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VOLUME 94 / NUMBER 1

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Our Season of Movement and Change



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CDE CALENDAR • JULY – DECEMBER 2014

JULY 2014

- 19 It's Alive: The Anatomical Basis of Dentistry
Hands-on Head and Neck Dissection Workshop
HANDS-ON COURSE
- 19-20 Hospital Dentistry
- 26 Don't Just Inject, Add Some Finesse: Local Anesthesia Workshop
HANDS-ON COURSE

AUGUST 2014

- 16 4th Annual RDAEF Program begins
HANDS-ON COURSE

SEPTEMBER 2014

- 13 Certification in Radiation Safety for
& Oct. 4 Allied Dental Professionals
HANDS-ON COURSE
- 27 Adhesion: The Evolving World of Change
HANDS-ON COURSE

OCTOBER 2014

- 3-5 The Art and Science of Aesthetic Dentistry
HANDS-ON COURSE
- 11 Bone Grafting, Ridge Preservation and Ridge-Split Procedures for
General Practitioners
HANDS-ON COURSE
- 18 Infection Control and the California Dental Practice Act

NOVEMBER 2014

- 1 A Comprehensive Multidisciplinary Overview of Head and Neck
Cancer: Oral and Oropharyngeal Diagnosis and Treatment
- 8 Outsmarting Temporomandibular Disorders:
Tricks and Principles for Diagnosing TMD and Simple Regimens
for Treatment
- 13 Dental Wear: It's Not Just About Bruxism
EVENING COURSE
- 15 Autogenous Gingival Grafting: The KIWImethod™ Minimally
Invasive Non-palatal Approach
HANDS-ON COURSE
- 22 The Dental Professional's Role in the Evaluation, Diagnosis and
Treatment of Snoring and Sleep Apnea
LECTURE AND HANDS-ON COURSE

DECEMBER 2014

- 6 Don't Just Inject, Add Some Finesse: Local Anesthesia Workshop
HANDS-ON COURSE
- 13-14 Lasers for Hard and Soft Tissues
HANDS-ON COURSE

All courses are held at the Arthur A. Dugoni School of Dentistry's new campus
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SPRING 2014

{Features}

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The University dedicated its new campus at 155 Fifth Street on March 7 with a weekend of activities. See how thousands of people celebrated the debut of the state-of-the-art dental school and said “goodbye” to the old school on Webster Street.

24 | A Passion For Philanthropy

Melanie and Richard Lundquist have a unique relationship with Pacific. Learn how these non-dentists became involved with the University and why they eventually became supporters of the Dugoni School of Dentistry.

28 | A New Way of Learning

Millennials learn differently than their predecessors. Dr. Eric Curtis '85 examines how the dental school has adapted to the learning needs of today's technology-driven students—from its new campus to its personalized approach to teaching.

On the cover | The grand staircase connecting the five main floors of the new dental school.

PHOTO: RANDELL GEE



PHOTO: JOAN YOKOM

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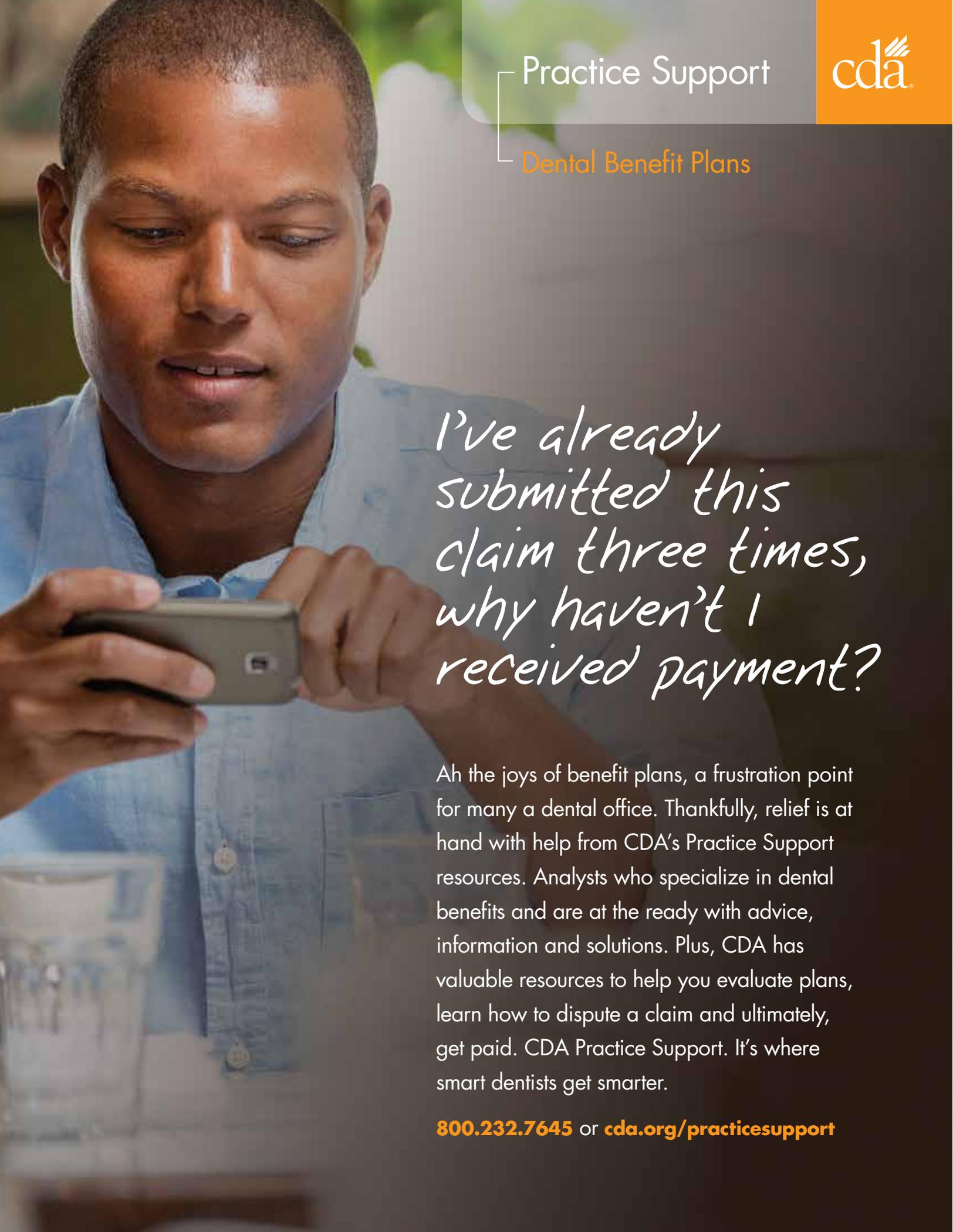
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A young man with short hair, wearing a light blue button-down shirt, is looking down at a smartphone he is holding in both hands. The background is a soft-focus indoor setting with green plants. In the top right corner, there is a white box containing the text 'Practice Support' and 'Dental Benefit Plans', and an orange box containing the 'cda' logo.

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PATRICK J. FERRILLO, JR., DEAN

In Transit

In Roman mythology, Janus is the god of transition, doorways, beginnings and endings. He rules over milestone events, is present at births and deaths, guards passageways and gates. In artistic representations, he is often depicted with two faces—one looking to the future and the other to the past. As I reflect on the past few months, Janus captures the spirit of this season of movement and

change. We are in transit. And, our transition gives us the opportunity to look both forwards and backwards.

The March 7 dedication of the University's new campus at 155 Fifth Street was a time to celebrate change. The dental school family saw firsthand the exciting possibilities our state-of-the-art building will bring. Through flexible learning spaces, collaborative open areas, simulation technology that more closely depicts real clinic situations and clinics designed to increase patient comfort and privacy, our new home will allow us to evolve to keep up with the needs of our students and the community. With our campus located at the nexus of San Francisco's transportation system, we will have the opportunity to engage with new communities while continuing to foster relationships with long-time patients.

Being in transition may be disorienting at times, but we are anchored by the values and traditions that lie at the school's heart—building our future and embracing our legacy. As you flip through these pages, you will see the familiar faces of alumni who attended our 115th Annual Alumni Association Meeting. I was thrilled to share our vision for the school's next chapter and to see that the Pacific Dugoni spirit remains strong in you and your former classmates. Your commitment to continuous growth, clinical excellence, and most of all, a humanistic attitude are intangible characteristics that will always thrive at the school.

In the theme of looking both backwards and forwards, this issue shares insight into how the educational experience has evolved at the Dugoni School of Dentistry. This issue also features a profile on a couple of our most generous supporters, Melanie and Richard Lundquist, whose passion for advancing health care has made it possible for us to pursue our lofty goals in planning the future of our school.

As we step into this season of transition, I invite the Pacific Dugoni family join us in reflecting on our rich past and forming a clear vision for our future.

Sincerely,

Dr. Patrick J. Ferrillo, Jr.
Dean

Alumni Honors

Alumni Association Names New President, Honors Four with Medallions of Distinction



The Alumni Association installed a new president and honored several leaders with its highest award during the Alumni Recognition Luncheon held at the Fairmont Hotel on March 7, 2014.

Dr. Artemiz Adkins '04 was named president of the association for the 2014-15 year. She has been a board member and long-time supporter of the school's Alumni Association and a mentor to recent alumni. She operates a dental practice, Adkins Family and Cosmetic Dentistry, in Scottsdale, Arizona, where she and her husband Garrett also reside.

The Medallion of Distinction which honors individuals for their service, support and dedication to the dental school, the Alumni Association, the dental profession and the community was presented to Michael Carroll, former board member of the Pacific Dugoni Foundation; Jim Mair, University regent, and long-time faculty members, Dr. Joseph Levy (posthumously) and Dr. Shannon Wong (posthumously).



Above: Drs. Artemiz Adkins '04 with Suzanne Saidi '91. Left to right: Michael Carroll with Dean Ferrillo; Dr. Suzanne Saidi '91 with Jim Mair; Virginia (Ginny) Levy and Suzanne Levy Garrett, daughters of Dr. Joseph Levy; Dr. Colin Wong, '65 with Taylor Wilcox, Dr. Shannon Wong's wife.

We Treat You Like Family

The Pacific Promise Initiative to Enhance Customer Service

The Arthur A. Dugoni School of Dentistry has always placed humanism at the heart of its mission. Continuing in this tradition, the school recently introduced "The Pacific Promise," an initiative that will push the school to higher levels of patient care, student education and alumni involvement.

THE PACIFIC PROMISE

Leaders from the clinic operations team and the clinical practice strand gathered on January 29 to share the details of the new, school-wide customer service initiative. The initial phase of the initiative is designed to enhance customer service for patients, particularly as the school prepares to move to its new facility.

Team leaders have been named to focus on the continued refinement of clinic processes and practices including the patient intake process; timely patient care; communication and training; patient relations; telecommunications; billing; patient access; referrals; online communication, social media and advertising, faculty training and efficiency.

"Humanism and the notion of treating people with respect has been a hallmark of our school for many years," said Dean Patrick J. Ferrillo, Jr. "This customer service initiative will continue that great legacy and allow us to identify and focus on areas to improve the experience of our patients, especially as we move into our new facility."

Smiles All Around

Give Kids a Smile Day Health Fairs

What's Happening?

Upcoming Events

Reno Alumni Dinner and
Rodeo Performance
Saturday, June 21, 2014
Rodeo Arena, Reno, NV
(415) 929-6423

First-Year Welcome and
Cioppino Dinner
Friday, July 18, 2014
New campus: Dugoni School of
Dentistry, SF
(415) 929-6423

White Coat Ceremony
Saturday, July 19, 2014
Palace of Fine Arts Theatre, SF
(415) 929-6434

23rd Annual Day at the Races
Sunday, July 27, 2014
Del Mar Thoroughbred Club
Del Mar, CA
(415) 351-7108

Alumni Reception during the
CDA Session
Friday, September 5, 2014
New Campus: Dugoni School
of Dentistry, SF
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Visit www.dental.pacific.edu
for News & Events

Several hundred Northern California children left with brighter smiles after receiving free dental check-ups and oral health screenings offered by the Arthur A. Dugoni School of Dentistry. As part of the American Dental Association's Give Kids a Smile initiative, the school hosted oral health events at sites in Stockton, San Francisco and Union City. Faculty, students, residents and staff volunteered their time at the outreach programs and provided thousands of dollars in oral health services to the public.

The school's Hutto Patterson Pediatric Dentistry Clinic treated more than 80 children during a day of screenings and evaluations, fluoride applications, health tips, tooth fairy visits and a petting zoo outside on the plaza. At Pacific's Chan Family Health Learning Center's event in Stockton, co-hosted by the San Joaquin Dental Society, nearly 200 children received free dental screenings and participated in face painting and other fun activities. Students, faculty, staff and numerous volunteers provided \$36,854 worth of free care at another event held at Pacific's Union City Dental Care Center and co-hosted by the Southern Alameda County Dental Society.

The Give Kids a Smile program was launched by the American Dental Association in 2003 as a way to encourage dentists to reach out to their communities by providing dental services to underserved children. More than 1,500 events were planned throughout the country this year, reaching an estimated 345,000 children.



Global Connections

Pacific Dugoni Welcomes Wenzhou Medical College Visitors

The Arthur A. Dugoni School of Dentistry welcomed colleagues from Wenzhou Medical University (WMU) to San Francisco in February as part of its increased international involvement with schools in China. This visit strengthened the bonds between the Dugoni School of Dentistry and WMU and allowed administrators and faculty to share perspectives and best practices in dental education, research techniques and clinical procedures.

Visitors included Drs. Jia Qu, WMU president; Jianfeng Ma, dean of the WMU School of Stomatology; Jianjun Wang, general director of Students and Academic Services Office; and Jingyuan Yang, prosthodontics lecturer at WMU School of Stomatology.

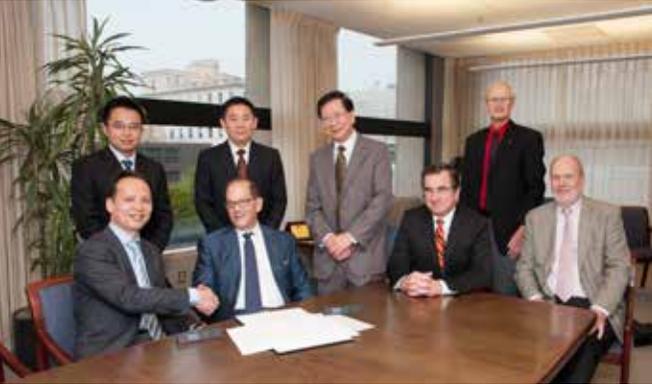


PHOTO: JON DRAPER

The WMU visitors met with Dean Patrick J. Ferrillo, Jr., school professors and Pacific Dugoni Foundation board members, toured the current and new campuses, observed students in the clinics and discussed issues in dental education. School representatives also signed a memorandum of understanding, establishing curricular collaborations between the two institutions.

In addition to its relationship with Chinese dental schools, the Dugoni School of Dentistry continues to cultivate relationships with a growing network of international partners. The school's Global Initiative in Dental Education (GIDE) has been designed to elevate global health care and dental education standards.

Advancing Greatness

Updated Strategic Plan Takes Shape

The Arthur A. Dugoni School of Dentistry continues to move forward with the implementation of its strategic plan. After months of discussion, representatives from nearly 30 academic and administrative units have identified more than 100 different measurable objectives tied to the school's six strategic directions for growth.

The dental school's strategic directions include: preparing oral healthcare providers for scientifically based practice; defining new standards in education; providing patient-centered care; discovering and disseminating knowledge; actualizing individual potential; and developing and promoting policies addressing the needs of society.

Objectives cover a range of topics: interprofessional learning opportunities, practice management strategies, clinic protocol, local community/

campus partnerships, collaborative research projects, faculty and staff training and the management of the opening of the new campus.

The original strategic plan was developed in 2008 and was revised in 2012 to re-evaluate the changing needs of the school. The update to the strategic plan aims to build upon the school's core competencies and vision, as well as to define a vision for the move to the new campus. The Strategic Plan Oversight Committee sought input from the dental school community and has been meeting monthly to track the progress of the strategic plan implementation. For more information, go to www.dental.pacific.edu/strategic_plan.

Maureen Valley | Dental Health Ambassador



Dr. Maureen Valley's life seems like a precision juggling act. "I have lots of different interests—maybe that's a blessing, and maybe that's a curse." A wife and mother, Valley, DMD, MPH, MS serves as associate professor and director of the postgraduate orthodontic clinic at the Arthur Dugoni School of Dentistry, runs a private orthodontic practice in San Rafael, California, and participates in healthcare mission trips to underdeveloped communities in countries such as Venezuela, Nepal, Vietnam, Mexico and most recently Kenya.

Since the age of 17, Valley has been on her own, taking part-time jobs to support herself through numerous academic programs—a cross-country journey that took her from Wisconsin, where she grew up, to the University of California at Santa Barbara, Harvard University and Northwestern University. Always working at least 20 hours a week, while managing rigorous course loads to attain her bachelor's, two master's and doctorate degrees, was a valuable experience for Valley. "From an early age, my parents taught me if you want something in life, you must go out and get it because it's not likely to just be given to you," she explained. "As a result of that, and a Midwestern work ethic, I came to expect

FACULTY PROFILE

a lot of myself, and to always strive to live life to the fullest.”

Although her interests are diverse, she views them as “synergistic.” In her health mission work, Valley taps into many of her passions—orthodontics, oral health, public health, education and global outreach. Through involvement in Rotaplast International, she has completed several mission trips alongside Dr. Marie Tolarova, professor and director of the dental school’s Craniofacial and Cleft Prevention Program.

Mission work requires working side by side with local community leaders, health care providers and officials, listening to them and their community and understanding what they feel their needs are. “We work as a team,” said Valley. “It isn’t just about us going into someone else’s country and saying, ‘this is what you should have or do.’ We want the local healthcare providers to tell us how we can support them.”

Valley’s love for Kenya began when her family visited a good friend and went on safari in 2012. That eye-opening experience triggered a great interest in returning to help the poorest communities, and a year later Valley was selected to be a member of the U.S. Vocational Training Team

for Kenya Smiles, a Rotary International program that aims to improve the oral health of children in Kenya through prevention and education. The project brought together a team of leading dentists from the U.S. and Kenya to work directly in the neediest communities of Nairobi and Meru.

With the experience she gained with Kenya Smiles and the guidance and support of many people she met along the way, including the chief dentist from the Kenyan Ministry of Health, Valley started her own self-directed oral health and nutrition project in 2014. Working in partnership with Samson Saigilu, an experienced public health official from Kenya, their program is focused on the most marginalized and remote Maasai communities in southern Kenya on the slopes of

Mt. Kilimanjaro. Currently, Kenya’s population is approximately 43 million people, but there are fewer than 1,000 dentists to serve the country, and those dentists are mainly concentrated in Nairobi. Lack of oral health knowledge and dental care, illiteracy, traditional and cultural beliefs and the influx of western foods, including junk food, have created a disastrous oral health care problem for Kenya, similar to what has happened to many underdeveloped countries.

Faced with these challenges, Valley identifies education as the most important focus of her project. The work Valley does with these outreach efforts aims to create sustainable systems that use existing infrastructures. The teams work with school teachers, health facility workers and local public health officials to integrate an oral health and nutrition education component into programs already in action. “The idea is to impart knowledge exponentially and to create local sustainability,” explained Valley.

As Valley considers the future of her philanthropic work in Kenya, she hopes to continue to strengthen existing relationships and to start providing treatment in addition to education. As the program grows, she sees potential for greater student and faculty participation.

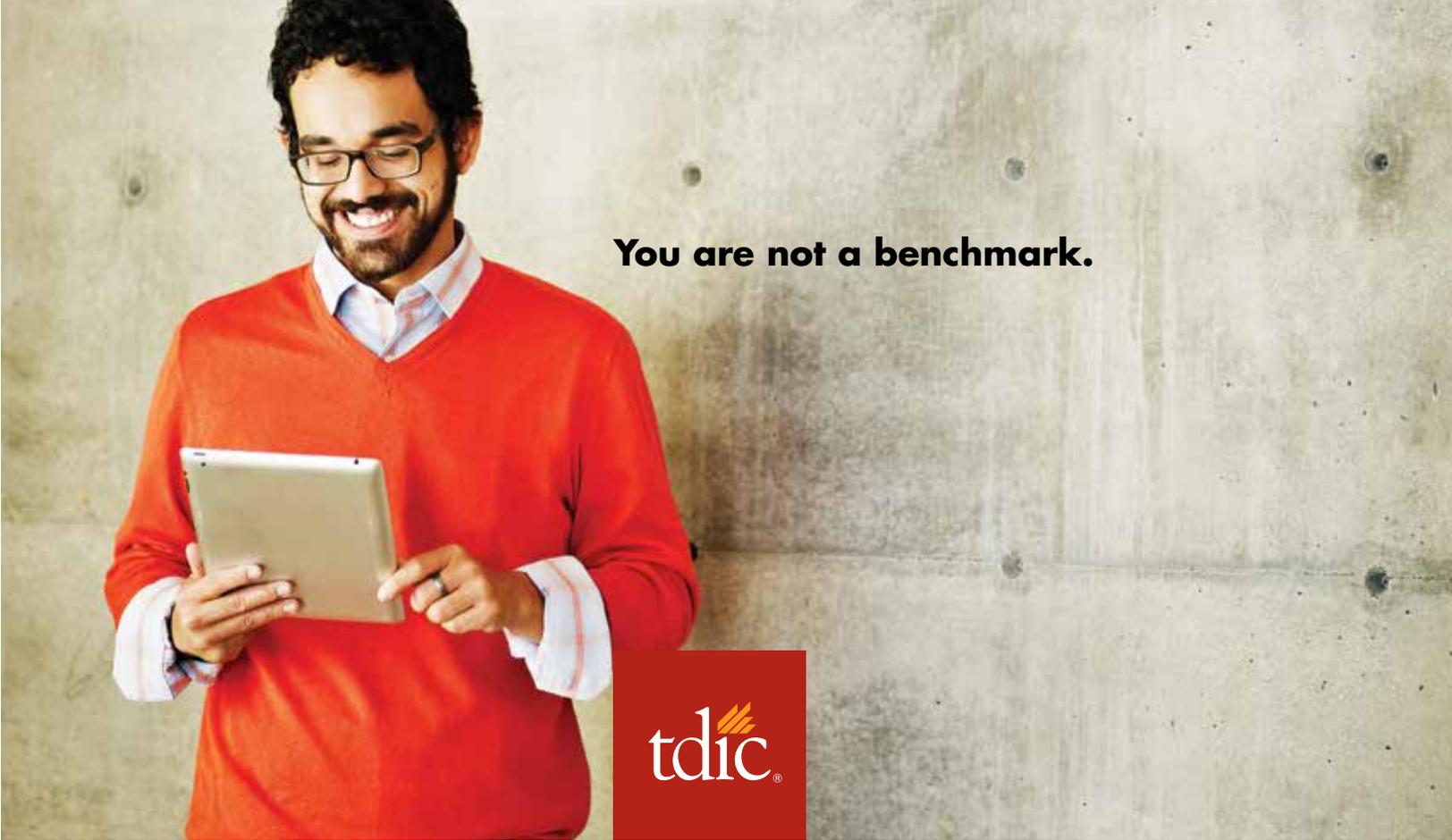
Valley has formed a life-long habit of learning and has sought out mentors to guide her personal and professional development. She is quick to credit her successes to her mentors, among whom she names Dr. Robert Boyd, Dr. Arthur A. Dugoni, Dr. Stephen Hannon, Glenn Reno, Dr. Marie Tolarova, and her father-in-law, Dr. Joseph Henry. “Finding a mentor is a vital step for everyone starting a career or something new,” said Valley. She has “paid it back” by also being a mentor to many students and young professionals at Pacific and abroad.

Valley cares for communities in the global and local spheres. At the core is her family, which includes her husband Peter, and daughters Caroline and Claire. She strives to set a good example for her daughters “to open their eyes to a bigger world that’s around us,” and to teach them about “our obligation to give back to the world when we’ve been given so much, because from those to whom much has been given, much is to be expected.”



Samson Saigilu, a Maasai warrior, is Dr. Valley’s colleague and co-director of the project in Kenya.

Kenya’s population is approximately 43 million people, but there are fewer than 1,000 dentists to serve the country.



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AROUND CAMPUS

PHOTOS: BRUCE COOK, JON DRAPER, JOAN YOKOM



▲ Finishing touches on the new campus

▼ Project Homeless Connect event



Below left to right: Students at CDA; Andrew Malimban receives the 2013 Cavanaugh Award; Marco Castellanos named Employee of the Quarter ▼





▲ Placing the University seal on the facade of the new campus building



Pacific Pride Day at the new school ▶



University of the Pacific's

A state-of-the-art home of learning, teaching, patient care and research, the University's new campus at 155 Fifth Street offers 395,000 total square feet on seven floors, plus a basement. The building features flexible learning environments and state-of-the-art health clinics, research labs and communal spaces. Starting July 2014, nearly 1,000 students, faculty and staff of the Arthur A. Dugoni School of Dentistry will regularly use the campus, as well as approximately 10,000 patients who visit the school's clinics for oral health care each year.

Additional non-dental, University space at 155 Fifth Street offers an expanded presence for audiology, music therapy, food studies, data analytics and other University programs. The new campus is built to the LEED Gold standard to optimize energy and water efficiencies and to support overall environmental health. The top two floors of the building are leased to Eventbrite as commercial office space.



New San Francisco Campus



NEW SAN FRANCISCO CAMPUS





NEW SAN FRANCISCO CAMPUS

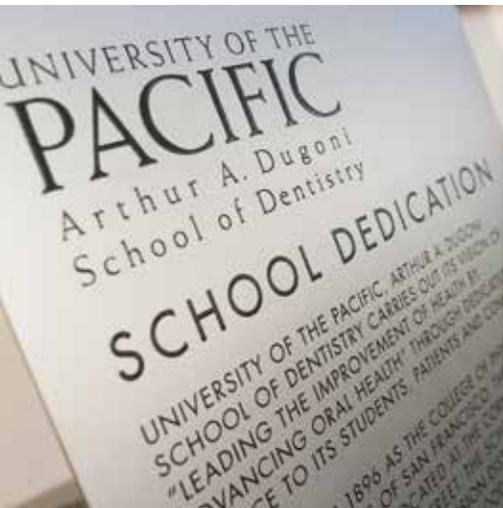




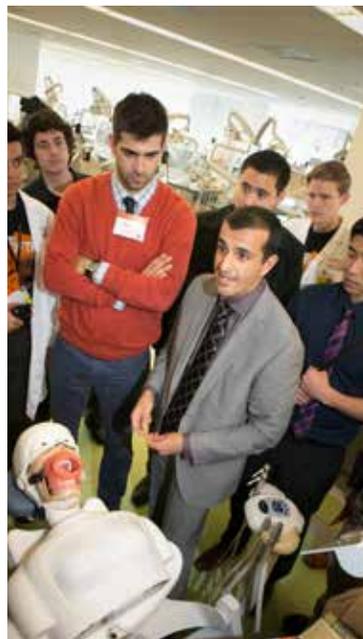
Dedicating 155 Fifth



Nearly 2,000 members of the Pacific Dugoni family celebrated the dedication of the dental school's new home at 155 Fifth Street on March 7, 2014, marking an important milestone in the history of the dental school and University of the Pacific. Dental students, faculty and staff were invited to tour the building during an afternoon open house that included a ceremony with the unveiling of a plaque about the school history. An official evening dedication ceremony and reception were also held for the broader University family, alumni and civic leaders.



"The new building embraces the legacy of this great school."
– Dr. Ed Bedrossian '86,
Pacific Dugoni Foundation President





“The modern clinics, classrooms and labs will allow us to continue to offer our innovative curriculum and prepare our graduates for the way dentistry is practiced in the 21st century.”
– Dean Patrick J. Ferrillo, Jr.



“This is a world-class facility for a world-class dental school.”
– University President Pamela Eibeck



W E L C O M E

Home

THE LEGACY BALL • 03.08.14



“Welcome Home” was the theme of the 2014 Legacy Ball held Saturday, March 8 at 155 Fifth Street. The event showcased the beautiful gathering spaces of the new campus. This annual black-tie gala provides an opportunity for the dental school to thank and honor its many donors and supporters. Almost 600 guests enjoyed hors d’oeuvres, cocktails, music and dancing while spending time with old and new friends and exploring the many spaces of the state-of-the-art campus.







Farewell Brunch

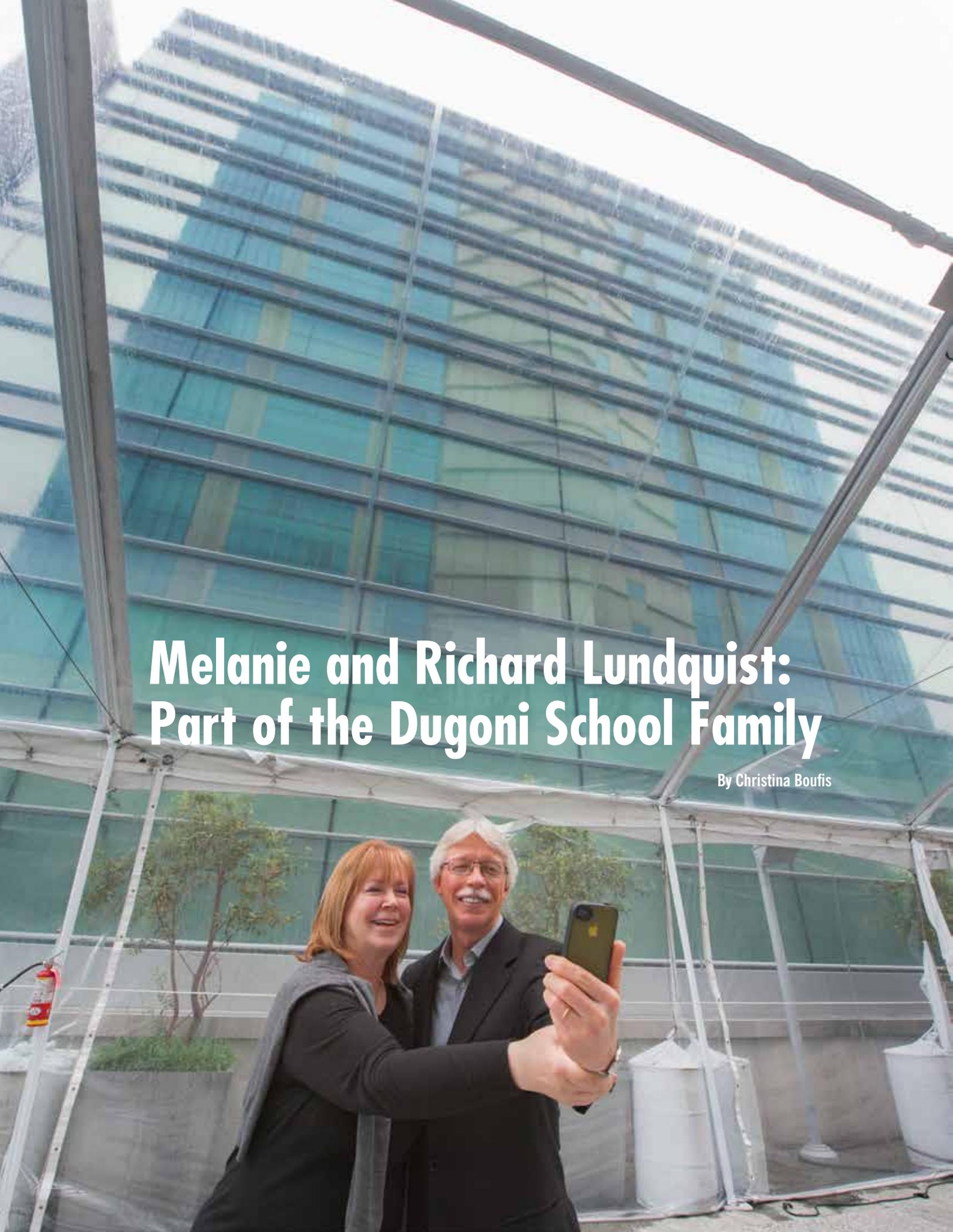


At the Farewell Brunch on Sunday, March 9, dental school alumni were invited to bid a bittersweet farewell to the Pacific Heights campus on Webster Street. More than 250 alumni and their family members wandered through their former laboratories, clinics and lecture rooms as they reconnected with classmates and professors.

While the Webster Street campus will always hold many memories for generations of students, alumni are looking forward to starting the next era of excellence at their new home at 155 Fifth Street.

Out and about near 155 Fifth Street...



A photograph of a man and a woman taking a selfie in front of a modern glass building. The man, Richard Lundquist, has white hair and a mustache, wears glasses, and a dark suit jacket over a light blue shirt. The woman, Melanie Lundquist, has red hair and is wearing a dark top with a grey vest. They are both smiling. The building behind them has a grid of windows reflecting the sky. The scene is framed by a white metal structure, possibly a greenhouse or a covered walkway, with some potted plants visible in the background.

Melanie and Richard Lundquist: Part of the Dugoni School Family

By Christina Boufis

In most real estate transactions in San Francisco,

the buyers and sellers part ways after a few weeks or months, ending their brief relationship with a metaphorical handshake—never to cross paths again. But that’s not the case with Melanie and Richard Lundquist, the former owners of the building that houses the new downtown campus at 155 Fifth Street. Richard’s company, Continental Development Corporation, is a commercial real estate development and management company headquartered in El Segundo, California. The Lundquists are not only neighbors—they own the InterContinental San Francisco hotel next door—but also donors and philanthropists. What’s more, “We’re part of the Dugoni School of Dentistry family,” says Richard Lundquist, “and it’s a great feeling.”

How that relationship came to be speaks volumes about the dental school, its administration, deans, president, students, alumni, the humanistic philosophy that underlies the core of the Arthur A. Dugoni School of Dentistry, and the Lundquists, who were recently named the 38th most generous philanthropists in the United States for 2013.

Although he had no intention of selling the building at 155 Fifth Street when the previous tenant moved out, Richard agreed to the University’s offer to buy the building for the new downtown campus. When the building was still in escrow, Melanie recalls her husband saying he would like to visit the Stockton campus to get to know the president, Pamela Eibeck, and meet the new buyers. Melanie also had friends who had attended University of the Pacific and she had heard how lovely the campus is, so the couple flew up for a visit.

After touring the Stockton campus and meeting with President Eibeck as well as spending a significant amount of time with others associated with the University, “We found that we were really aligned with their vision and focus on providing a quality education,” says Richard. “The University encompassed a wonderful group of people, from the president of the University to the dean to the alumni. We felt they were doing great things, and we wanted to be part of it.”

Fast forward to a fundraising dinner for the dental school, hosted by Melanie and Richard, at their Palos Verdes, California, home. Though the couple had not discussed making a donation to the school, something clicked for them that night. “Everything was so heartfelt and inspiring,” says Melanie. “Richard and I looked at each other from the two ends of the table and I whispered, ‘Should we make a gift?’ I read his lips and he said ‘Yes’ and smiled.” That night, “this amazing couple made a starting gift of \$1 million to the dental school,” said Jeff Rhode, associate dean for Development, “and then thanked *us* for the opportunity.”

Facing page: Melanie and Richard Lundquist take their first-ever selfie from the 4th floor patio at the InterContinental Hotel with the new dental school providing a beautiful glass backdrop.



“What captured our hearts was not only the philosophy of the school and how it treats its students, but most importantly how the school treats its patients, particularly those in need.”

The heartfelt feeling is mutual. “Melanie and Richard Lundquist are great friends of the dental school, and I personally consider them good friends,” says Dean Patrick J. Ferrillo, Jr. “They’re just extraordinary people and I admire them for their commitment towards philanthropy. Their desire to make people’s lives better is really commendable. They’re just passionate about it and they want nothing in return.”

The Lundquists’ interest in helping communities thrive is also seen in the mission statement of the Continental Development Corporation, which aims “to develop and build projects of the highest quality and to actively support measures which contribute to the quality of life in the communities in which we do business.”

Both Melanie and Richard are aligned in their philanthropy, and, knowing that Dugoni School of Dentistry students go out into the community and treat the underserved—many of whom cannot afford dental care—struck a chord with this couple. “What captured our hearts,” says Melanie, “was not only the philosophy of the school and how it treats its students, but most importantly how the school treats its patients, particularly those in need.” Richard adds, “Now they’re going to be in a location that’s so much more convenient for all those who are underserved to get quality dental care.”

For instance, Dugoni School of Dentistry students and faculty members participate in service projects, such as providing free basic care and complex treatment to the homeless in partnership with San Francisco’s Project Homeless Connect, several times a year. Dental students run a volunteer organization, Student Community Outreach for Public Education (SCOPE), dedicated to improving the oral health of all people in the community. “What our students accomplish is incredibly impressive,” says Dean Ferrillo. “They do so much in the community through various organizations, such as Senior Smiles and Project Homeless Connect. Our students are not required to volunteer in order to graduate but they choose to participate and make a difference.” Students, faculty and staff also host various Give Kids a Smile Day outreach events at several locations where they provide free dental check-ups and oral health screenings to underserved children.

As one of the leading philanthropists in Southern California and a founding member of the board of the Partnership for Los Angeles Schools who

“Most organizations are always thanking their donors, and that’s very much appreciated. However, let me thank the Pacific Dugoni community for being who they are. We just do the easy part: writing a check. They’re doing the heavy lifting. And Richard and I could not be more proud of the rebirth and repurposing of the building.”

is very active in K-12 public education and transformation, Melanie knows that far too many children are absent from school due to dental problems and a lack of access to dental care.

“One of the things I love about Pacific Dugoni is that the school wants to make sure they’re creating not just great dentists—knowing how to place a crown or fill a cavity—but also helping to create caring and great human beings. Philosophically, they are where we are and we are where they are. And, I love the fact that the students are out there in the community serving the much less fortunate,” she says.

“The great thing is that we’re on the same page as Melanie and Richard,” says Dean Ferrillo. “We both understand the problem—the need for access to good oral health care, and we both want to do something about the problem.”

Melanie comes from a family that gives back to the community. Her mother attended USC in the 1920s and joined a sorority with the purpose

of raising funds to establish a dental clinic for children in poverty in Los Angeles. “That was something she really wanted to do,” explains Melanie. “And I think part of what resonated with me with the dental school is its attitude of helping people.”

Melanie’s grandfather, an immigrant to the United States, was part of the Los Angeles Merchant’s Society, which later became City of Hope, one of the premier cancer treatment centers in the world. “I always say philanthropy is the rent we pay for the air we breathe,” says Melanie.

The repurposing of 155 Fifth Street, from a data processing center to a dental school that will be able to serve more people in the Bay Area who need quality dental care, has made both Melanie and Richard very proud. “I think they’ve done an absolutely fabulous job redeveloping the building,” says Richard. “And it will be a showplace in town. They have all the state-of-the-art technology that will attract students and attention to the University.”



“We consider it a privilege when somebody does something so well that it gives us the opportunity to give back in a way that makes us proud. It allows us to help make a difference in people’s lives,” says Melanie. “The dental school has given us that opportunity, and we’re very grateful. Most organizations are always thanking their donors, and that’s very much appreciated. However, let me thank the Pacific Dugoni community for being who they are. We just do the easy part: writing a check. They’re doing the heavy lifting. And Richard and I could not be more proud of the rebirth and repurposing of the building.”

And on being members of the Dugoni School of Dentistry family? “Everyone openly embraces you and welcomes you to this family, and that shows you that they are deeply caring people,” says Melanie. “We’re not dentists and we really have no direct ties to the school, but we’ve been made to feel a real part of the family,” adds Richard. “We can’t wait to see the new school in operation in a few months. I think it’s going to be a fantastic addition to the San Francisco community.”

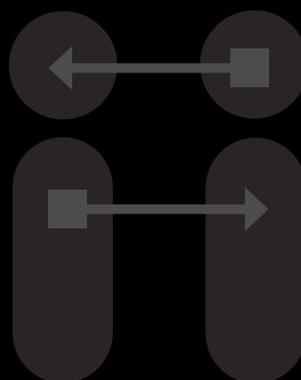
Christina Boufis, PhD, is a freelance health and medical writer from the East Bay.

I have

The Pacific Paradox

Dental education's complexities call for the Dugoni School's integrative, personal approach

By Eric K. Curtis, DDS, MA



a question about today's class

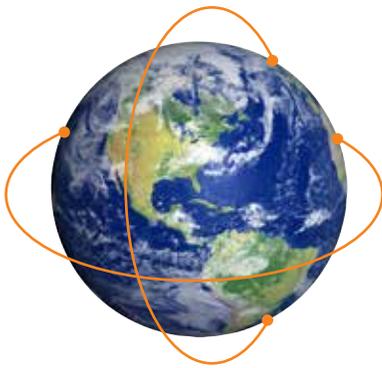
texting every 4 minute
unified interdisciplinary approach
multiple moving parts
team teaching
bigger, louder, faster
group practice mode
seamless transition
learning systems
demanding curriculum
integration
facebook
book

“Students these days communicate differently,” Dr. Lee says. “They don’t raise their hands or engage publicly the way they used to.” So Lee offered her students another option. She bought a second cell phone on the cheap and gave out her phone number to the astonished class. Text me your questions, she said. And they did.

Student to Teacher Texting

These days, of course everyone carries a cell phone in his or her pocket, a tablet under his or her arm and a laptop in his or her backpack. And, of course everyone constantly checks social media, logging onto the likes of Facebook, Twitter and Instagram, every four minutes on average, according to a recent study. We’re so plugged into being plugged-in that perhaps the most surprising thing about Facebook founder Mark Zuckerberg’s recent phone call to President Obama to complain about allegations that the National Security Agency was hacking into people’s accounts was not the irony that Facebook tracks and stores confidential data that its 1.2 billion users have already lost control over, but rather that Zuckerberg, not being keypals with the commander-in-chief, had to go analog to connect with him.

Of course the world has changed. It’s bigger, louder and faster. It’s more complex. It’s more volatile and chaotic, more detached and indifferent. Yet, ironically, the world may also feel smaller and more personal, particularly online where people can operate in more virtual shared space than ever before. These days, especially to Millennials—the first Internet natives—such contradictions can be disorienting. Young people who would rather curl up with Tumblr on a Friday night than go out dancing might find an expansive, real-world setting, such as the wide-open meeting space of a dental school lecture hall, to be an alien environment, one quite inimical to the comfortable give-and-take that a real-time discussion requires.



bigger, louder, faster

So what does an enterprising Dugoni School of Dentistry educator do when she finds few students speaking up in class? She embraces the new complexities, of course. She plugs into the technology and recalibrates the impersonal to the personal. Dr. Natasha Lee ’00, who became course director of jurisprudence and practice management in 2012 after a dozen years teaching pre-clinical operative dentistry, discovered that students were hesitant to respond to her questions during big-group lectures. “Students these

days communicate differently,” she says. “They don’t raise their hands or engage publicly the way they used to.” So Lee offered her students another option. She bought a second cell phone on the cheap and gave out her phone number to the astonished class. Text me your questions, she said. And they did.

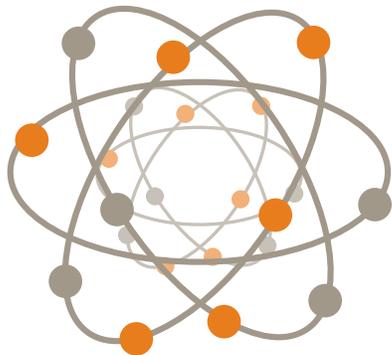
Much has changed in the dental school: a new campus, a fresh organizational approach and the vaunted Pacific Dental Helix Curriculum. Technology has escalated student-faculty interaction: passive classroom note-taking has given way to electronic information transfer, freeing up time for more active intellectual pursuits such as literature search, examination of evidence, discussion and reflection. “Twenty-five years ago the discipline was simpler,” says Dr. Cindy Lyon ’86, chair of the Department of Dental Practice and Community Service, “and scientific data wasn’t available 24/7 online. Learning has become a more sophisticated process today.”

The students have changed as well. Gone are the rote information exchanges endured by docile undergraduates slumped in stadium seating, biding their time and biting their tongues. Today’s future dentists engage directly with their education. “Students work super-hard and also place a high priority on life balance,” Lyon says.

learning systems

unified interdisciplinary approach

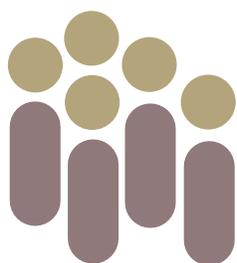
“I remember surrendering ourselves to the process, assuming that we’d resume ‘real life’ after graduation.”



multiple moving parts

Lyon notes that dental students these days are well-prepared and confident expressing their views, immersing themselves in school decision-making processes and participating in faculty-candidate interview groups, strategic planning, special projects and standing committees. “Humanism is alive and well,” she says. “Student, faculty and staff attitudes remain positive and exceedingly can-do. Students are perhaps more intentional and participatory in this cultural element than I remember being. I was simply a happy recipient of the good vibes.”

But the biggest change that an alumnus from the 1980s or 1990s might sense as the institution grows—embracing both more real estate and an increasingly complex, demanding curriculum—is, paradoxically, a certain scaling down. As complicated as the dental profession has become, Pacific Dugoni’s resources, as if mirroring the immense-yet-intimate availability of the Internet itself, remain comfortably within reach. As sophisticated as dental education has become, the school still feels personal.



team teaching

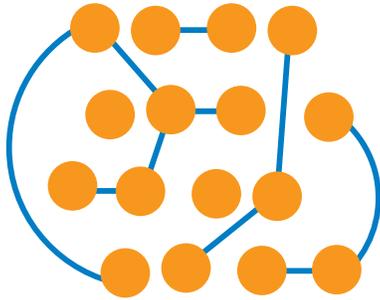
One critical element that keeps the multiple moving parts of the Dugoni School of Dentistry’s ambitious program accessible is a unified interdisciplinary approach to learning. Integration, which forms a fundamental underlying theme of the new Pacific Dugoni, is central to each student’s experience from the first day of school. Preclinical dental anatomy, fixed prosthodontics and operative dentistry are now taught together as one big course. The biomedical sciences are also integrated by systems; physiology and anatomy courses line themselves up to present, for example, cardiology at the same time. “Students really respond to that kind of coordinated effort,” says Dr. Bill Lundergan ’81, chair of the Department of Periodontics, whose daughter Jenni is a member of the Class of 2015. “Jenni seems less stressed than I was.”

Team teaching also unifies the specialties. The updated curriculum calls for joint specialty seminars, in which several faculty together lead theme- and case-based discussions. “We put an endodontist, a periodontist and a general practitioner in the same room together to consider specific problems,” Lundergan says. “If there’s disagreement, the students can hear the instructors work through their various perspectives.”

A more intimate scale also translates into more compact classes. Course directors have slimmed down an array of traditional large lectures into more tightly bundled and focused groups. “We’re doing far

But the biggest change that an alumnus from the 1980s or 1990s might sense as the institution grows—embracing both more real estate and an increasingly complex, demanding curriculum—is, paradoxically, a certain scaling down.

To facilitate this brave new collaborative world, faculty members are intensively cross-trained across specialty disciplines, allowing an oral surgeon to appropriately direct students responding to endodontic situations.



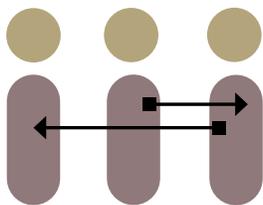
millennials like group interactions

more small-group seminars with 18 to 35 students,” Lundergan says of a teaching strategy that encourages direct engagement with students and embraces greater emphasis on evidence-based dentistry and self-assessment. “Millennials like group interactions.”

For example, Lundergan directs students to develop reflective portfolios, in which they write about their experience in clinic, formulate a question based on their experience, conduct a literature search to answer the question and discuss how they will approach the problem they have investigated differently in the future. Lundergan acknowledges that while evaluating reflective portfolios are quite time intensive for faculty, the process, which helps students gain confidence in their own problem-solving ability, is also gratifying for faculty members. “It’s more difficult, but it’s more fun and more satisfying,” he says. “I learn something when students write a good reflective paper.”

The preclinical simulation lab, designed for a seamless transition to clinic, has been updated to sync with the real world. Sim lab chairs and lights match those in the clinic, and manikins, dramatically updating the time-honored teeth-on-a stick arrangement, offer both broader and more authentic opportunities for training. “Because the sim labs are set up to allow a realistic practice and patient care experience,” says Dr. Nader Nadershahi ’94, executive associate dean and associate dean for academic affairs, “students can practice not just preps but appropriate responses to whole-patient concerns, including medical emergencies.”

The clinic has been reconfigured to run on a consolidated, holistic model. In place of the three group administrators who traditionally scrambled to cover the needs of the entire student body, these days eight group leaders each head up a smaller group practice. Significantly, the administrators are general dentists. “The trend is to a pure group practice model in clinic, headed by a generalist,” Nadershahi says, pointing out that the resulting agility encourages experimentation and comparison, accommodates upgrades of technologies and lets faculty manage the teaching experience in many different ways, even those currently unimaginable. “Flexibility,” he says, “helps plan for the unknown.”



students actively assist each other

Under the generalist model, Lundergan observes, “Students get a better feeling for what should feel comfortable, of not only how to treat but when to refer.” Additionally, the specialty parts have largely cohered with the clinical whole. “Under the old system,” Lundergan says, “we would teach with separations, each specialty inside its own cocoon. Now the departments, specialists and generalists work together.”

To facilitate this brave new collaborative world, faculty members are intensively cross-trained across specialty disciplines, allowing an oral surgeon to appropriately direct students responding to endodontic situations. As a result, procedures in the realms of periodontics, endodontics and basic oral surgery—such as extractions—are now being performed on the clinic floor, as individual needs arise, instead of being relegated to specialty areas. Such interwoven curriculum strands allow and encourage faculty to plan and talk with each other, supervising the students’ learning experiences together. Their goal is for students to manage as many situations as possible, to appropriate levels of complexity, without having to chase down specialty consults. “We want students to work as they would in practice,” says Nadershahi.

Remember the emergency clinic? It's a memory. Nowadays, each group practice manages its own emergencies, allowing students to experience the consequences of their treatment decisions and performance immediately and directly. "If a student places a bad temp," Lundergan says, "He or she will find out right away and remedy the situation himself or herself."

Patients also become part of a specific group practice, which is able to track recalls more efficiently. Students treat families of patients, from children to grandparents, each with different medical histories, social histories and personal issues. Consequently, faculty members and students discuss patient scenarios as part of their work—so instead of just doing a DO on number 19, they acknowledge and respect the person who goes with the procedure.

The physical layout of the new clinic reflects an enhanced agility; the spaces as unified as the learning systems they support. The Fifth Street facility comes equipped with spacious operatories and arranged as eight group practices, allowing patients to feel less like they are in a clinic and more like they are in a dental office.

Each group practice contains first-, second- and third-year students, who stay with the same group practice and leader throughout their education. Three generalists—the same three—remain with each group of students throughout their clinical experience, so instructors, getting to know every student well, can tell who's strong or weak in a given area and tailor the educational experience to each student's needs.

The new clinic model encourages students to actively assist each other. "We hope our new smaller group practice model leads third-year students to support and mentor second-year students in their group," Lyon says, "both for teaching and learning reasons and to improve the group's business outcomes."

The dental school's rescaled accessibility also offers students more choices. While once a tightly controlled curriculum allowed no flexibility in the undergraduate dental program, now students may select from several options, including courses in leadership, education and research. "The continuity, integration and creativity in Pacific's evolving program," Lundergan says, "yield remarkable results."

When Lee assumed leadership over practice management coursework, she decided to revamp not only

The physical layout of the new clinic reflects an enhanced agility; the spaces as unified as the learning systems they support.

tailored educational experience

its content but also its style to match external environment transformations. "We used to have consultants rotate in and give lectures," she says, "but the information was doled out in bits and pieces, without coherence or cohesiveness, and in a breezy, non-academic style."

Inspired by business school online management simulations, Lee adapted one for her students. Teams of four formulate a mission statement and goals. Then they acquire a virtual dental practice, with all the issues that go with it, including human resource questions—wages, staff hours, staff turnover—and financial situations. They grapple with overhead, consider collections policies and generate profit and loss statements. The students can opt in or out of capitation plans and Medicaid; they can hire hygienists. They understand the intricacies of associateships, job searches and curriculum vitae. "Definitions are changing," Lee says. "With corporate-supported models, even practice ownership doesn't always mean what it used to."

Lee's students must respond to ethical dilemmas: perhaps a patient comes in and offers to bring in other patients if the dentist will waive the referring patient's co-payments. Students also contemplate opportunities for volunteering and giving back to the community. "I love that this program introduces ethical discussions and social sensitivity," Lee says. "Students discover they can take the ethical high road with every decision and still thrive."

Via Dugoni School of Dentistry's small groups, students can, among their other accomplishments, achieve profound wisdom. The school's integrative, personal approach, along with a fantastic new facility, will benefit generations of students.

Eric K. Curtis '85, DDS, MA, of Safford, Arizona, is a contributor to Contact Point and is the author of A Century of Smiles, a historical book covering the dental school's first 100 years.



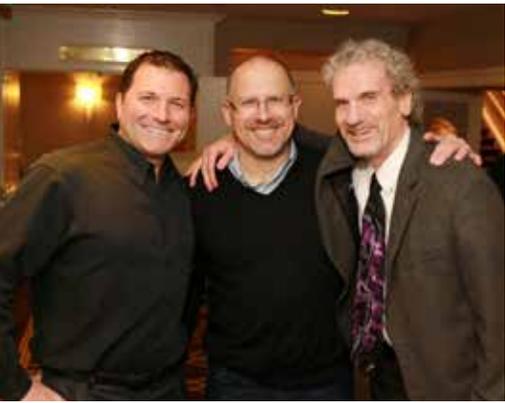
ALUMNI SCENE

Asilomar Reunion ▶ PHOTOS: JON DRAPER

Hawaii Alumni Chapter Reception in Honolulu ▼
PHOTOS: KELLI BULLOCK

Opposite page: 115th Annual Alumni Association Meeting
PHOTOS: RICHARD MAYER





Vice President Patrick Cavanaugh Retires

Patrick Cavanaugh, who steered University of the Pacific to unprecedented fiscal strength during his 17 years as vice president for business and finance, retired on May 10. “He has touched this University and its people in such a deep and long-lasting way,” President Pamela A. Eibeck said at a campus-wide reception for Cavanaugh on May 1.

Under Cavanaugh’s leadership, Pacific’s net assets increased from \$185 million at the end of fiscal year 1997 to \$616 million at the end of fiscal year 2013, an increase of 234%. Its endowment swelled from \$70 million to its current level of \$370 million, and its bond rating climbed from Baa2 to A2.

Cavanaugh orchestrated the complex real estate deal that gave rise to the new, nearly 400,000-square-foot San Francisco campus and dental school at 155 Fifth Street—the largest real estate investment since the University’s move to Stockton in 1924. He also oversaw numerous renovations and expansions along with the planning and construction of important buildings that transformed the Stockton campus, including a biological sciences center, the Janssen-Lagorio Gymnasium, the Don and Karen DeRosa University Center, the Chan Family Health Sciences Learning Center and Clinics building, the John T. Chambers Technology Center and both the Monagan and Brookside residence halls. Overall, he added some 12 acres of new or renovated floor space to the Stockton campus and improved 50 acres of open space. He also bolstered the retirement savings program for faculty and staff and, with his wife

Janita, endowed the Cavanaugh Distinguished Service Award, which annually recognizes employees for outstanding service on each of the University’s three campuses.

Cavanaugh’s farewell reception was held in the DeRosa University Center, which at its completion in 2008 became the institution’s first LEED-certified building. Several hundred people packed the center’s ballroom to pay tribute to Cavanaugh, and more than a dozen speakers, including former University President



Donald V. De Rosa and former Provost Philip Gilbertson, attested to his financial and management acumen, integrity, outspokenness, wit and devotion to Pacific. Iowa Governor Terry Branstad, in whose administration Cavanaugh served for many years, offered greetings and congratulations via a video.

Remarks covered Cavanaugh’s childhood in rural Lohrville, Iowa; his education at Grinnell College, MBA from Drake University and JD from the University of Iowa; posts in Iowa state government, including director of the Beer and Liquor Control Department and the Department of Commerce; and his career in higher education at Drake University and Pacific.

DeRosa, who hired Cavanaugh away from Drake University in 1997, noted the executive’s emphasis on customer service, transparency and shrewdness. “He has been a champion for the students, faculty and staff of this University, and they will benefit from it in perpetuity,” said DeRosa.

“Pat has made Pacific history,” said Gilbertson, who is completing a book on the history of the University. “He redefined the role of vice president for business and finance and reshaped how we do business. All of us at Pacific have grateful hearts for his remarkable accomplishments.”

All of us at Pacific have grateful hearts for his remarkable accomplishments.



Big Checks

Reunion Classes Support Student Success Through Generous Gifts

The spirit of philanthropy was on full display during the Alumni Recognition Luncheon at the 115th Annual Alumni Meeting held March 7 at the Fairmont Hotel in San Francisco. The Reunion classes presented their gifts to benefit the Pacific Dugoni Annual Fund, endowments and other programs at the dental school.

Thank you to all of the generous contributors who participated in the class gifts that will support Pacific Dugoni programs and people for years to come.

2014 Winners

- Sloman Bowl** Class of **1964** with 38.5% attendance
- Dugoni Bowl** Class of **1974A** with 12.79% participation
- Redig Bowl** Class of **2009** with 22.6% participation
- Tocchini Bowl** Class of **1989** with 32% participation
- Boxton Bowl** Class of **2004** with \$318,208.04 raised
- McDowell Bowl** Class of **1979** with \$96,978.70 raised



Left to right: Members of the Class of 1964 and Class of 2004 donate class gifts to the dental school.

PHOTOS: RICHARD MAYER

Bowl Descriptions

- Sloman Bowl—*highest percentage of a class attending reunion*
- Dugoni Bowl—*highest percentage of a class in the Endowment & Legacy Society*
- Redig Bowl—*highest percentage of a class in the Pacific Dugoni Annual Fund Leadership Club*
- Tocchini Bowl—*highest percentage of a class participating in the class gift*
- Boxton Bowl—*the largest reunion class gift*
- McDowell Bowl—*the largest gift to the annual fund*

Save the Date

Kids in the Klinik Golf Classic at The Olympic Club



Mark your calendars to join us for the 17th annual Kids in the Klinik Golf Classic and help put a smile on a child's face. All proceeds will benefit the Kids in the Klinik Endowment serving the dental care needs of children in the Bay Area, regardless of their families' ability to pay. The event will be held Monday, September 8 at The Olympic Club in San Francisco.

MONDAY, SEPTEMBER 8, 2014

kidsintheclinic.org

kidsintheclinic@pacific.edu



PHOTO: BRUCE COOK



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This list reflects memorial gifts from August 26, 2013 through February 24, 2014.

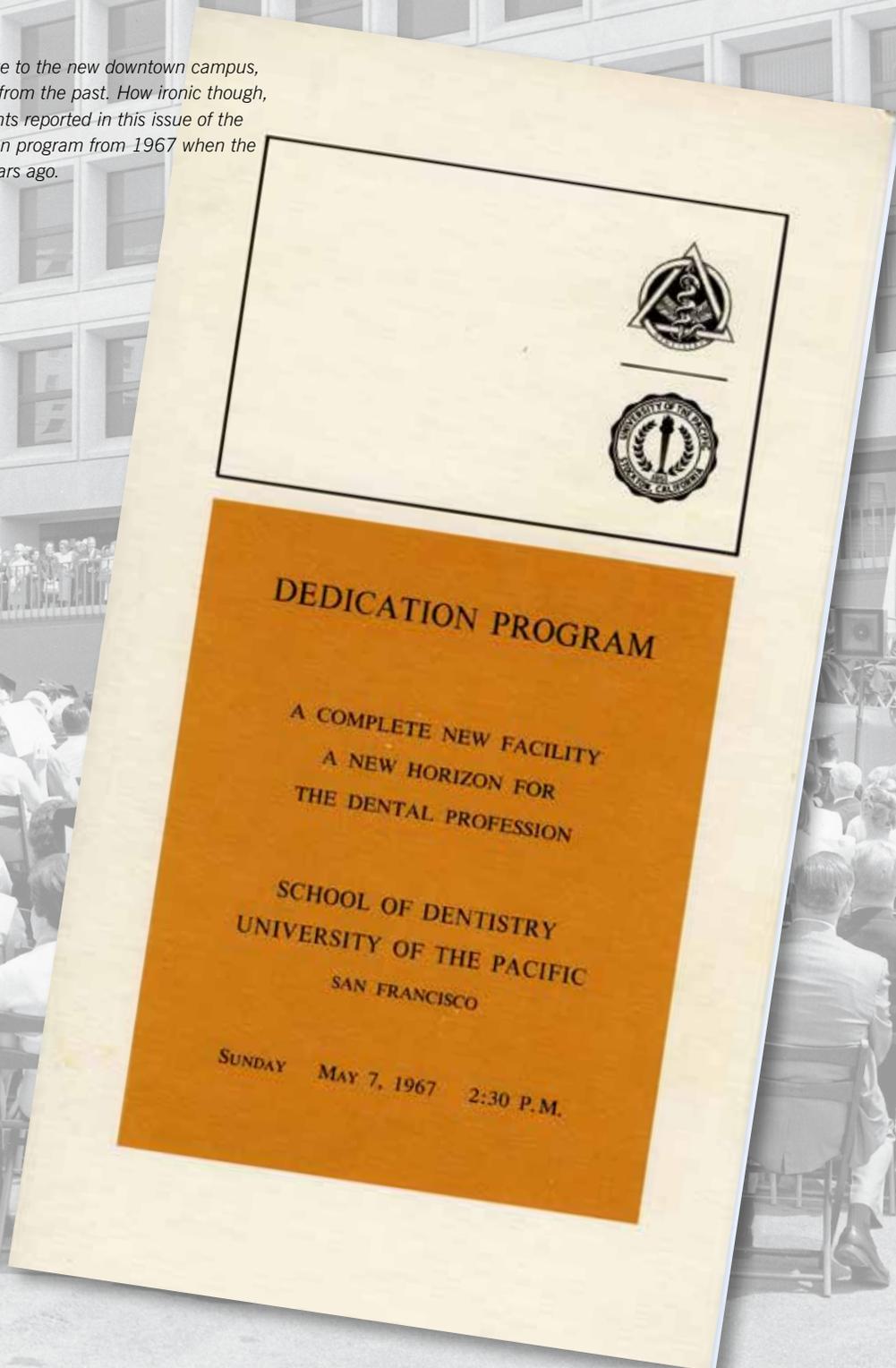


OLD SCHOOL

A.W. Ward Museum of Dentistry

Real Dedication

While sorting and packing for our move to the new downtown campus, we have come across many treasures from the past. How ironic though, as we prepared for the dedication events reported in this issue of the magazine, that we found the dedication program from 1967 when the Webster Street campus opened 47 years ago.



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