



CADAT / CDAA Joint Annual Conference April 25 – 26, 2025



Diana Harshman, RDA

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Ambersine Kiefer

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Name of Course: *Dental Assisting and ESL Success*

Course Description:

This course will explore the integration of the ESL student into the dental assisting program. Students have ESL resources while learning the essentials of working chairside with a dentist in the classroom, practicing in the dental training lab, and completing 240 required internship hours in a dental office. Upon completion of our program, these students will be eligible to register for the RDA exam.

Course Objectives:

1. Learn what ESL resources are available to those students entering into the dental assisting program.
2. Describe methodologies to utilize in integrating ESL into dental assisting.
3. Describe potential obstacles and solutions to overcome ESL learning in dentistry.
4. Describe strategies to introduce ESL students to dental assisting programs.



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Diana Harshman

Work Experience

3/1998– to present Dental Instructor/Director
Grossmont Health Occupation Center
9368 Oakbourne Rd
Santee, CA 92071

Directly responsible for all aspects of the student's learning
Including preparing for the RDA Exam, Internship, and Job Preparation
Developing and implementing curriculum to meet State Board criteria
Developed all curricula for online learning

1995-1999 Registered Dental Assistant

Dr. Daniel Grossman

2240 E. Plaza Blvd

National City, CA

Directly responsible for patient treatment
Scheduling, Filing Insurance claims

1991-1995 Dental Assistant/ Registered Dental Assistant

Dr. Christopher Swartz

5565 Grossmont Center Dr.

La Mesa, CA 91941

Directly responsible for patient treatment
Scheduling, Filing Insurance claims

Education

Mount Miguel High School 1986 High School Diploma

Grossmont Health Occupation Center February 1992– September 1992 D.A.
Certificate

UCSD Extension 1998-2002 Teaching Credential

Professional Affiliations/ Membership

CCAE Board Member 2020-Present

San Diego Dental Assistant Society 2000-2002

CAROP 2008-2014

Dental Dynamics 1994-1997

Certificates

Certificate of Completion, X-ray, Coronal Polishing, Dental Practice Act, Infection Control, and CPR

Awards

Outstanding Teacher Award 2002, Golden Apple Award 2013



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Ambersine Kiefer, Adult Educator

Professional Summary

Ambersine Kiefer is an accomplished educator with over 20 years of experience in teaching middle school, high school, and adults. She has taught general education, English, math, and GED/HiSET. She holds a B.S. Degree in Psychology from Central Michigan University and a California Teaching Credential. Mrs. Kiefer is passionate about teaching and has recently designed the IET curriculum for The Health Occupations Center in Santee, California.

Education

Bachelor of Science in Psychology
Central Michigan University

- Graduated with Honors
- Focus: educational psychology

Professional Teaching Experience

1. INTRAX - Cultural & Learning Exchange Program

Duration: 8 years

2. Health Occupations Center - TEAS Course (Test of Essential and Academic Skills) *Duration: 10 years*

3. Foothills Adult School - High School Diploma, English Language, & HiSET Courses *Duration: 12 years*

4. Health Occupations Center - IET Instructor

Duration: 3 years

Certifications & Skills

- California Teaching Credential
- Google Certified Educator
- Outstanding Instructor Award
- CAEP Model Program Award