervisor to rate a student's performance on the skills they practice each week. The evaluation form(s) must be signed by the externship supervisor and should be submitted to the school at the end of each week any externship hours are completed. Each student externship is monitored by weekly phone calls to the externship supervisor. The calls are placed during normal business hours, Monday-Friday, 8am-5pm. Externship evaluation forms, to account for all 40 hours, are required to be submitted by the end of the 10-week program, however in the event this cannot be accomplished, an additional 4 weeks is allowed.

16. GRADING AND MARKING SYSTEM

Grading Requirements for Program Completion

- Achieve a minimum cumulative GPA of 2.0 (70%) on program coursework.
- Complete a minimum of 40 externship hours.

Program Coursework: The final grade for the Dental Assisting program coursework is determined by a combination of online coursework, lab assignments, and final exams. The breakdown of the final grade and each subsequent grading category is as follows:

- **Online Coursework = 40% of Final Grade**
- **Lab Assignments = 30% of Final Grade**
 - Lab grades are based on the grading criteria for each lab session, with a focus on active participation in the beginning and a gradual shift towards assessing skill proficiency as the course progresses.
- **Final Exams = 30% of Final Grade**
 - Assessment of Skills Lab: 20%
 - Online Coursework Final: 5%
 - Online Radiography Final: 5%

Externship: The externship is graded on a Pass or Fail basis, determined on the satisfactory completion of a minimum of 40 hours. Upon completion of the required hours, students are evaluated on their clinical, administrative, and professionalism skills by the cooperating dental office.

Grades will be determined using the following scale:

90% - 100%	= A (4 Grade Points)
80% - 89%	= B (3 Grade Points)
70% - 79%	= C (2 Grade Points)
60% - 69%	= D (1 Grade Point)
0% - 59%	= F (0 Grade Points)

17. POLICY CONCERNING SATISFACTORY PROGRESS

Definition of Satisfactory Progress: Satisfactory Progress is defined as continuous advancement in academic performance, skill competency, and professional behavior. This includes maintaining a minimum cumulative GPA of 2.0 (70%) across all program coursework, consistent attendance during all program coursework modalities, and successful completion of the 40-hour externship.

While the institution makes every effort to monitor students who may be at risk of not meeting the program's requirements, it is ultimately the students' responsibility to keep track of their own progress. Students are provided with all the necessary tools to proactively monitor their progress, as detailed below.

Progress Feedback

- **Program Coursework:** Online assignments and assessments, conducted via the student learning portal, are automatically graded. Students can review these grades at any time under the "Grades" tab in the student learning portal. In-person lab grades will be updated on the student learning portal within one week of each lab session. Additionally, feedback and guidance on lab skills performance will be communicated verbally during in-person labs. The Assessment of Skills Lab Final grade will be posted to the student learning portal within one week of taking the final.

- **Externship:** Students are responsible for asking the cooperating office and dental team members for constructive feedback over the duration of their externship. They additionally may request submitted externship feedback from their Student Advisor upon the conclusion of their externship.

Conditions

- **For Termination:** A student's enrollment may be terminated if they have not shown sufficient satisfactory progress prior to week 10. This includes failing to maintain a GPA of 2.0 (70%) for four consecutive weeks leading up to week 10. Additionally, students must submit a projected completion schedule for their externship by the end of week 5 to show that progress is being made towards meeting the externship requirement. Week 5, students will have the foundations needed to begin their externship. Students are eligible to begin their externship week 5 and are expected to start their externship week 6. There is no penalty for starting the externship later than week 7, as long as students have already filled out their projected completion schedule, and all 40 hours are completed prior to week 10. In the event this cannot be accomplished, an additional 4 weeks may be granted. It is the student's responsibility to reach out to their advisor if they are going to need the additional time to complete their externship (not to extend 14 weeks past the course start date).
- **For Readmittance:** A student whose enrollment was terminated for unsatisfactory progress may be allowed to re-enroll in an upcoming course. Such reenrollment does not circumvent the approved refund policy.

18. ATTENDANCE POLICY

The Dental Assistant Hybrid program totals 162 hours, which includes 40 hours for externship, 52 hours for lab and online sessions, and 70 hours for coursework. Students must adhere to the attendance policy outlined below to successfully complete the program.

We do not distinguish between excused and unexcused absences. All absences count toward your total, and we do not offer formal leaves of absence.

A student may be removed from the program if they:

- Miss 2 lab days and fail to reschedule a makeup lab within 7 days of the absence and complete the make-up lab on the rescheduled date according to the Lab Make-Up Policy below
- Miss more than 2 live online lectures without permission from Academic Advisor
- Fail to submit more than 10% of online lecture assignments without permission from Academic Advisor

Attending live sessions gives you the chance to ask questions, get feedback, and accelerate your learning. Your instructors and peers are here to help, but only if you're there to engage.

In-Person Lab Attendance Policy

Lab days are critical for developing hands-on skills. There are four in-person lab days, each 9 hours long (excluding breaks).

- You are expected to attend all lab days. If you are unable to attend any lab days, you must obtain an approved absence from your Academic Advisor.

- You will also have the option to schedule one makeup lab within 7 days from your scheduled lab date. Failing to reschedule within that timeframe may impact your ability to complete a make-up lab and your subsequent standing in the program based on your attendance.
- Missing 2 lab days for any reason without approved absence from Academic Advisor will result in removal from the program

In-Person Lab Make-Up Policy

- You'll receive credit for 8 attendance hours and cover all content outlined in the original lab day
- There are no grade penalties for attending a make-up lab
- Make-up labs are typically held on Saturdays from 8 AM – 5 PM
- You must:
 - Confirm the next available make-up date
 - Pay the \$240 lab fee in advance
 - Register and attend on time

The lab will be:

- Led by an approved instructor
- Designed to ensure you demonstrate the same level of competence as the original session
- Documented by the school, including date, time, and instructor name

There is a \$240.00 fee to attend the 8-hour (plus 1hr break) in-person lab make-up class.

Payment in advance is required for students to schedule and attend a make-up class.

Online Lecture Attendance Policy:

Each week includes live online lectures. You are required to attend at least 75% (8 of 10) lectures and submit the corresponding coursework within the deadline.

Online Lecture Absence Make-Up Policy:

If you miss an Online Lecture (instructor-led session), you must:

- Watch the session recording (typically available within 48hrs)
- Complete the corresponding coursework and submit it by the regular deadline
- If you cannot meet the deadline, you must contact your Academic Advisor for approval

Completion of the absence make-up work will not adversely impact your grade if submitted within the required timeline.

Online Learning Makeup Policy:

Online Learning requirements cannot be made up and must be submitted within the established due dates unless prior approval has been granted by your Academic Advisor.

19. CONDUCT POLICY

Students are expected to uphold professional conduct throughout their participation in the program. Violations of this policy will result in disciplinary action leading up to and including termination from the program.

In-Class Conduct

During class, students are expected to:

- maintain respectful and non-disruptive behavior towards instructors and peers.

- refrain from aggressive behavior including physical violence, verbal abuse, or harassment.
- respect the property of peers, instructors, and the school (students will not steal, damage, or vandalize the property of others).
- abstain from using personal cell phones without prior permission.
- keep a professional appearance (managing visible tattoos or piercings, unkempt body hair, offensive odor).
- not sleep or otherwise disengage during class time.
- not be under the influence of drugs or alcohol.

Online Conduct

During online interactions, students should:

- use respectful and professional language in all written communications, such as discussion posts and emails.
- refrain from any form of cyberbullying or harassment.
- respond in a timely manner to communications from instructors or administrative staff.

Externship Conduct

While at their externship, students are expected to:

- adhere to the externship office policies and maintain professional behavior.
- be present for all scheduled hours and notify the relevant parties in case of necessary absences.
- abstain from using personal cell phones without prior permission.
- document externship schedule and participation accurately.
- once received, wear the scrubs or same color scrubs issued by the school.

Additionally, students must comply with their tuition payment schedules and collaborate with the school's efforts in job placement by actively seeking employment in the dental field.

Policy for Readmission: A student seeking to be readmitted after termination from the program for violations of the conduct policy must reapply with a formal statement of intended self-remediation. The case will go before an Enrollment Committee for review and readmission will be granted only at the discretion of the committee. Any outstanding balances or monies owed to the school must be paid in full in order for readmission to be considered.

20. GRADUATION REQUIREMENTS

In order to graduate from the program and receive a Certificate of Completion, students must meet the following criteria:

- achieve a minimum cumulative GPA of 2.0 (equivalent to 70%) upon completion of the program.
- fulfill all financial obligations to the institution.
- adhere to the program's attendance policy.
- successfully complete a minimum of 40 externship hours prior to week 10 (unless permission is granted for a 4-week extension by Academic Advisor).
- complete the program within the stipulated time frame.
- demonstrate active pursuit of employment, including responding to all inquiries/assistance from academic advisors.

Upon meeting these requirements, students will be eligible to receive their Certificate of Completion.

21. PLACEMENT ASSISTANCE POLICY

The school offers placement assistance to students by maintaining an employer database and consistently communicating opportunities for employment. The school is committed to providing assistance and sharing opportunities for students both during the program and continuing post-graduation. Additionally, the school provides career-readiness training, general support, and direction for interview preparation and overall job-seeking. Successful placement requires that students take the initiative to develop job-seeking skills, pursue employment, attend interviews, and fully cooperate with the school's efforts to help. **The school does not, under any circumstance, guarantee employment to students or graduates.**

22. STUDENT GRIEVANCE POLICY

Student complaints must be submitted in writing to the Board (Section 85(i)(1) of the Act). Information about the complaint may be submitted online through the IBHE website (www.ibhe.org). Additional information regarding the complaint process can be obtained by contacting the Board at:

Illinois Board of Higher Education
Division of Private Business and Vocational Schools
1 N. Old State Capitol Plaza, Suite 333
Springfield IL 62701
Phone Number: (217) 782-2551
Fax Number: (217) 782-8548

23. LICENSURE AND ACCREDITATION

Arch Dental Assistant School is licensed by the Illinois Board of Higher Education. Arch Dental Assistant School is not accredited.

24. STUDENT SUCCESS AND OTHER DATA

CONSUMER INFORMATION

All schools are required to make available, at a minimum, the following disclosure information clearly and conspicuously on their 1) internet website, 2) school catalog, and 3) as an addendum to their Enrollment Agreement:

The most recent student data from July 1, 2024, to June 30, 2025

- Student Numbers:
 - New starts: 0
 - Re-enrollments: 0
 - Transfers: 0
 - Total number of students: 0
- Student Outcome:
 - Number of Transfers: 0
 - Completed Program: 0
 - Withdrew from School: 0
 - Still Enrolled: 0
- Student Placement:
 - Placed in Field: 0
 - Placed in Related Field: 0
 - Placed Out of Field: 0
 - Not Available for Placement: 0
 - Not Employed/Status Unknown: 0
- The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period: 0
- Number of students placed who did not use the school's placement services: 0
- Average starting salary of all school graduates: 0