

# contactPOINT

UNIVERSITY OF THE PACIFIC ARTHUR A. DUGONI SCHOOL OF DENTISTRY | VOL 100 • NO 1 | SPRING 2020

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# CONTACT POINT



San Francisco, California  
Vol. 100 · Number 1 · 2020  
[www.dental.pacific.edu](http://www.dental.pacific.edu)

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*Contact Point* is published biannually by the University of the Pacific, Arthur A. Dugoni School of Dentistry. Twelve-time winner of the International College of Dentists Journalism Competition and winner of the Gies Award for editorial content. Readership consists of 10,000 alumni, parents, friends, faculty, students and members of the professional community. Material included herein does not necessarily represent the official position of the school. All requests regarding advertising should be directed to Design and Photo Services, University of the Pacific, Arthur A. Dugoni School of Dentistry, 155 Fifth St., San Francisco, CA 94103 or telephone (415) 929-6459. Material in this publication may not be reproduced in any form without permission.



## HELPING PEOPLE LEAD HEALTHY LIVES

NADER A. NADERSHAHI, DEAN

## Collaboration Amid Crisis

We kicked off our spring quarter on March 30 in a way we never would have imagined—our campus facility closed due to a statewide shelter-in-place directive.

Amid this disruption, the Dugoni School community came together in new ways to collaborate and support each other. We found innovative new methods to work, teach and learn.

Our academic affairs and information technology teams collaborated to make sure our faculty members could deliver their programs online. Our students found new ways to meet online for their coursework and social activities. Our faculty and staff stepped up so we could offer emergency services to our patients of record, relieving hospital emergency rooms from any additional visits for dental needs. Our administrative leaders worked daily on contingency plans to be ready for a campus re-opening at a later date.

As I write this message in early April, we are still in the midst of the COVID-19 pandemic. However, I know we will get through this difficult time by working together guided by our school's core values of courage, empowerment, excellence, innovation, integrity and leadership.

This has been a time of disruption for our alumni—for your personal lives and for your dental practices as well. If there are ways we can help or connections we can make for you, please reach out to our Alumni Association.

Fortunately during this tough period for our society, we have a wonderful team of people—our students, residents, faculty, staff, alumni and other supporters. We are committed to each other and to the purpose of the Dugoni School of Dentistry, and that is something we can all celebrate today and in brighter days ahead.

Sincerely,

Nader A. Nadershahi '94, DDS, MBA, EdD  
Dean



PHOTO BY NILOU NADERSHAHI



## Dugoni School and CDA Co-Host Symposium on Oral Health Care for Older Adults

The Arthur A. Dugoni School of Dentistry recently partnered with the California Dental Association (CDA) to co-host a symposium on geriatric oral health care in California. The October symposium was held as a follow-up to the *Journal of the California Dental Association's* April 2019 issue focusing on oral health issues in older adults.

The aim of the gathering was to help build connections with allies and coordinate efforts to take advantage of opportunities, mitigate threats and better prepare for the future needs of this growing and diverse segment of the population.

More than 40 leaders in dentistry, academia, public health policy and patient advocacy from throughout the state attended the event, held on the San Francisco campus.

Activities included guest panel discussions, followed by breakout sessions on a wide range of topics: "Geriatric Education and Workforce Preparation," "Access and Delivery Models" and "Policy, Patient, Payer and Legislative Perspectives." Panelists included representatives from California dental schools, the California Department of Public Health, Justice in Aging, Delta Dental, Health Plan San Mateo and In Motion Dentists. In addition, California Assemblymember Jim Wood, DDS (D-Healdsburg), participated as a panelist.

The symposium featured opening remarks from Dr. Del Brunner, president of the CDA, Dean Nader A. Nadershahi '94 and Dr. Elisa Chavez, professor in the Department of Diagnostic Sciences.



PHOTO BY JON DRAPER

## Students Have New Housing Options through Panoramic Partnership



Students looking to secure an apartment within walking distance of the Arthur A. Dugoni School of Dentistry now have an additional option, thanks to the school's new partnership with Panoramic Residences.

The dental school is planning to offer 80 beds that will be available for rent by DDS and IDS students beginning in July 2020. The new, high-rise residence is designed solely for students and interns, two groups that often struggle to find affordable options in the city. The Panoramic Residences building is located in the heart of the South of Market district at 9th and Mission Streets, approximately four blocks away from the dental school and close to public transit.

The school regularly receives questions from incoming students about housing options in the city and provides resources and information to help them find a suitable fit. The negotiated rates for the new residences are designed to help reduce the overall cost of attendance, especially when compared to other market-rate apartments.

"Exploring options for more affordable student housing was a very important item for me when coming into my role as dean," said Dr. Nader A. Nadershahi '94. "We're excited to offer this option to bring students together as part of the Dugoni School family, whether they are here on campus or together in these new residences."



PHOTOS BY JOAN YOKOM

## Students Shape the Future through Leadership Activities

Defined as “inspiring through vision and challenging others to effect positive change,” leadership is one of the Arthur A. Dugoni School of Dentistry’s core values. Students are living this core value and building their leadership skills as exemplified through several retreats, conferences and other inspiring gatherings.

### ASB Leadership Retreat

Members of the Associated Student Body gathered in January for a leadership retreat at the Letterman Digital Arts Center in the Presidio. Guest speakers, Dr. Karl Haden and Ross Peters, gave presentations about the connections between leadership styles and personality styles and the responsibilities of dealing with conflicts as leaders. It was a day of learning and collaboration for the students who took the opportunity to develop their leadership skills and grow as individuals. The students also had a fun opportunity to take a picture with the famed Yoda statue outside the meeting venue, as the center is home to the headquarters of Lucasfilm—creators of the *Star Wars* movie franchise.



PHOTO BY JON DRAPER

### ADEA West Coast Curriculum “Hackathon”

Other recent leadership activities included the third annual West Coast Curriculum “Hackathon” hosted by the Dugoni School of Dentistry’s American Dental Education Association chapter. The day-long event on February 22 brought together students from throughout California to imagine, innovate and inspire.

Teams were tasked with coming up with innovative dental curriculum topics, and the team with the best overall dental curriculum design won a prize. Presentations were judged by a panel of dental education leaders. Organizers described the hackathon as a unique opportunity to network, learn more about dental education and generate students’ own creative ideas about how to improve dental education across the nation.



PHOTO BY JON DRAPER

### ASDA District 11 Conference

More than 150 student representatives from the American Student Dental Association (ASDA) District 11 gathered at the Dugoni School of Dentistry during the annual District Meeting held October 12-13. ASDA’s District 11 encompasses all California dental schools.

Students, faculty and notable visitors attended activities that included guest lectures, tours and a vendor fair. Speakers focused on topics such as ethics and malpractice in dentistry, licensure, practice management and conflict resolution. Dean Emeritus Arthur A. Dugoni ’48 was the inspiring keynote speaker during Saturday’s program. Students were also able to network during social gatherings such as yoga, painting, bowling and a boat cruise around San Francisco Bay. In addition to current dental students, more than 25 pre-dental students were invited to the conference to learn more about the process of applying to programs and becoming a dental student.

“The ASDA District 11 Conference is a great opportunity for students from all six California dental schools to come together and engage in organized dentistry,” said Letitia Edwards, Class of 2020 and this year’s ASDA District 11 trustee, who helped spearhead the event. “One of my favorite parts was being able to see old friends and make new ones.”



## Celebrating Our People

**Dr. Parvati Iyer**, assistant professor in the Department of Diagnostic Sciences, received the national Charles Craig Teaching Award from the Supreme Chapter of Omicron Kappa Upsilon (OKU). She was nominated for her record of innovation, motivation, teaching excellence, encouragement of scholarship and other contributions to dental education and the school. The award recognizes young dental educators who have demonstrated innovative techniques in teaching the art, science and literature of dentistry.



**Dr. Fawaz Alzoubi** received an International Association for Dental Research (IADR) Centennial Emerging Leaders Award, which honors young investigators who have demonstrated exemplary scientific accomplishments in dental, oral and craniofacial research. Award recipients have shown outstanding promise for continuing service and leadership within the IADR and the scientific community. Alzoubi is currently an assistant professor in the Department of General Dental Practice at Kuwait University. In 2015, he became the first global scholar to graduate from Pacific's International General Dentist Educator (IGDE) program. The IGDE program was launched in 2010 through a collaboration between the Dugoni School of Dentistry and Pacific's Benerd College. Designed for international scholars looking to further their dental education and eventually become dental educators, the program brings students from abroad to Pacific for five years of advanced training and graduate work.



Lead Building Operations Technician **Ike Vargas** received the 12th annual Cavanaugh Distinguished Service Award, which recognizes an outstanding staff member on each campus who has contributed to the school's vision, mission and values. Each winner receives \$500 and an award plaque. Patrick Cavanaugh, former vice president for business and finance at Pacific, and his wife Janita fund this annual award.

The Dugoni School of Dentistry's **2018-2019 Academic Year in Review** publication recently won a Bronze Award from the Council for Advancement and Support of Education's District VII chapter. Congratulations to our Design and Photo and Marketing and Communications teams for their efforts on this publication. Read the *Academic Year in Review* online at [www.issuu.com/dugonischoolofdentistry](http://www.issuu.com/dugonischoolofdentistry).



**Melissa Yamanaka**, academic affairs coordinator, was one of the recipients of the 2019 Champions of Diversity and Inclusion Award from University of the Pacific. The award recognizes students, faculty and staff on all three campuses who have gone above and beyond in their support of diversity and inclusion efforts at Pacific.



PHOTOS BY JON DRAPER



## SoMa Rising: 5M Project, Transit Makeover Heralds New Decade for Fifth Street Corridor

When the Arthur A. Dugoni School of Dentistry set up residence at 155 Fifth Street back in 2014, its energetic presence brought new life to a previously quiet block of Fifth Street. The campus filled a void left by a long-dormant bank data center that was deconstructed and then reconstructed to become the school's new home.

Today, cranes and construction activities across a wider swath of the Fifth Street corridor, including smaller side streets, are heralding more big changes to come.

The 5M Project, located directly across the street from the dental school, is one of the largest construction projects currently underway in the city. The complex will ultimately include three buildings: a 288-unit residential building on Mission Street, a 400-unit residential building on Natoma Street and a 630,000-square-foot office building on Howard Street. Thirty-three percent of the housing is designated as affordable.

Features will include new ground-level public spaces next to Minna Street as well as open space on the rooftop of the *San Francisco Chronicle* building. In addition, the Dempster Building, a historic property, will become an art and cultural center with space for nonprofits, and the plan includes funding for arts and open space programming.

Meanwhile, the Fifth Street Improvement Project led by the San Francisco Municipal Transit Agency, is changing the nature of Fifth Street for those who walk, bike, drive or e-scoot their way around the SoMa district. Changes include upgraded and dedicated

bicycle lanes, transit stop improvements, pedestrian safety features such as brighter lighting and parking and loading zone modifications.

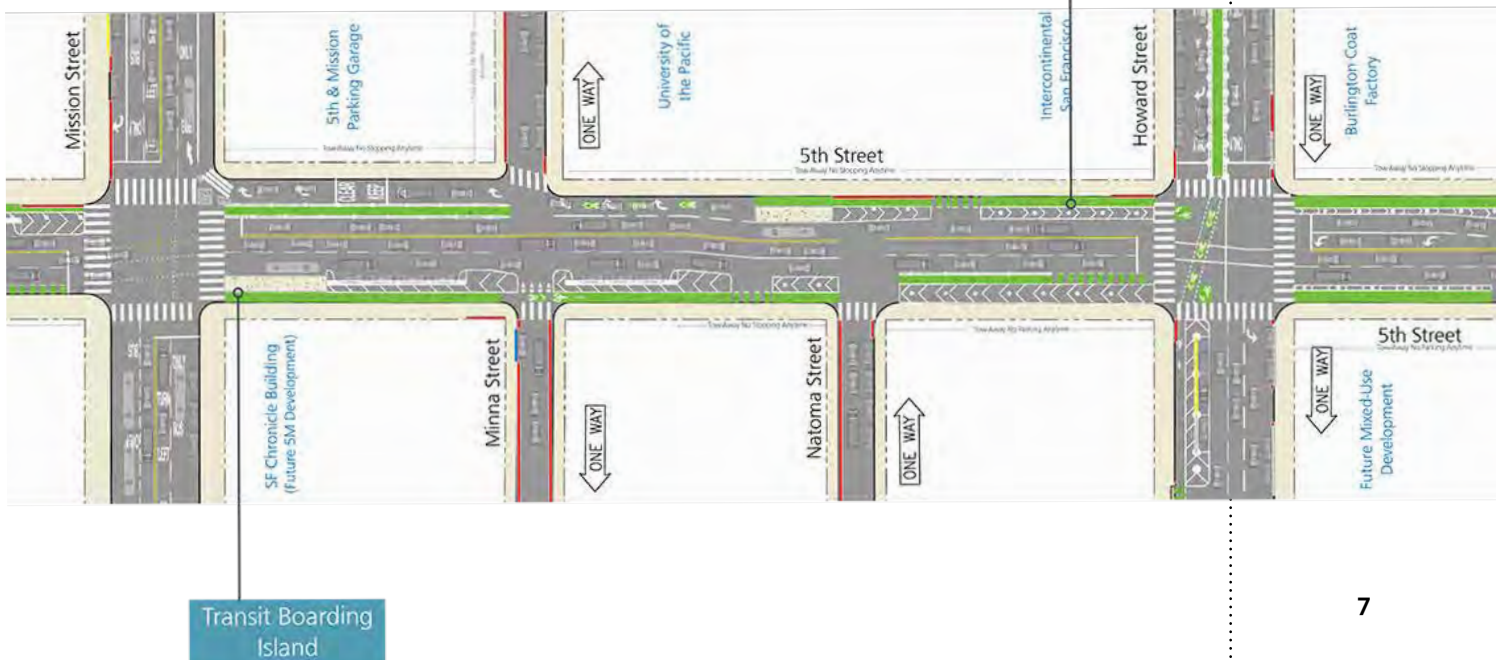


PHOTO BY JOAN YOKOM

“These projects will lead to more activity in the neighborhood and we look forward to some of the new amenities and pedestrian safety improvements for our students, faculty, staff and patients,” said Dean Nader A. Nadershahi '94.

[www.5msf.com](http://www.5msf.com)  
[www.sfmta.com](http://www.sfmta.com)

### 5th Street from Mission to Howard Streets



## Dr. Alan Budenz | Leading by Example

By Marianne Sampogna Jacobson

Dr. Alan Budenz has long contributed in myriad ways to the dental profession, the Arthur A. Dugoni School of Dentistry and the student experience. Modest by nature, Budenz, who is currently a professor and vice chair of the Department of Diagnostic Sciences, is a quiet leader. When speaking of him, students and colleagues express gratitude for his dedication, patience and mentorship, and laud his commitment to patients, students and service.

He now has a new role in which to display those qualities: president of the Dugoni School of Dentistry Alumni Association. Joanne Fox, director of the Alumni Association, calls him “an enthusiastic faculty member who gets to know our students well—developing valuable and sincere insight into future alumni who will become our association’s base.”

As president, Budenz aims to support the mission of the school and increase the size of the association’s membership by enhancing the value for its members. He is the first person to serve as president of both the Dugoni School of Dentistry Alumni Association and the University of California, San Francisco (UCSF) School of Dentistry Alumni Association, which he led from 1998-99.

As a young man in Riverside, California, he enjoyed rolling up his sleeves, and favored hobbies and puzzles that required both hands and mind. His father, a radiologist, was an active role model who

taught Budenz and his two brothers woodworking and steered him toward dentistry because of his aptitude for working with his hands. Budenz picked up ceramics in college, a hobby he has continued for many decades. His innate dexterity and strong drive to create is a huge asset and was part of his motivation to pursue dentistry. In college he was initially pre-med, studying comparative anatomy and zoology at University of California, Los Angeles. He went onto UCSF School of Dentistry, where he earned his DDS degree in 1982. While there, he served as class treasurer for four years as well as student body president. In those days, the students were responsible for purchasing much of their own materials and one of the duties of the class treasurer was placing high-value gold orders for restorations.

After graduation, Budenz worked in private practice in the Marina District of San Francisco in the early 1980s, but discovered his true passion was teaching. He served as a teaching assistant for many courses at UCSF and enjoyed tutoring his peers. Dr. Arthur A. Dugoni recruited him to teach at University of the Pacific because



of his broad talent and expertise. “Dr. Budenz is a Renaissance man with a vast knowledge of anatomy and other subjects,” commented Dugoni. “He is a very generous person with his time, talent and treasury! Because of his passion, he gives so

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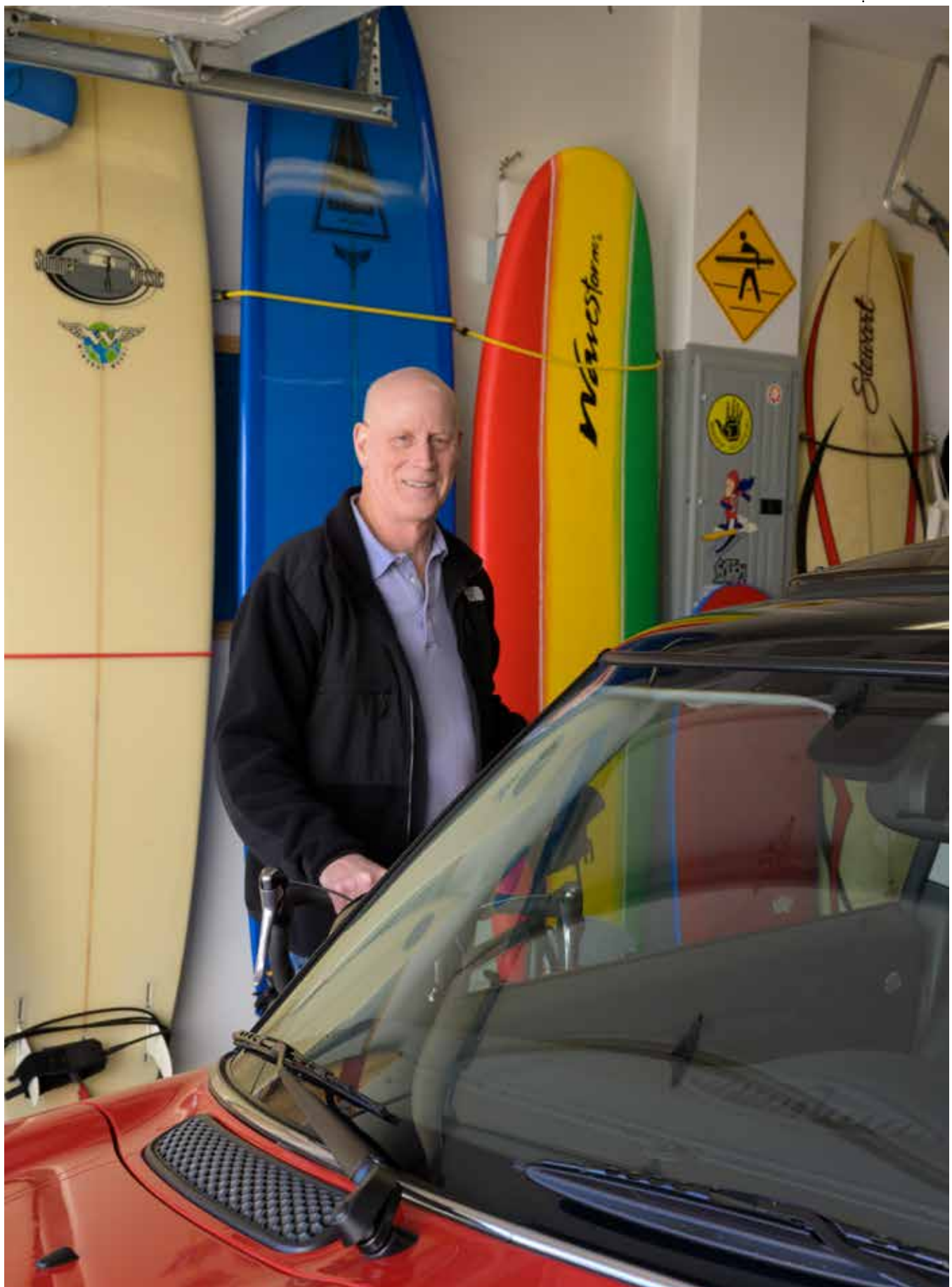
**Often he finishes lectures with a picture from another locale to inspire his students to travel the world and to be fascinated and inspired.**

much to his students.” Students echo that Budenz cares deeply about them and their patients. In 1984, he began teaching one day a week. Over time, that one day became five, leading to 27 years as a full-time educator.

Budenz’s work as a faculty member went beyond the classroom. In 1993, he helped launch the CARE Clinic, a unique program specializing in treatment for HIV and AIDS patients. Budenz found that work very rewarding as he learned a great deal about general medicine and psychology in an intense environment, which helped make him a stronger instructor.

One of the many significant contributions he has made over the years has been leading





**As president, Budenz aims to support the mission of the school and increase the size of the association's membership by enhancing the value for its members.**

more than 10 student service trips to Jamaica and the Philippines. Budenz coaches students on fundraising for these travel programs and inspires students to serve the underprivileged during these transformative trips. Victoria Saykally, Class of 2020, recalled, "Dr. Budenz is incredibly passionate about these outreach trips and does everything he can to empower students, like pitching-in, grabbing instruments and cleaning operatories rather than just standing and evaluating."

In addition to his academic mentorship, Budenz adds to the fabric of the close-knit community by bringing fun and humor to students. As Leah Life, Class of 2020, shared, "Every interaction with Dr. Budenz leaves me with a little pearl of knowledge but also a smile or a laugh."



He founded the Ultrasonics Swim Team in 1996 to foster camaraderie and fitness while balancing busy workloads. Wanting to help his students manage stress, he also sponsored them on boat trips and swimming events at Lake Tahoe. He continues to urge students to find balance in their lives and think beyond their work. Often he finishes lectures with a picture from another locale to encourage his students to travel the world and to be fascinated and inspired.

Budenz has earned numerous honors and awards for his many contributions to dentistry and continuing education. He has been recognized for creating educational content, presenting hundreds of lectures, writing dozens of articles, conducting research, volunteering in the community and serving on boards and committees. At the Dugoni School of Dentistry, he has served on the alumni board for six years, followed by three as an officer. After this coming year as president, he will work an additional year as immediate past president—a total of 11 years of service to the association. Fox commented, "Alan's voice has been consistently steady and calm. He weighs situations carefully and makes feasible suggestions and I look forward to the ideas he'll bring to our association for implementation as president."

Budenz enjoys traveling all over the world, lecturing in new places and keeping active by bicycling, skiing, surfing and hiking. He swims every weekday morning in the San Francisco Bay at the Dolphin Club.



## Education Leaders to Head Two Health-Related Schools at Pacific

University of the Pacific announced Rae Matsumoto as dean of its Thomas J. Long School of Pharmacy and Nicoleta Bugnariu as dean of its new School of Health Sciences.

“Pacific has enjoyed an excellent reputation for preparing students to become leaders in health care since 1858. “We are looking for individuals whose accomplishments and drive matches that of our students and faculty,” said Maria Pallavicini, Pacific’s interim president. “We found that in Rae and Nicoleta. Their talent and experience will greatly benefit our students and faculty, staff and communities. I’m excited to have these exceptional leaders help shape the future of our health sciences.”

Matsumoto, a scientist and educator, has served as dean of the Touro University California College of Pharmacy in Vallejo since 2014. She earned a PhD in psychology at Brown University and received postdoctoral training in biochemistry and physiology at Brown and Northwestern Universities. Prior to Touro, Matsumoto was the associate dean for research and graduate programs in the School of Pharmacy at West Virginia University. Matsumoto also held faculty and administrative roles at University of Mississippi, University of Oklahoma Health Sciences Center and University of California, Irvine. She has more than 20 years of administrative experience and brings a deep and broad perspective of changes in pharmacy practice to ensure Pacific’s pharmacy program meets the educational and research needs of students and faculty. Phil Oppenheimer continues to serve as dean of the pharmacy school until Matsumoto joins Pacific on July 1.

“I am looking forward to being a part of the future of the Thomas J. Long School of Pharmacy, and building on the legacy of

pharmacy education and practice for which the University of the Pacific is known,” Matsumoto said.

Bugnariu, vice provost of community engagement and service for University of North Texas Health Science Center (UNTHSC) in Fort Worth, Texas, will join Pacific on June 1 as the founding dean of the new School of Health Sciences. She brings with her more than 20 years of higher education, academic and administrative experience.

“I am delighted to join the Pacific family and have the opportunity to lead and collaborate with such talented, student-focused faculty, staff and administrators,” Bugnariu said. “We have ahead of us a great opportunity and responsibility to translate the University and school vision into reality, provide a purpose-driven, mission-centric, transformational educational experience to our students, prepare them to positively shape the future of health professions and to lead and serve their communities.”

Prior to her current role, Bugnariu served as the interim dean of the School of Health Professions at UNTHSC. She also served as the director of research and as the associate dean of academic affairs and research in the School of Health Professions. She earned a PhD in neuroscience at University of Ottawa, Canada, and a postdoctoral fellowship in rehabilitation sciences at McGill University in Montreal, Canada. She also completed the Hedwig van Ameringen Executive Leadership in Academic Medicine program at Drexel University, College of Medicine and her executive MBA at Neely School of Business, Texas Christian University.

Pacific launched its new School of Health Sciences in fall 2019 to meet the demands of the growing

healthcare industry. Housed at Pacific’s Sacramento Campus, the school offers accelerated master’s programs in clinical nutrition, nursing and social work that will begin in fall 2020, and a doctor of occupational therapy program that will begin in spring 2021. These programs will join existing popular programs in athletic training, audiology, physical therapy, physician assistant studies and speech-language pathology, with many offered in flexible formats at various campus locations.

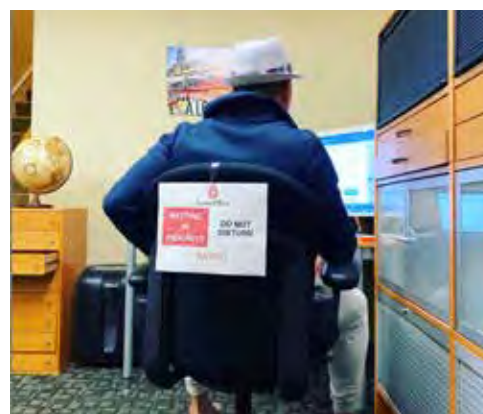
*Above left: Dr. Rae Matsumoto; above right: Dr. Nicoleta Bugnariu*

For more information about the new School of Health Sciences, visit [pacific.edu/admissions/graduateprograms](https://pacific.edu/admissions/graduateprograms)



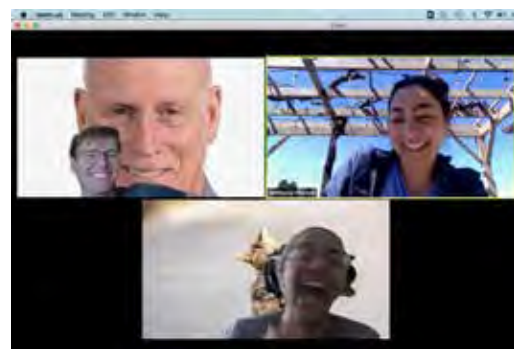
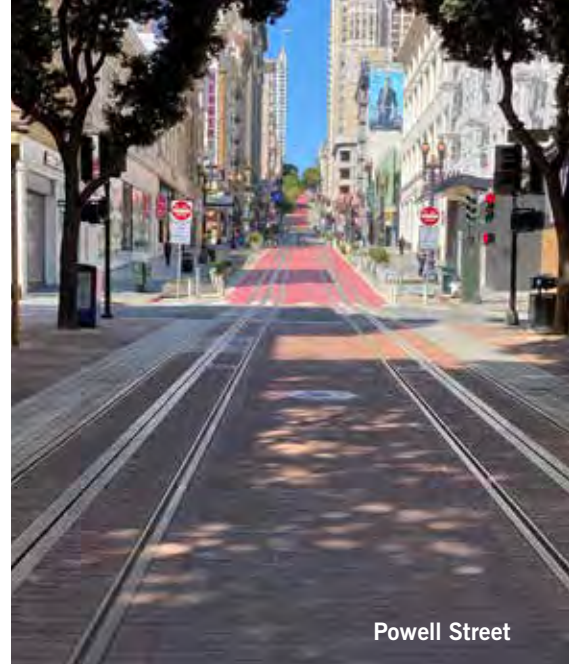
# AROUND CAMPUS

This was the new normal during the COVID-19 crisis as we went to press with the magazine in April. Faculty, staff, students and alumni collaborated remotely to keep the school and its educational programs moving forward. And some employees worked tirelessly to keep the Emergency Clinic open for patients of record.



On the front lines—these fearless, selfless faculty and staff are keeping the Emergency Clinic open





for patients of record during COVID-19. Thank you to all for your dedication and commitment.





# A NEW CHAPTER IN THE PACIFIC STORY

In November, the Board of Regents announced that Christopher Callahan will be the next president of University of the Pacific—the 26th person to hold the position in the history of the University. Over the last few months, Callahan has been preparing for the job with a series of visits to all three campuses.

As president designate for University of Pacific, Christopher Callahan is doing more than simply introducing himself to students, faculty and staff prior to his July 1 start date. Callahan is making it his mission to learn and to tell the stories about how Pacific offers something unique in undergraduate and graduate education.



**By Jennifer Langham**

Callahan's own higher education story begins as the first person in his family to attend and graduate from college, an achievement for which he credits his hard-working parents. "It was made crystal clear to me that the path for success in life would be through higher education," said Callahan. "My parents did many things through my K-12 schooling that would prepare me for that experience, but mostly they provided a culture in our house where going to college was expected."

He loved sports as a child—baseball remains a passion—but in high school he discovered journalism. A beloved math teacher died, and Callahan wrote an article about her for the school newspaper. "I found it very empowering, this notion of sharing stories with others, and despite the sad topic matter, I was really excited by that," he says.

Callahan decided to attend Boston University (BU) because it had a strong journalism program and wasn't too far from his home on Long Island, New York. He earned a bachelor of science degree in journalism from BU's College of Communication and worked as a journalist for the Associated Press before returning to school for a master of public administration from Harvard University's John F. Kennedy School of Government. An adjunct teaching opportunity back at Boston University sparked an interest in journalism education. Callahan says, "It was really rewarding to be on the other side of the higher education equation, to help young people with similar interests with their career goals."

He went on to serve in faculty and leadership roles at the University of Maryland's Philip Merrill College of Journalism, one of the early experiential learning environments in journalism education. In 2005, Callahan became the first dean of the Walter Cronkite School of Journalism and Mass Communication at Arizona State University (ASU). Currently, he also serves as vice provost of ASU's downtown Phoenix campus and CEO of Arizona Public Broadcasting Service (PBS).

**Callahan is making it his mission to learn and to tell the stories about how Pacific offers something unique in undergraduate and graduate education.**



In his 30 years of working in higher education, he notes, he has never been at an institution with a dental school. “So I’ve been doing a deep dive to get to know the Dugoni School,” Callahan says. And this meant learning about the Arthur A. Dugoni School of Dentistry story from the source: Art Dugoni himself.

Callahan describes sitting down with Dr. Dugoni in December: “I had read about all the wonderful things he has done for the school



and for the discipline of dentistry, and I expected to meet an elder statesman. But what I found was someone who seemed to have more energy than I did when I was 30. We had a wonderful conversation and he told me about his philosophy on leadership. It was really a privilege to have that interaction, and then to also see how Dean Nader Nadershahi was just the perfect person to continue Art’s work.”

Touring the dental school, meeting the dedicated

faculty and staff and seeing the state-of-the-art facilities on the campus in the heart of San Francisco was impressive, Callahan said. But meeting with students at the Dugoni School illustrated what makes the school special. “It was just before finals, and I expected these young people to be pulling their hair out, but they were incredibly welcoming,” he said. “The students are gregarious, passionate and positive, and they are unbelievably supportive of each other. It was so moving to see.”

The Dugoni School of Dentistry’s story is an easy one to tell, Callahan reflects, “because it’s a story about one of the very best schools of dentistry in the entire country by every measure, and at the same time it’s a place with this humanistic approach where you walk in the door and you feel like you’re part of the family.”

Creating a narrative about leadership, resources and students is a skill Callahan honed at the Cronkite School, where he increased student enrollment, more than tripled the size of the faculty, created new programs and research partnerships and raised more than \$100 million. It was an experience that enhanced his sensibility for innovation and entrepreneurship, skills that are necessary for navigating today’s higher education landscape, he says.

“We don’t have the luxury anymore, in higher education, of moving at a slow, methodical pace,” Callahan says. “But what I found at

ASU is that it’s empowering to move faster, to move collaboratively. And frankly, it’s much more fun when you’re accomplishing things, when you’re providing new, exciting experiences for students and you see them growing from those.”

What are Callahan’s ideas for innovating at Pacific? He says that Pacific’s three campuses provide a unique characteristic that can be capitalized upon in new ways. “Today you see some interconnectivity between the campuses, but I could envision a future where, instead of students taking a semester abroad, you might have a Conservatory of Music student from the Stockton campus who spends a semester working with artists in San Francisco, or a student who wants to go into government spending a semester in Sacramento with a law firm or nonprofit.”

He points to what he sees as some of the special characteristics across the three Pacific campuses: small classes with master teachers, innovative joint-degree programs, experiential learning opportunities and nine different colleges on three different campuses in three distinct cities.

“We have the base of really extraordinary, innovative programs for our students, but I think there’s a lot more to do, and it comes back to that notion of distinctiveness. What makes Pacific distinctive? Certainly the three campuses do that in a way that other universities simply don’t have.”

Callahan’s visits to Pacific’s campuses have all included his wife of 33 years, Jean, whom he describes as a “full partner” in the move to this next chapter of their lives. Jean is a human resources executive whose job enables her to work remotely, but she also plans to be highly involved with the University. On a recent visit the couple made to Pacific, Jean met with student



“I’ve been doing a deep dive to get to know the Dugoni School,” Callahan says. And this meant learning about the Arthur A. Dugoni School of Dentistry story from the source: Art Dugoni himself.

body presidents to get ideas about how she could help student leaders on the different campuses.

The younger of the Callahans' sons, Casey, is still a student himself, completing his degree at ASU where he's studying computer gaming design. Their older son, Cody, who also graduated from ASU, is a staffer doing baseball analytics for Major League Baseball's Arizona Diamondbacks. "It's a good time in the family for this career opportunity," Callahan says.

And as the next president of the first chartered university in California prepares to begin his tenure, it's a great time for Pacific to differentiate its own story.

"I think the ability to tell our story is absolutely critical to Pacific's future success," Callahan says. "As higher education becomes more and more competitive, we need to be able to articulate our story in powerful ways across all sorts of different platforms to prospective students, and to our own community supporters and leaders and throughout higher education."

Callahan reflects that the disparate experiences in his own life story—his experience as a first-generation college student, his work as a journalist and his work in higher education—have the common thread of a natural curiosity for gathering information and sharing information.

As he learns more about Pacific's three campuses, about their histories and resources, this curiosity, Callahan says, will help him articulate why a student would want to come to Pacific, why a donor would want to give to Pacific and why a corporation would want to partner with Pacific.

"Pacific has a powerful story, and telling that is one of my challenges."

*Jennifer Langham is a contributor to Contact Point and other University of the Pacific publications.*



PHOTOS BY JON DRAPER

**And as the next president of the first chartered university in California prepares to begin his tenure, it's a great time for Pacific to differentiate its own story.**







# IDENTIFYING UNCONSCIOUS

# BIAS

BY KIRSTEN MICKELWAIT

## **A Movement Toward Equity and Inclusion in the Classroom and Beyond**

Consider this scenario: a member of a dental school's clinical faculty responds to a student's question with the assumption that the student is part of the International Dental Studies program. "They should have taught you this in dental school in your own country," the professor says. In fact, the student is a U.S. citizen and is part of the Doctor of Dental Surgery program.


Or this one: a transgender patient enters a dental clinic and requests to be referred to as “she.” Despite the request, a clinical staff member refers to her as “he” within earshot of the patient.

Or this: a student, for whom English is her second language, asks the professor for clarification on an exam question. “There was some confusion about question five related to learning English in general,” the professor announces to the class.

All of these interactions actually occurred within the Arthur A. Dugoni School of Dentistry. And they demonstrate “unconscious bias”—situations where perfectly well-intended people make unfair assumptions about others based on long-held stereotypes about race, gender, sexual identity, physical or mental ability or appearance. Despite dramatic progress in diversity in both academia and the professional fields, we have a long way to go toward being fully equitable and inclusive in our interactions—in the classroom, in the clinic or in society at large.

At Faculty Development Day in December, Dr. Magali Fassiotto, assistant dean in the Office of Faculty Development and Diversity at Stanford University School of Medicine, used these examples during a presentation to dental school faculty and staff on how they can identify unconscious bias in the classroom and clinical settings. Fassiotto manages Stanford’s efforts in professional development activities, strategic initiatives related to the recruitment and retention of a diverse and inclusive faculty and research related to faculty development and diversity.

“Becoming aware of our biases and developing strategies to address unconscious bias is so critical for the medical education environment because both education and clinical care are built on human relationships,” Fassiotto says. “On the educational front,



At the Dugoni School, we strive to be inclusive, foster diversity and be respectful of all voices and ideas.

students need to be able to have faith that their faculty were, in fact, once in their shoes. In the patient context, research has shown that patients may place greater trust in their care providers if they perceive that the provider understands their cultural backgrounds.”

“At the Dugoni School, we strive to be inclusive, foster diversity and be respectful of all voices and ideas,” says Stan Constantino, assistant dean for admissions, student affairs and diversity, who serves on the school’s Diversity and Inclusion Committee and the University’s Diversity Leadership Committee. “Dr. Fassiotto’s presentation encouraged all of us to be aware of potential personal or institutional biases that can affect our school and work environment.”

## The greatest predictor of group success? Diversity

Why is unconscious bias such a critical factor in the dental and medical fields? To begin with, studies have repeatedly shown that diversity is, in fact, the greatest predictor of group success. “When forming teams, we often default to the familiar,” Fassiotto says. “But homogeneous groups operate with less information, have fewer opportunities for learning (because everyone already agrees) and lack fresh perspectives. What results is ‘groupthink’—the illusion of being right because your own group is in agreement.”

Heterogeneous groups, on the other hand, benefit from distinct experiences, diverse points of view and differing opinions. Even after reaching a consensus, the group is open to the possibility that its opinion isn’t always the right one.



Becoming aware of our biases and developing strategies to address unconscious bias is so critical for the medical education environment because both education and clinical care are built on human relationships.

**STEPS TO ADDRESS YOUR OWN UNCONSCIOUS BIASES:**

- > IDENTIFY YOUR OWN BIASES AND PRIVILEGES
- > ACKNOWLEDGE INTENT, BUT FOCUS ON IMPACT
- > KNOW THE DATA
- > BE AN ACTIVE BYSTANDER
- > BUILD DIVERSE TEAMS AND INCLUSIVE CLASSROOMS

## How serious a problem is unconscious bias?

### Here are just a few examples:

- > The Implicit Association Test (IAT) conducted by Harvard University among three million subjects between 2002 and 2015 revealed that 78% of the American population showed an automatic preference for a European American to an African American.
- > In the same test, 72% of respondents showed an automatic association of males with science and females with liberal arts.
- > Another study, conducted by the National Academy of Sciences, reported that people believe that hurricanes cause significantly more deaths when the hurricanes have female names than when their names are masculine.
- > In a study by the research firm Nextions, 60 partners from 22 law firms participated in a “writing analysis study” in which they were given a memo with 22 errors written by “Thomas Meyer.” When told that Meyer was African American, they ranked him 3.2 out of 5 points, and commented that his work was “average at best” and “needs a lot of work.” When Meyer was represented as white, he was ranked 4.1 out of 5, and received comments that he “has potential” and “good analytical skills.”
- > In an analysis of 14 million reviews on RateMyProfessor.com, male professors scored much higher in “brilliance,” while female professors scored higher for “niceness.”

## Even more important in clinical care

It's not difficult to imagine how these unspoken preferences might play out in an academic or professional environment. And the consequences of such biases are even more critical in clinical care. Research demonstrates that some populations are disproportionately affected by certain conditions, which can create disparities in treatment. Puerto Ricans, for example, have a four-times-greater mortality rate due to asthma compared to European Americans. When it comes to pain management, prescription rates for analgesics and opioids are dramatically different depending on race. And weight bias in medicine can make obese patients reluctant to seek health care, increasing the likelihood of medical problems and costs.

Whether it's in a clinical setting, a classroom or merely in our day-to-day encounters, our biases stem from cognitive shortcuts. And they're commonly activated by four key conditions that make us rush to judgment: stress, multitasking, time constraints and/or a need for closure.

Our biases are expressed in what are known as “microaggressions”—acts that aren't intended to be cruel, but that carry negative subtexts. Asking where a person is from and observing that they speak English really well says, “You're not American.” A person of color being mistaken for a service worker says, “You couldn't possibly occupy a high-level position.” A patient who speaks only to the white male in the room says to the female, “You're not qualified to be the attending physician.” These microaggressions happen with such regularity that they can have an overwhelming effect on those who receive them.

## Strategies for change

How can we as individuals change the culture around unconscious bias? “While you can't control the actions of other people, you can teach by example,” Fassiutto says. “First, remember that intent and impact are two different things. Consider another person's past experiences before saying something without thinking. Second, own your actions. If you recognize that your behavior was biased, own the consequences. And finally, reinforce and repair. Rebuild the trust you may have inadvertently broken. And, self-reinforce unbiased behavior in the future. The best possible outcome is addressing the bias and educating the offender so it doesn't happen again.”

Some active bystander strategies might include: asking questions, which can allow for self-reflection; using humor, which can feel less confrontational; being literal, which can show that unspoken assumptions don't make sense; expressing your discomfort, which serves as a “speed bump” and allows others to chime in; and communicating directly, which can explain your reaction.

“Research around workplace dynamics shows the importance that diversity and feelings of belonging have for both innovation and individual employee well-being,” Fassiutto says. “Given the impact that an understanding of unconscious bias has across disciplines, it becomes incumbent upon all of us who are a part of medical education to address it head on.”

Since Faculty Development Day, “We've received feedback that Dr. Fassiutto's thoughts were interesting, well-presented and engaging for attendees,” says Dr. Terry Hoover, associate professor and vice chair of the Department of Diagnostic Sciences. “What we have learned will continue to be discussed as we strengthen our teaching strategies, our patient care and our personal interactions.”

*Kirsten Mickelwait is a San Francisco-based copywriter and professional storyteller.*





## FROM SCHOLARSHIP TO SERVICE

By Louise Knott Ahern

For Savana Brown, Class of 2021, it all comes down to helping people.

“Ever since high school, I knew I wanted to be a dentist,” said 23-year-old Brown, a current second-year student at the Arthur A. Dugoni School of Dentistry. “I have always had an obsession with oral hygiene and also helping those in need. I realized I could satisfy both through dentistry.”

And, as it turns out, through the U.S. Navy.



Brown is one of 26 Dugoni School of Dentistry students who are enrolled through the Health Professions Scholarship Program (HPSP), which funds students' medical or dental education in exchange for future military service in the U.S. Army, U.S. Navy or U.S. Air Force. After graduating, the new doctors will serve as active-duty dentists on their assigned military bases for three or four years, depending on the terms of their scholarships.

Though there is no limit on the number of military students that the Dugoni School of Dentistry will accept, the number who are enrolled each year varies widely from five to 30, according to Marco Castellanos, director of financial aid.

Their reasons for serving are as varied as their backgrounds. Brown comes from a military family and decided to seek the scholarship because she wanted to use her dental career to give back in as many ways as possible. Others, like 23-year-old Lindsay Treppa, Class of 2021, will be the first in their family to serve.

"I will be the first member of my immediate family to serve in the military, so it has been quite a learning curve for me and will continue to be through officer training," said Treppa, who serves as a California Dental Association student representative. "I am often thanked for my service, and while I feel like I have done nothing for my country while being in school, I know that my future contribution to the oral health of military families in the U.S. Navy, wherever I end up, will make a difference in their lives."



### **SAVANA BROWN**

**Class of 2021**

**Age: 23**

**Hometown: Lake Tapps, WA**

**Undergraduate: Cal Poly, San Luis Obispo**

**Military Branch: U.S. Navy**

**Why she chose the Dugoni School:** "I was initially intrigued by the three-year intensive program, and then when I began to do more research, I realized that the school prepares you well for not only getting a job after school, but also later on in life through the curriculum and excellent educators and doctors who work with us in the clinic each day."

**Future plans:** "To me, military service means dedicating my life to serve our country however I am needed. I will attend Officer Development Training in Rhode Island for five weeks before assuming a position as a dentist on a Naval base somewhere in the United States. I hope to work in a private practice and eventually have my own shortly afterwards."



### STEVEN LEUNG

**Class of 2022**

**Age: 29**

**Hometown: Milpitas, CA**

**Undergraduate: University of California, San Diego**

**Military Branch: U.S. Army**

Why he chose the Dugoni School: "The standard of care we hold ourselves to at the Dugoni School was definitely a driving factor for my decision."

Future plans: "During my service, I will request to be stationed out of the country. Being in the Army gives me the chance to branch out and see the world. I'm very interested in policy making and volunteering, and either private practice or corporate dentistry would be my next step after the military."

**"There is a lot of humility  
in taking on this position."  
—Steven Leung, Class of 2022**

The U.S. Navy represents the bulk of the Dugoni School's HPSP students, with 17 students on Naval scholarships. Three students are enrolled through the U.S. Army and six through the U.S. Air Force. The scholarship covers all tuition and fees, and students also receive a monthly stipend for living expenses of approximately \$2,100, according to Castellanos. For many HPSP students, the financial benefits are often what first appeals to them about the program.

"When you're still paying off your undergraduate educational costs and then looking forward to \$500,000 more of debt, it's a daunting number," said 29-year-old Steven Leung, Class of 2022, who will serve in the U.S. Army after earning his DDS degree. "So finances were definitely a factor."

But though the financial aid is what first catches their eyes, it's not the factor that usually closes the deal for most students once they meet with recruiters and other military students. It's about giving back.

"My parents are immigrants, and I'll be the first in my family to serve in the military," said Leung, who is president of the Class of 2022. "I've always wanted to give back to my country. In high school, I participated in the Junior Navy ROTC and really enjoyed the sense of responsibility it instilled, the duty. There is a lot of humility in taking on this position."



**“I chose to serve in the military because it is a way to give back to the country that gave my family an opportunity to thrive.”  
—Patrick Gomez, Class of 2022**



To qualify for a Health Professions Scholarship Program, students must meet certain physical and academic requirements and be U.S. citizens. They must also have earned their undergraduate degree and been accepted to a medical or dental school.

During the course of their education, they are required to remain full-time students but are not required to participate in active military service. After they graduate—and after basic training—HPSP participants are given the rank of captain in the Army and Air Force or lieutenant in the Navy and will be stationed at a military base, either in the U.S. or overseas.

Patrick Gomez, Class of 2022, is looking forward to the commitment. Dentistry is in his blood. His father, aunts, both grandfathers and his maternal great-grandfather were all dentists. His uncle is an oral surgeon. So there was never a question in his mind that he would follow in his family's footsteps...or give back to his community.

“My grandparents immigrated with their families from the Philippines and were able to make a good life here in the U.S.,” said Gomez, an American Student Dental Association (ASDA) representative. “I chose to serve in the military because it is a way to give back to the country that gave my family an opportunity to thrive. My cousin went to West Point and is serving in the Army, and my uncle is a retired Army colonel. I seized the opportunity when a recruiter came to talk to my pre-dental society, and I saw this as a great opportunity to serve and for my dental career.”



**PATRICK GOMEZ**

**Class of 2022**

**Age: 23**

**Hometown: Las Vegas, NV**

**Undergraduate: University of Nevada, Reno**

**Military Branch: U.S. Navy**

**Why he chose the Dugoni School:** “Dugoni is the best dental school around. My dad, aunt and cousin all went here, and I am proud to say I go here as well. This place challenges you to be the best dentist you can be, while still being a warm place to learn with peers and faculty. I couldn't picture attending any other school.”

**Future Plans:** “My plans are to specialize in oral surgery, and then to serve in the military as an oral surgeon. Then I am going into private practice in Denver.”



### **LINDSAY JANILYN TREPPA**

**Class of 2021**

**Age: 23**

**Hometown: Clayton, CA**

**Undergraduate: University of Southern California**

**Military Branch: U.S. Navy**

Why she chose the Dugoni School: "After my college experience in Southern California, I was eager to return home to the Bay Area, where most of my family lives. I believe it is important to make connections where you want to be, and the Dugoni School has an exceptional presence. The academics, clinics and facilities are world-class and students can thrive here. I already had my scholarship in place so when I got my acceptance it was the easiest 'yes' I've ever made."

Future plans: "During the payback period of my military career, I expect to move to a place I have never lived before," she said. "I want to gain skills and knowledge from the senior dentists. I am interested in serving on a base in another country, to expand my understanding of how our practice in the states differs from that of foreign cultures."

Students say they expect the lessons from their military service will carry through into their dental careers, and vice versa.

"One of the main lessons I have learned from military service that I have brought with me to my dental studies is the value of preparedness, hard work and communication," Brown said. "I have been told that once you get good at doing dental work, the hardest part is staying organized and communicating efficiently with patients and others. I am looking forward to applying these aspects of military service to my studies and for future patients."

Treppa said her dental education has prepared her well for military service. "The curriculum has made me more organized and an efficient learner," she said. "Through my positions with CDA, SCOPE and Philippines Dental Outreach I have improved my confidence and leadership skills, both of which will be of importance as a lieutenant in the Navy."

*Louise Knott Ahern is an award-winning journalist, fiction writer, editor and writing coach, and is the founder of LKA Publishing.*

## Eric Kay Curtis: Making Familiar Things New

By David W. Chambers

*"The two most engaging powers of an author are to make new things familiar and familiar things new." Attributed to Samuel Johnson, William Makepeace Thackeray and others.*

If you want to see some examples of the latter, read Dr. Eric Curtis. It is worth it.

Curtis graduated from the Arthur A. Dugoni School of Dentistry in 1985, followed by a year of residency at the University of Lausanne Faculty of Medicine. His first of many articles in *Contact Point* appeared in 1990—30 years ago. In addition to histories of the American Association of Orthodontists and the University of Oklahoma, he chronicled the amazing twists and turns of the first hundred years of our school.

In his book, *A Century of Smiles*, Curtis recounts significant moments in the dental school's evolution under the leadership of various deans. P&S students were the first in the country to wear gloves, masks and gowns in the clinic in 1906. That was because of a brief outbreak of the plague following the earthquake and fire. In 1923 four alums bought the charter of the school from its entrepreneurial founder Charles Boxton for \$50,185. The contract stipulated that Boxton's wife Elsie would stay on as janitor. In the 1930s, P&S introduced the nation's first six-year combined BS + DDS degree program, which still exists. P&S remained the last independent dental school even though the Second World War saw a blossoming of interest in public health dentistry, research and technology such as the high-speed handpiece. Dean Earnest Sloman's collaborative work at Stanford University almost led to an amalgamation in the early 1950s. Deans John Tocchini, Dale


**"The two most engaging powers of an author are to make new things familiar and familiar things new."**

**Somehow, Curtis has the magic of putting us there so we can see it for ourselves.**

Redig and Arthur Dugoni turned what was once called the "school that would not die" into one that others wanted to be like. Dr. Ed Sims graduated in 1983, but just barely. Because of a motorcycle accident a few weeks before he could complete his clinical requirements, the school rallied to his assistance. That included Professor of Dental Materials Armand Lugassy personally mixing impression material. Somehow, Curtis has the magic of putting us there so we can see it for ourselves.

Curtis practices in rural southeast Arizona. His has been a family practice in every sense of the word. For 31 years he worked side by side with his father, Dr. Kay D. Curtis. Eric's daughter, Jillian, has been the hygienist in the practice for seven years. And the patients, they are like family too, both in the sense of many three-generation families and in the way people are treated.

What would a creative writing dentist have to say about this? Listen to excerpts from "Half Pipe Dreams," a story that appeared in the *Journal of the American College of Dentists* in 2009: A make-shift roller dome mysteriously appeared in the backyard one weekend and Curtis wanted an explanation from his son. "Tristan responded to my complaint with the single-minded, numbing circularity that



There is humor and beauty  
and depth in the details that  
Curtis assembles for us to  
consider.

PHOTOS BY JEREMY TUBER

makes parents fear their kids will grow up to be lawyers. “Tristan, why didn’t you ask us?” “Um, I didn’t think about it. Scott was here this week, and you know, he knows how to build half pipes. Besides, you might have said ‘no.’ ‘Of course I would have said no.’ ‘Then why would I have asked you?’” Aren’t you there, totally amazed by a sloppy construction and the sloppy, but perfectly adolescent logic that supported it? But Curtis can see deep things. “Tristan vows that he will teach his children to skate and be ‘gnarly.’ Tristan will be blindsided by the coming irony. His children will grow up, blossoming unpredictably, carnations on rose bushes, to become—not inconceivably—studious, complicated and non-skaters. He will rebel. He will hate their music.”

There is humor and beauty and depth in the details that Curtis assembles for us to consider. He knows that we will separate the meaningful and human from the superficial. He calls it writing the truth. “It is value-laden and personal, an interpretation of reality.”

Curtis has been active in dentistry at the organizational level, including the American Dental Association, where he took an assignment on the Council on Communications, and the Arizona State Board of Dental Examiners. He has served stints as president of the American Academy of the History of Dentistry, the American Association of Dental Editors and Journalists, the Arizona Dental Foundation and the Arizona Dental Association. For 30 years, he has served as editor of the Arizona Dental Association.

Curtis is comfortable working at the policy level, but his writing allows us to touch and feel the small things, the personal reality on which dentistry is based. His collection of very short essays, *From Hand to Mouth: Essays on the Art of Dentistry*, is filled with glimpses of the ordinary but special things of practice. He notes that “artists



and doctors both take on dual functions as participants in and detached observers of society.”

“As a dentist, I write to find out what I do,” says Curtis. Writing makes the patient into a person, and the dentist, too. “If the reader comes away with any broader appreciation of dentistry’s cultural weight, I will count this volume a success.”

The story “Hurry Up and Wait” reminds patients and dentists alike of a faint sense of lost status when the waiting room is too full for the patients and not full enough for the dentist. He muses that the American Association of Dental Surgeons initiated a pledge of no amalgams in 1856 and was defunct by 1859. He has an essay on the art of small talk at chairside, including mastering the art of the one-way conversation. Ironically, dentistry has killed pain and its association with guilt and inevitability. Pain, when it does happen, now suggests lack of caring or competence. “Open and Say AU” is a commentary on dentistry’s surrender of craftsmanship in the name of efficiency.

**He notes that “artists and doctors both take on dual functions as participants in and detached observers of society.”**

There is nothing to do but smile as you thumb through the titles of essays in *From Hand to Mouth*: “Dr. Jargon and Mr. Hide,” “The Incarnations of S Mutans,” “The Culture of Painlessness,” “Believe in the Tooth Fairy” and “Paddling Down the Root Canal.”

Curtis teaches creative writing in the Arizona state educational system and practices family dentistry. He makes familiar things new.



## 121st Alumni Meeting Dedicated to Dr. Dennis Shinbori

The Alumni Association hosted its 121st Annual Meeting on February 28-29, 2020 at the Fairmont Hotel in San Francisco. The two-day meeting attracted 1,400 people who attended an array of continuing education programs, the all-member cocktail reception, class reunion dinners at various venues throughout the city and the annual Alumni Recognition Luncheon. The Alumni Association also welcomed its new president, Dr. Alan Budenz, and recognized outgoing president, Dr. David Ehsan '95, for his leadership.

The Alumni Meeting was dedicated to the late Dr. Dennis Shinbori '75, a long-time faculty member who passed away less than two weeks before the meeting. Dean Nader Nadershahi '94 and Dr. Ann Marie Silvestri '75, a friend and classmate, paid tribute to Shinbori during the Annual Recognition Luncheon where they discussed his many contributions to the dental school, the profession and the community as well as his involvement as program chair for the continuing education component of the Annual Meeting. His daughter Nicki '10 spoke and the family accepted an award on Shinbori's behalf.

In addition, the Alumni Association presented its highest honor—the Medallion of Distinction—to two long-standing members of the Dugoni School of Dentistry family. Dr. Debra Woo '86 and Stan Constantino were honored for their significant contributions to the dental school and the profession. Woo serves as assistant professor and clinic coordinator of emergency services in the Department of Clinical Oral Health Care and Constantino serves



as assistant dean for Admissions, Student Affairs and Diversity.

During Constantino's speech, he invited nine individuals to the stage—a mix of pre-dental students, applicants and recently accepted students—who were his guests at the luncheon. He introduced the recently accepted students and then Dean Nadershahi asked the three applicants on stage to step forward. And in true "American Idol" fashion, Nadershahi announced that all three applicants—Calvin Maxwell from San Francisco State University, Ritika Jaiya from University of the Pacific and Olivia Feng from University of California, Berkeley—were officially accepted to the DDS program as part of the Class of 2023. It was a stunning surprise to these future members of the Dugoni School of Dentistry as well as the audience who cheered them on with enthusiasm.



PHOTOS BY JON DRAPER





**In Memoriam - Dr. Dennis Daizo Shinbori (1951-2020)**

**“He was a role model, not just in every educational and leadership position he held, but also in how he ‘walked the talk’ throughout his life—an example of true humanism.”**



Dr. Dennis Daizo Shinbori '75, a giant in our profession, passed away peacefully on February 18, 2020 at the age of 69.

Since graduating from the Arthur A. Dugoni School of Dentistry in 1975, he touched the lives of more than 7,000 graduates and mentored many in the profession. He was a 45-year faculty member, Medallion of Distinction recipient (the highest honor of the Alumni Association), chair of the Annual Meeting Committee, supporter and friend. He built and maintained a thriving dental practice in San Francisco's Japantown for 40 years and consistently gave back to the school, the profession and the community.

In 2006, he began helping recruit speakers for the California Dental Association and American Dental Association, and took on numerous leadership roles for both organizations, helping to create inspiring

continuing education opportunities around the country. For many years, Dr. Shinbori also spearheaded the San Francisco Dental Society's Children's Poster Contest, which sparked the imagination of thousands of schoolchildren and raised awareness about the importance of good oral health.

“Whether you knew him as a classmate, colleague, faculty member, mentor or friend, you undoubtedly were inspired by his devotion to the school, the profession and the community,” said Dean Nader A. Nadershahi '94. “He was a role model, not just in every educational and leadership position he held, but also in how he ‘walked the talk’ throughout his life—an example of true humanism.”

For the many ways he shaped the profession, Shinbori was recognized with the status of faculty emeritus, an official designation bestowed by University of the Pacific. The Alumni Association has created the Dennis D. Shinbori Endowed Lectureship Series, underscoring his impact on the profession and school. And in December, the Dental Faculty Council (DFC) awarded him the 2019 Distinguished Faculty Award—the highest award given by the DFC.





**Shinbori was a rare and extremely valued member of  
the profession of dentistry.**

Shinbori was a rare and extremely valued member of the profession of dentistry. He was also an avid golfer, foodie, ballroom dancer and fan of the San Francisco Giants, San Francisco 49ers and Golden State Warriors.

He is survived by his wife Wendy, their sons James and Kristopher, daughter Nicki '10, three grandchildren, Leo, Avery and Ayla, and the many others who loved him throughout our communities. The family requests that memorial gifts be directed to the Dennis D. Shinbori Endowed Lectureship at the Dugoni School.



*Above: Dr. Shinbori accepted the Distinguished Faculty Award from Dean Nadershahi during a ceremony at the school last December.*

*Left: Dr. Shinbori with his family in 2012 when he received the Alumni Association's Medallion of Distinction.*

PHOTOS BY JON DRAPER

## Escape to Asilomar

Alumni, students and faculty members, along with friends and family, assembled for the annual Asilomar Conference in Pacific Grove held February 7 - 9, 2020. The weekend included keynote speaker John Beede, reunion activities for the Classes of 2000 and 2015 and a retreat for the third-year dental students.



PHOTOS BY JON DRAPER



## Dr. Katie Bales Serves at CAO President

Dr. Kathleen (Katie) Bales '03 was named president of the California Association of Orthodontists. She received her DDS degree from the Dugoni School of Dentistry where she enjoys teaching Invisalign® part-time to the dental students. Bales completed her orthodontic residency and master of science degree in 2006 at the University of California, Los Angeles. She was chief resident at UCLA and her research was focused on the orthodontic treatment of cleft palate patients.

Born and raised in the North Bay, Bales practices with her father, Dr. Tom Bales '74B, in their family orthodontic practice—Bales Orthodontics—in both Novato and Santa Rosa, California. Bales is also an active member of the American Association of Orthodontists, American Dental Association, California Dental Association and the Pacific Coast Society of Orthodontists, as well as the local dental societies of Marin and Sonoma counties. She has the distinction of being a board-certified orthodontist and a diplomate of the American Board of Orthodontics.

“In the upcoming year, I plan to maintain our focus on legislative advocacy at the state level,” said Bales in the recent CAO newsletter. “I also want to better understand members’ needs, and to ensure we are meeting those needs and communicating effectively with our members. I’m excited for this next year and I know we can accomplish a lot.”



*Dr. Ned Nix '95 volunteered at a Give Kids a Smile Event in conjunction with the Santa Clara Dental Society held February 5 at the Allen at Steinbeck Elementary School in San Jose. Nix, along with Catarina Cardenas and Rosio Gonzalez, two assistants from his practice, provided oral health screenings for children during this outreach program.*

Give Kids  
A Smile





### Alumni Invited to Explore Teaching Opportunities

The Arthur A. Dugoni School of Dentistry has been distinguished by its talented faculty for many years. The school continues to be a leader in dental education with its new group practice model and curriculum refinements implemented recently. These changes also present opportunities for alumni to become faculty members.

There are part-time and full-time positions available across several departments including the Departments of Clinical Oral Health Care, Diagnostic Sciences, Preventive and Restorative Dentistry and Periodontics. Opportunities are available for both pre-clinical and clinical faculty roles.

Faculty members benefit from teaching in many ways, from being part of the latest advances in the profession to engaging in collaborative opportunities for education, research and community service. In addition, it's a way for alumni to help shape the future of the profession by working with students and colleagues, and become connected with their alma mater. The school also provides robust faculty development resources and training opportunities to support faculty at all levels of experience.

“Whether you’re a seasoned dental practitioner, a mid-career professional or a more recent graduate, teaching is a great way to make your mark—and make a difference in our profession,” said Dr. Mark Abzug ’80, clinic faculty operations liaison.

For more information, contact Dr. Abzug at [mabzug@pacific.edu](mailto:mabzug@pacific.edu) or (415) 351-7140, or visit [www.pacific.peopleadmin.com](http://www.pacific.peopleadmin.com) and search for San Francisco faculty positions.



PHOTOS BY JON DRAPER



## Leap Year Legacy Ball

Alumni and donors, classmates and friends gathered in celebration of philanthropy for the Arthur A. Dugoni School of Dentistry at the 2020 Legacy Ball, held Saturday, February 29 and sponsored by the Dugoni School Foundation. More than 300 guests enjoyed a fun-filled, Leap Year-themed evening in the famed Fairmont Hotel's Grand Ballroom.

Dean Nader A. Nadershahi '94 and the Dugoni School Foundation welcomed University of the Pacific's President Designate Christopher Callahan and his wife Jean, Interim President Maria Pallavicini and a number of University dignitaries. Preceding the Legacy Ball in the Fairmont's



beautiful Crown Room, the third annual Dr. Frank A. Brucia Loyalty Society Reception recognized Dugoni School donors with 10 or more consecutive years of philanthropic support, and welcomed a number of new society members. Attendees enjoyed cocktails, hors d'oeuvres and gorgeous views of San Francisco from atop Nob Hill.

The enthusiastic turnout at these events is a wonderful testament to the dental school's culture of philanthropy and the generosity of the extended family of the Dugoni School of Dentistry.

PHOTOS BY JON DRAPER AND CHRIS WOODROW







# Legacy BALL



## A Tax-Wise Way to Give

A qualified charitable distribution (QCD) from a traditional IRA is a great way to make a gift to the Arthur A. Dugoni School of Dentistry. If you are 70-1/2 or older, you can also reduce your taxable income and double your gift to the dental school through the Powell Match program.

### Benefits of a QCD

- Avoid taxes on transfers of up to \$100,000 per year from your IRA
- Satisfy your required minimum distribution (RMD) for the year
- Reduce your taxable income, even if you don't itemize deductions
- A gift to an existing Powell Matched endowment receives a 1:1 match, doubling your gift

With a gift of \$50,000 (which can be spread over five years), you can create your own named endowment and it will be matched dollar-for-dollar by the Powell Match program.

While it may not be the best option for everyone, a QCD from your traditional IRA can be a powerful way to reduce income and estate taxes. Your tax and investment professionals can help with this and other ideas to maximize your legacy to your dental school. Contact Jim Dugoni, development officer, with questions at [jdugoni@pacific.edu](mailto:jdugoni@pacific.edu) or (415) 747-3349.

## Dr. Alvin E. Warkentine '65 Gives Back

"Giving through your IRA just makes sense and it's so easy to do," said Dr. Alvin E. Warkentine '65. "Why not give back to those schools and colleges that made a difference in your life?" This makes sense to Al and Dotty Warkentine. By working with his advisor, Warkentine found it simple to give from his IRA account through the qualified charitable distribution (QCD) method, a tax-wise way to meet the required minimum distribution (RMD) mandated by the IRS each year. "P&S was my first choice in dental schools as my research had shown it to be the best. They took a chance on a farm boy from Colorado, and made my career and lifestyle possible. Hopefully, giving back affords the school the ability to maintain its standards and provide worthy students top quality dental training."

A self-described "small town boy," Warkentine graduated from a rural high school in eastern Colorado where there were only 11 students in his class. He realized two things: first, that he should start investing in stocks even in high school, and second, that he would be happiest at a small college instead of a big school like the University of Colorado (CU).

While still considering CU, the local school superintendent, a family friend, advised young Warkentine to focus on schools within the Western Interstate Commission for Higher Education and to take the first-ever Scholastic Aptitude Test, the SAT. Despite meriting a Boettcher Scholarship at University of Colorado, Warkentine chose to attend tiny Tabor College, a private Mennonite liberal arts college in Hillsboro, Kansas. While there, he met Dotty, his future wife, and quickly

discovered that when he focused his studies on the sciences, he excelled as a student. He took 21 units, all science courses, during his last semester of college so he could finish his degree in just three years. He then completed a year at Fresno State University before taking the next step.

Encouraged by his college advisor and family dentist to pursue a career in dentistry, Warkentine chose the College of Physicians and Surgeons, now the Arthur A. Dugoni School of Dentistry. He loved the thought of studying in San Francisco. "P&S," he said, "was very challenging and prepared me well to become a successful family dentist."



Following graduation in 1965, Warkentine returned to Fresno and established his practice. He thoroughly enjoyed his profession until his retirement in 1998. Warkentine's retirement can only be described as "active" as it includes farming land in both California and Colorado and working to become a master gardener who now shares his expertise around Fresno. Indeed, his and Dotty's home is a stop on the UC Extension garden tour. They travel, participate in their church and community, have four children, 10 grandchildren and four great-grandchildren.

Warkentine lives by the motto, "You can't take it with you, so why not give it away and help others." The Warkentines have found it rewarding to make donations to help students pursue their education. They agree that it just makes sense.



# Memorial Gifts from July 1, 2019 through February 4, 2020

## In Memory Of:

Mrs. Dorothy Aksamit  
Mrs. Eulala Champion  
Dr. A. Roy Cleghorn

Dr. Peter Dawson  
Dr. John Dumars  
Mrs. Rosemary Dixon

Dr. Roy Eversole

Mr. Amir Fathi

Col. Bernard Francis Fisher  
Mrs. Lina Fat

Mr. Terrance Flynn  
Dr. William W. Y. Goon  
Dr. James A. Graham  
Dr. Arthur J. Krol  
Mae Licudine  
Ms. Ruth Ma  
John McInnes  
Winslow L. Moore  
Dr. Roland C. Smith

Dr. Henry Trowbridge

Dr. Robert R. Yee

Dr. Stephen S. Yuen

## In Honor Of:

Dr. Ron Borer  
Dr. Robert Boyd  
Dr. Arthur Dugoni

Dr. Desmond Gallagher  
Dr. Eddie Hayashida  
Dr. Nader Nadershahi

## In Memoriam

Dr. Lloyd L. Owens '45  
Dr. Henry A. Trowbridge '51  
Dr. Phillip W. Strauss '55  
Dr. Stephen S. Yuen '56  
Dr. Robert L. Weichers '58  
Dr. Lorenz F. de Julian, Jr. '59  
Dr. Walter W. Shimasaki '59

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Dr. and Mrs. Kenneth Hovden  
Dr. and Mrs. Steven Dugoni  
Dr. Arthur A. Dugoni  
Dr. and Mrs. Jack Saroyan  
Craig and Nancy Yarborough  
Dr. and Mrs. Kenneth Hovden  
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Dr. Robert Christoffersen  
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Dr. and Mrs. Richard Fredekind  
Craig and Nancy Yarborough  
Dr. and Mrs. Kenneth Hovden  
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Tom and Sue McConnell  
Drs. Nader and Nilou Nadershahi  
Dr. Arthur A. Dugoni  
Craig and Nancy Yarborough  
Dr. Jonathan B. Fisher  
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Dr. Robert Dorian  
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Dr. Kenneth Fat  
Dr. and Mrs. Richard Fredekind  
Dr. Eddie Hayashida  
Mrs. Ellen Kwong  
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Craig and Nancy Yarborough  
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Dr. Robert Christoffersen  
Dr. Eddie K. Hayashida  
Tom and Sue McConnell  
Drs. Nader and Nilou Nadershahi  
Drs. Charles N. and Marion M. Hovden  
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Drs. Nader and Nilou Nadershahi

## Given By:

Dr. and Mrs. Louis Fleming  
Dr. and Mrs. Richard Boyd  
Sinead O'Brien  
Karen Yamamoto  
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Dr. A. Roy Cleghorn '62  
Dr. L. Neil Loveridge '62  
Dr. John N. Christopher '63  
Dr. James M. Herron '65  
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Dr. William I. Kott '71  
Dr. Donald J. Nachtigall '72  
Dr. Robert R. Yee '72

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Orthodontics Endowed Scholarship  
Dr. Arthur & Kaye Dugoni Student Scholarship Endowment  
Dugoni Annual Fund  
Orthodontics Endowed Scholarship  
Hovden Family Endowment  
Dr. Arthur & Kaye Dugoni Student Scholarship Endowment  
Dr. F. Gene & Rosemary Dixon IDS Endowment  
Dr. Arthur & Kaye Dugoni Student Scholarship Endowment  
Orthodontics Endowed Scholarship  
Dugoni Annual Fund  
Dr. F. Gene & Rosemary Dixon International Dental Student  
Hovden Family Endowment  
Orthodontics Endowed Scholarship  
Dr. Eddie K. Hayashida Student Government Endowed Scholarship  
Nader & Nilou Nadershahi Family Endowed Scholarship  
Dr. Arthur & Kaye Dugoni Student Scholarship Endowment  
Class of 1995 Endowment  
Dental Facilities Fund  
Dr. Robert Christoffersen Faculty Endowment  
Dugoni Annual Fund  
Dr. Arthur & Kaye Dugoni Student Scholarship Endowment  
Kenneth and Lina Fat Family Scholarship Endowment  
Dugoni Annual Fund  
Dr. Eddie K. Hayashida Student Government Endowed Scholarship  
Dr. Leonard L. Kwong Family Scholarship  
Kenneth and Lina Fat Family Scholarship Endowment  
Kenneth and Lina Fat Family Scholarship Endowment  
Hovden Family Endowment  
Dugoni Annual Fund  
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Kids in the Clinic Endowment  
Dugoni Annual Fund  
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Dr. Thomas R. Bales Family Endowment  
Dr. Robert Christoffersen Faculty Endowment  
Dr. Eddie K. Hayashida Student Government Endowed Scholarship  
Dugoni Annual Fund  
Nader & Nilou Nadershahi Family Endowed Scholarship  
Hovden Family Endowment  
Dugoni Annual Fund  
Dugoni Annual Fund  
Dr. Herbert K. Yee Scholarship Endowment  
Dugoni Annual Fund  
Dr. Robert Christoffersen Faculty Endowment  
Dugoni Annual Fund  
Nader & Nilou Nadershahi Family Endowed Scholarship

## Given To:

Dugoni Annual Fund  
Boyd Orthodontics Endowed Scholarship  
Dr. Arthur & Kaye Dugoni Student Scholarship Endowment  
Pacific Dugoni Alumni Association Scholarship Endowment  
Pacific Dugoni Alumni Association Scholarship Endowment  
Pacific Dugoni Alumni Association Scholarship Endowment  
Nader & Nilou Nadershahi Family Endowment

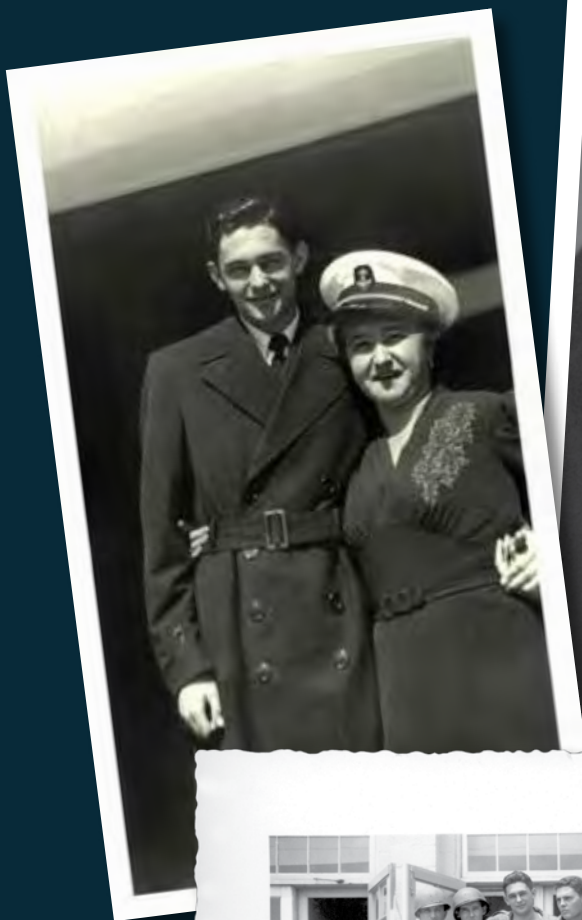
Dr. Jeffery A. Daughenbaugh '74A  
Dr. Jeffery R. Harper '75  
Dr. Dennis D. Shinbori '75  
Dr. Clyde E. Blackman '76  
Dr. David H. Feldman '76  
Dr. Michael J. Davidson '78  
Dr. Stephen D. Austin '80  
Dr. J. Bryson McBratney, Jr. '82

Dr. Kerrie Imagawa '83  
Dr. Ronald R. Freeman '84  
Dr. Martin E. Maxon '84  
Dr. Joseph A. Grasso '90  
Dr. L. Roy Eversole, Associate  
Dr. George Georgieff, Associate  
Dr. Roland C. Smith, Associate

If you are interested in making a memorial or honor gift, contact the Development Office at (415) 929-6406

# OLD SCHOOL

A.W. Ward Museum of Dentistry



Several current DDS students will be entering the military upon their graduation as detailed in the feature story on page 23. Dean Emeritus Arthur A. Dugoni '48 served in the U.S. Navy, beginning as a volunteer in 1943 in the World War II V12 Officer Training Program and becoming a Lieutenant. He completed his undergraduate education at Gonzaga University as part of his Naval training and earned his DDS degree from the College of Physicians & Surgeons. His military service spanned 1943 – 1946 during WWII and then again from 1948 – 1951 when he was a Naval officer who was eventually assigned to the 1st Marine Division to provide oral surgery at Camp Pendleton during the Korean conflict.

*Left: Dr. Dugoni with his mother, circa 1944; middle: Dr. Dugoni (center) during boot camp at the Marine Corps Base Quantico in Virginia; right: U.S. Navy portrait of Dr. Dugoni.*

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The next RDAEF program begins **August 8, 2020**

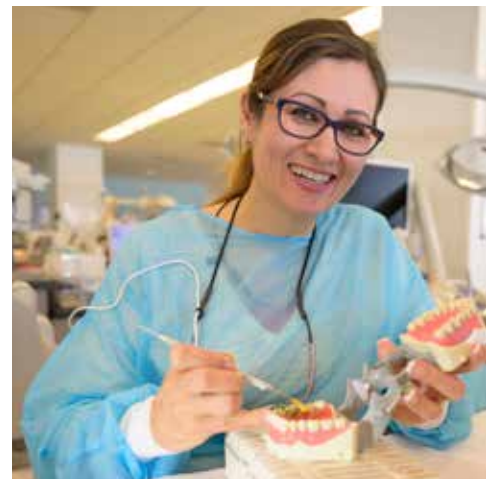
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- ❑ Certification programs for both RDAs and existing RDAEFs at a fully-accredited dental school
- ❑ Personalized instruction led by dental faculty members from the Dugoni School of Dentistry and UCSF
- ❑ The only Dental Board of California-approved provider of the RDAEF program at a dental school in Northern California
- ❑ Interest-free payment plans available to qualified candidates
- ❑ Funding available through the Sallie Mae Smart Option Student Loan®
- ❑ Convenient online lectures and weekend schedule at the Dugoni School of Dentistry's campus in downtown San Francisco



"Sending my three assistants to the RDAEF program at the Dugoni School is one of the best decisions I have made. It's more than doubled our production and the quality of work is much higher in our practice as more time is spent with every patient. The feedback from our patients has been excellent and having RDAEFs has made practicing dentistry more enjoyable and less stressful."

—Dr. Harry Albers, Santa Rosa



Contact the Division of Continuing Dental Education  
**[cedental@pacific.edu](mailto:cedental@pacific.edu) | 415.929.6486**  
For more information visit **[dental.pacific.edu/RDAEF](https://dental.pacific.edu/RDAEF)**

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"We have always had the family motto that 'you will get back ten-fold what you give.' The Dugoni School has been a part of our family since we met during dental school and married. Our family includes being proud parents of Matthew and Jacqueline '19. She is following in her grandfather's, father's and mother's footsteps to obtain a master's degree in orthodontics at Pacific. The Dugoni School of Dentistry inspired three generations of dentists. We give of our time, talent, as well as teach at the school, and forever support our roots here at the Dugoni School. Whatever you can do to make a difference will make a difference."

—Drs. Leslie Jue '87 and Brian Payne '86