## Course Syllabus

### Communication and Behavior in the Dental Office

**DNTA 1102**

<table>
<thead>
<tr>
<th>Semester with Course Reference Number (CRN)</th>
<th>Summer Semester, 2013; CRN 44601</th>
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</thead>
<tbody>
<tr>
<td>Instructor contact information (phone number and email address)</td>
<td>Rosalva R. Perez, BS, CDA, RDA; <a href="mailto:rosie.perez@hccs.edu">rosie.perez@hccs.edu</a>; 713-718-7350</td>
</tr>
<tr>
<td>Office Location and Hours</td>
<td>Coleman College for Health Sciences, Room 520, T, W, Th, 9am-12pm.</td>
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<tr>
<td>Course Location/Time</td>
<td>Hybrid Course; Coleman College for Health Sciences, F 10am-12pm</td>
</tr>
</tbody>
</table>
| Course Semester Credit Hours (SCH) (lecture, lab) If applicable | Credit Hours: 1  
Lecture Hours: 1  
Laboratory Hours: 0  
External Hours: 0 |
| Total Course Contact Hours | 16.00 |
| Course Length (number of weeks) | 8 wks |
| Type of Instruction | Lecture; Hybrid |
| Course Description: | Provides for better understanding of human interaction in the dental office. Studies motivation and learning experiences as related to health professionals, and human behavior. |
| Course Prerequisite(s) | FREQUENT REQUISITES  
- Departmental approval  
- Admission to the Program |
| Academic | 1. Application of four-handed dentistry concepts while assisting with a composite |
Discipline/CTE Program Learning Outcomes

1. Identify aspects of human behavior.
2. Systematically collect diagnostic patient data.
3. Demonstrate techniques required to communicate effectively with patients and health professionals.
5. List some communication techniques that can be used to respond to patients.
6. Describe some nonverbal behaviors that can convey certain messages to patients and co-workers.

Course Student Learning Outcomes (SLO): 4 to 7

1. Identify aspects of human behavior.
2. Demonstrate techniques required to communicate effectively with patients and health professionals.
3. Recognize some common behavior patterns of patients.
4. Explain the philosophy of individual worth and how it can affect patient care.
5. List the five levels of human needs as proposed by Maslow.

Learning Objectives (Numbering system should be linked to SLO - e.g., 1.1, 1.2, 1.3, etc.)

**Identify aspects of human behavior.**
1. Explain how/why cultural bias can affect the quality of patient care.
2. Describe the difference between sympathy and empathy.
3. Recognize some common behavior patterns of patients.
4. Explain the philosophy of individual worth and how it can affect patient care.
5. List the five levels of human needs as proposed by Maslow.

**Demonstrate techniques required to communicate effectively with patients and health professionals.**
1. List some communication techniques that can be used to respond to patients.
2. Describe some nonverbal behaviors that can convey certain messages to patients and co-workers.

SCANS and/or Core Curriculum Competencies: If applicable

**SCANS**
1. Identify aspects of human behavior.
   - Foundation Skills - Thinking -Seeing Things in the Mind's Eye
   - Workplace Competencies - Interpersonal -Participates as Team Member
   - Workplace Competencies - Interpersonal -Works with Cultural Diversity

2. Demonstrate techniques required to communicate effectively with patients and health professionals.
   - Foundation Skills - Personal Qualities -Self-Esteem
   - Foundation Skills - Personal Qualities -Social
   - Foundation Skills - Personal Qualities -Self-Management
   - Foundation Skills - Personal Qualities -Integrity/Honesty
   - Foundation Skills - Personal Qualities -Responsibility
   - Workplace Competencies - Interpersonal -Participates as Team Member
   - Workplace Competencies - Interpersonal -Teaches Others
   - Workplace Competencies - Interpersonal -Serves Clients/Customer
   - Workplace Competencies - Interpersonal -Works with Cultural Diversity

Instructional Methods

Hybrid (50%)
Face to Face (50%)

Student Assignments

**Identify aspects of human behavior.**
No assignments selected for this outcome

**Demonstrate techniques required to communicate effectively with patients and health professionals.**
No assignments selected for this outcome

Student Assessment(s)

**Identify aspects of human behavior.**
Various assigned readings from textbooks
Writing papers including essays, analyses, reviews, research, comparing and contrasting
In-class discussions
Quizzes/Tests which may include: definitions, matching, multiple choice, true/false, short answer, brief essay
Demonstrate techniques required to communicate effectively with patients and health professionals.
Various assigned readings from textbooks
Writing papers including essays, analyses, reviews, research, comparing and contrasting
In-class discussions
Quizzes/Tests which may include: definitions, matching, multiple choice, true/false, short answer, brief essay

Instructor's Requirements
Log-on to Eagle On-line to complete on-line assignments as well as attending classes on campus.

Program/Discipline Requirements: If applicable
N/A

HCC Grading Scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Points per Semester Hour</th>
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</thead>
<tbody>
<tr>
<td>A = 100-90</td>
<td>4 points per semester hour</td>
</tr>
<tr>
<td>B = 89-80:</td>
<td>3 points per semester hour</td>
</tr>
<tr>
<td>C = 79-70:</td>
<td>2 points per semester hour</td>
</tr>
<tr>
<td>D = 69-60:</td>
<td>1 point per semester hour</td>
</tr>
<tr>
<td>59 and below = F</td>
<td>0 points per semester hour</td>
</tr>
<tr>
<td>FX (Failure due to non-attendance)</td>
<td>0 points per semester hour</td>
</tr>
<tr>
<td>IP (In Progress)</td>
<td>0 points per semester hour</td>
</tr>
<tr>
<td>W (Withdrawn)</td>
<td>0 points per semester hour</td>
</tr>
<tr>
<td>I (Incomplete)</td>
<td>0 points per semester hour</td>
</tr>
<tr>
<td>AUD (Audit)</td>
<td>0 points per semester hour</td>
</tr>
</tbody>
</table>

IP (In Progress) is given only in certain developmental courses. The student must re-enroll to receive credit. COM (Completed) is given in non-credit and continuing education courses.

FINAL GRADE OF FX: Students who stop attending class and do not withdraw themselves prior to the withdrawal deadline may either be dropped by their professor for excessive absences or be assigned the final grade of "FX" at the end of the semester. Students who stop attending classes will receive a grade of "FX", compared to an earned grade of "F" which is due to poor performance. Logging into a DE course without active participation is seen as non-attending. Please note that HCC will not disperse financial aid funding for students who have never attended class.

Students who receive financial aid but fail to attend class will be reported to the Department of Education and may have to pay back their aid. A grade of "FX" is treated exactly the same as a grade of "F" in terms of GPA, probation, suspension, and satisfactory academic progress.

To compute grade point average (GPA), divide the total grade points by the total number of semester hours attempted. The grades "IP," "COM" and "I" do not affect GPA.

Health Sciences Programs Grading Scales may differ from the approved HCC Grading Scale. For Health Sciences Programs Grading Scales, see the "Program
Discipline Requirements" section of the Program's syllabi.

Instructor Grading Criteria
A=100-90, B=89-80; C=79-70; F=below 70.

Instructional Materials
Classroom and on-line only, no textbook required.

HCC Policy Statement: see Student and College Handbooks

Access Student Services Policies on their Web site: http://hccs.edu/student-rights

EGLS3 -- Evaluation for Greater Learning Student Survey System
At Houston Community College, professors believe that thoughtful student feedback is necessary to improve teaching and learning. During a designated time near the end of the term, you will be asked to answer a short online survey of research-based questions related to instruction. The anonymous results of the survey will be made available to your professors and department chairs for continual improvement of instruction. Look for the survey as part of the Houston Community College Student System online near the end of the term.

Distance Education and/or Continuing Education Policies


Access CE Policies on their Web site: http://hccs.edu/CE-student-guidelines