

STV210 : Dental Front Office

General Information

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Attachments:	Distance Education (DE) Individual Course Addendum Form - STV_62 (CE) COR 5:26:21 Code 6:13:21.pdf
Course Code (CB01) :	STV210
Course Title (CB02) :	Dental Front Office
Department:	STV
Proposal Start:	Fall 2025
TOP Code (CB03) :	(1240.00) Dental Occupations*
CIP Code:	(51.0699) Dental Services and Allied Professions, Other.
SAM Code (CB09) :	C - Clearly Occupational
Distance Education Approved:	No
Will this course be taught asynchronously?:	No
Course Control Number (CB00) :	CCC000653874
Curriculum Committee Approval Date:	03/26/2025
Board of Trustees Approval Date:	06/17/2025
Last Cyclical Review Date:	05/22/2024
Course Description and Course Note:	STV 210 gives students a comprehensive understanding of dental front office duties. Emphasis will be on mastering dental terminology, handling problem situations involving patients either over the telephone or in person, learning basic billing and transcription techniques and dental software. Lecture/Demonstration 66 hours, Laboratory 30 hours. Note: Student should be able to keyboard at a minimum rate of 20 wpm. Note: Use of Eaglesoft Software is required. Students may borrow a laptop with the software on it from the Garfield Campus or use the computer lab at Garfield. Note: This course is Pass/ No Pass only.
Justification:	Content Change
Academic Career:	<ul style="list-style-type: none">Noncredit
Mode of Delivery:	<ul style="list-style-type: none">In-PersonRemoteHybrid
Author:	No value
Course Family:	No value

Academic Senate Discipline

Primary Discipline:	<ul style="list-style-type: none">Vocational (short-term): Non-Credit
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Alternate Discipline: No value

Alternate Discipline: No value

Course Development

Basic Skill Status (CB08)

Course is not a basic skills course.

Allow Students to Gain Credit by Exam/Challenge

Course Special Class Status (CB13)

Course is not a special class.

Pre-Collegiate Level (CB21)

Not applicable.

Grading Basis

- Pass / No-Pass Only

Course Support Course Status (CB26)

Course is not a support course

General Education and C-ID

General Education Status (CB25)

Not Applicable

Transferability

Not transferable

Transferability Status

Not transferable

Units and Hours

Summary

Minimum Credit Units (CB07)	0
Maximum Credit Units (CB06)	0
Total Course In-Class (Contact) Hours	96
Total Course Out-of-Class Hours	0
Total Student Learning Hours	96

Credit / Non-Credit Options

Course Type (CB04)

Non-Credit

Noncredit Course Category (CB22)

Workforce Preparation.

Noncredit Special Characteristics

No Value

Course Classification Code (CB11)

Workforce Preparation Enhanced Funding.

Variable Credit Course

Funding Agency Category (CB23)

Not Applicable.

Cooperative Work Experience Education Status (CB10)

Weekly Student Hours

In Class

Course Student Hours

Out of Class

Course Duration (Weeks)

18

Lecture Hours	66	0	Hours per unit divisor	54
Laboratory Hours	30	0	Course In-Class (Contact) Hours	
Studio Hours	0	0	Lecture	66
			Laboratory	30
			Studio	0
			Total	96
			Course Out-of-Class Hours	
			Lecture	0
			Laboratory	0
			Studio	0
			Total	0

Time Commitment Notes for Students

No value

Units and Hours - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

Prerequisites, Corequisites, Recommended Corequisites, and Recommended Preparation

Advisory

ESL30 - ENGLISH AS A SECOND LANGUAGE LEVEL 3

Objectives

- Write paragraphs at the low-intermediate level with sufficient unity.
- Develop coherence and mechanical accuracy.
- Demonstrate mastery of grammatical structures studied at a level sufficient to pass unit tests and the divisional grammar mastery test for this level.
- Converse at a functional level adequate for everyday use on the campus and in the community.
- Respond to questions about recorded and live speeches, dialogues, role plays, and lectures.
- Decode 2,500-word reading passages, respond to inference and recall questions, and utilize a monolingual English dictionary to advantage.

Entry Standards

Entry Standards	Description
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Comprehend taped and live speeches, dialogues, instructions, and lectures.	No Value
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Communicate orally in informal dialogues.	No Value
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Course Limitations

Cross Listed or Equivalent Course	Description
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No value	No value
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Requisite Validation

Upload Statistical Validation and/or other documents (if necessary)

No Value

Specifications

Methods of Instruction

Methods of Instruction	Laboratory
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Methods of Instruction	Tutorial
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Methods of Instruction	Independent Study
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Methods of Instruction	Collaborative Learning
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Out of Class Assignments

N/A

Methods of Evaluation	Rationale
Other	Individualized contract (personalized list of learning objectives/goals agreed upon with each student)
Exam/Quiz/Test	Final exams

Textbook Rationale
No Value

Textbooks				
Author	Title	Publisher	Date	ISBN
Finkbeiner, Betty Ladley	Practice Management for the Dental Team	St. Louis: Elsevier	2020	9780323597654
Finkbeiner, Betty Ladley	Student Workbook for Practice Management for the Dental Team	Saint Louis: Elsevier Health Sciences	2020	9780323608282

Other Instructional Materials (i.e. OER, handouts)	
Description	Eaglesoft Software (proprietary practice management software)
Author	Patterson Dental Supply, Inc
Citation	No value
Online Resource(s)	No value

Learning Outcomes
Course Objectives
Comprehend dental vocabulary applicable to dental front office procedures.
Demonstrate proper telephone techniques and appointment scheduling in a variety of dental front office situations.
Recognize the strategies of maintaining patient confidentiality.
Display a working knowledge of all phases of dental insurance billing for dentists' offices.

Manage and document a variety of health records.

Distinguish between the various databases in a dental software program.

SLOs

Use computer software to schedule and register patients. Expected Outcome Performance: 0.0

Demonstrate customer service skills in effectively and compassionately communicating both orally and in writing with patients. Expected Outcome Performance: 0.0

Demonstrate knowledge of, and the ability to follow, laws that impact dental operations. Expected Outcome Performance: 0.0

Manage and retain records in accordance with law and in compliance with HIPAA regulations. Expected Outcome Performance: 0.0

Additional SLO Information

Does this proposal include revisions that might improve student attainment of course learning outcomes?

No

Is this proposal submitted in response to learning outcomes assessment data?

No

If yes was selected in either of the above questions for learning outcomes, explain and attach evidence of discussions about learning outcomes.

No Value

SLO Evidence

No Value

Course Content

Lecture Content

Dental Terminology (10 hours)

- Basic word structure
- Common abbreviations

Handling Patient Records and Transactions (36 hours)

- Inputting patient information
- Inputting transaction data
- Entering a new patient and transactions
- Entering and applying an insurance carrier payment

Setting Up Appointments (20 hours)

- Scheduling appointments
- Making an appointment change
- Juggling schedules
- Adding patients to the recall list
- Changing a transaction record

Total Hours: 66

Laboratory/Studio Content

Setting Up Appointments (5 hours)

- Scheduling appointments
- Making an appointment change
- Juggling schedules
- Adding patients to the recall list
- Changing a transaction record

Creating and Printing Reports (25 hours)

- Creating a patient aging report
- Finding a patient's balance
- Printing day sheet reports
- Printing a schedule

Total Hours: 30

Additional Information

Repeatability

Repeatable

Justification (if repeatable was chosen above)

Non-credit courses

Is it possible this course will have a material fee?

No

I have contacted my library liaison (<https://campusguides.glendale.edu/faculty/liasons>):

No

What term(s) will this course be offered?

Fall/Winter/Spring/Summer

Will any additional resources be needed for this course? (Click all that apply)

- No

If additional resources are needed, add a brief description and cost in the box provided.

No Value