

PROGRAM ASSESSMENT REPORT

I. Background Information

1. Program Assessed

Program name: Dental Assisting

Program code: CFDAC

Division: HLT

Department: DEN

Type of Award: A.A. A.S. A.A.S.
 Cert. Adv. Cert. Post-Assoc. Cert. Cert. of Completion

2. Semester assessment was administered (check one):

Fall 20_____
 Winter 2018
 Spring/Summer 20_____

3. Assessment tool(s) used (check all that apply):

Portfolio
 Standardized test
 Other external certification/licensure exam (please describe: RDA exam)
 Graduate Survey
 Employer Survey
 Advisory Committee Survey
 Transfer follow-up
 Externally evaluated performance or exhibit
 Externally evaluation of job performance **DEN 202 and DEN 230 Clinical evaluations**
 Capstone experience (please describe): **Written and Clinical final exam – DEN 204**
 Other (please describe):

4. Have any of these tools been used before?

Yes (if yes, identify which tool) All
 No

If yes, has this tool been altered since its last administration? If so, briefly describe changes made.

No

5. Indicate the number of students assessed/total number of students enrolled in the course. **100**

6. Describe how students were selected for the assessment.

- a. Describe your sampling method. **All Pathway I and II students from SS2015-SS2017 were assessed.**
- b. Describe the population assessed (e.g. graduating students, alumni, entering students, continuing students)? **Graduating students**

II. Results

1. If applicable, briefly describe the changes that were implemented in the program as a result of the previous assessment.

The surveys and evaluation forms were changed slightly to better reflect the data we wanted to obtain and assess.

2. State each outcome (verbatim) from the Program Assessment Planning or Program Proposal form for the program that was assessed.

Goal 1: The DA program prepares students to acquire the knowledge and skills required to obtain state licensure as a Registered Dental Assistant.

Outcome #1 Program graduates will pass the Registered Dental Assistant Exam (RDA)

Goal 2: The DA program provides a curriculum that prepares dental assistants to function as integral members of the dental team.

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Outcome #1 Recognize and perform intraoral functions and procedures as outlined in the Administrative Rules of the Michigan Board of Dentistry.

Outcome #2 Practice efficient chairside, laboratory, and business office skills as necessary for employment as an entry-level dental assistant.

Goal 3: The DA program provides the community with dental assistants who have entry-level knowledge and skills.

Outcome #1 Students enrolled in the DA program will complete the program.

Outcome #2 Students, faculty, and members of the Advisory Committee will rate the program as providing adequate preparation for entry-level dental assistant positions.

Outcome #3 Graduates will obtain or maintain employment as dental assistants.

Outcome #4 Employers, clinical site supervisors, patients, and dental students will rate WCC DA students/graduates as satisfactory.

3. Briefly describe assessment results based on data collected during the program assessment, demonstrating the extent to which students are achieving each of the learning outcomes listed above. *Please attach a summary of the data collected (as a separate document).*

Goal #1 Outcome #1: Standard of success - 85% of the students will pass

See attached RDA Exam Results

- **Written:** 94 out of 98 students passed - 96%
- **Dental Dam:** All students passed – 100% passed
- **Temporary Crown:** 93 out of 98 students passed – 95%
- **Amalgam:** 92 out of 96 students passed – 96%

- The benchmark was met individually for each portion of the exam. As a whole, even if you assume failure of a portion was a separate individual, the overall passing rate is 86% and met the benchmark.

Goal #2 Outcome #1:

See attached DEN 204 Written and Clinical final results

- **Written:** 99% of the students passed the written portion at 80% or higher
 - Standard of success – All students will achieve at least 80%
- **Clinical:** 98% of the students passed all 3 clinical portions
 - Standard of success – All students will achieve passing scores

- The benchmark was met for both the written and clinical portions of the DEN 204 final

Goal #2 Outcome #2: Standard of success - All students will achieve 85%

See attached DEN 202 and DEN 230 Clinical Evaluation results

- **DEN 202 Clinical Evaluations:** 85% of the students achieved 85% or higher on the clinical evaluation.
- **DEN 230 Clinical Evaluations:** 100% of the students achieved 85% or higher on the clinical evaluation.

- The benchmark was met for DEN 230. However, it was not met for DEN 202.

Goal #3 Outcome #1: Standard of success – 80% of the students will complete the program

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See attached Course completion rates

Pathway I

- 76% of the students that began in Fall of 2014 completed in SS of 2015
 - 83% of the students that began in Fall of 2015 completed in SS of 2016
 - 89% of the students that began in Fall of 2016 completed in SS of 2017
- The benchmark was not met in 2014/2015. However, overall totaling the 3 years, the completion rate was 82%.

Pathway II

- From SS 2015-SS 2107 the completion rate was 83% or higher each semester.
 - Overall, of the 58 students that attempted Pathway II, 55 students completed for a completion rate of 95%.
- The benchmark was met.

Goal #3 Outcome #2: Standard of success – 90% of respondents will express satisfaction with the program.

- Graduate Follow-up surveys indicated satisfaction with the program – please see attached survey summary sheets. Respondents felt prepared for employment and that courses were beneficial.
 - DA Survey (Student Exit Survey) indicated overall satisfaction with the program – please see attached survey summary. This survey is completed immediately after their final. Any of the negative comments regarding classes were about classes that are required due to accreditation. The fact that they would recommend the program speaks for itself. From the on-line students, comments are consistently made about making more time available. For the past 3 years, faculty have offered additional open lab days. Less than 20% of the students take advantage of this additional hands-on time.
 - PROE results in 2015
 Students: Overall satisfaction at 97%, instructional materials and internships cited
 Faculty: Overall satisfaction at 100%
 Advisory Committee: Overall satisfaction at 99%
- The benchmark was met. Survey results available upon request.

Goal #3 Outcome #3: Standard of success – 90% of graduates will be employed after 6 months of graduation

- Graduate Follow-up surveys indicated that 100% (14 out of 14 respondents) are employed as a dental assistant. – Survey results available upon request.
- The benchmark was met.

Goal #4 Outcome #4: Standard of success – 90% of respondents will express satisfaction with students/graduates.

- Employer survey indicated that 100% of the employers felt that the program was beneficial and would recommend it to their colleagues. – Survey results available upon request.
- Clinical site survey indicated that 100% of the clinical sites rated the student performance as “very good” or “excellent”. 94% of the sites indicated that the students were well prepared and demonstrated the appropriate skill level. – Survey results available upon request.

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- In each of the 3 years surveyed, the patient surveys indicated that 98% or higher of the patients felt the DA student treating them was competent, while 2% were neutral. – Survey results available upon request.
- Dental student survey shows 98% satisfaction rate concerning perceived performance of WCC dental assistant students. – Survey results available upon request.

➤ The benchmark was met.

4. For each outcome assessed, indicate the standard of success used, and the percentage of students who achieved that level of success. *Please attach the rubric/scoring guide used for the assessment (as a separate document).*

Goal 1 Outcome 1: 85% of those students who elect to take the Registered Dental Assistant Exam will pass.

➤ The benchmark was met individually for each portion of the exam. As a whole, even if you assume failure of a portion was a separate individual, the overall passing rate is 86% and met the benchmark.

Goal 2 Outcome 1: All students will achieve at least 80% on multiple-choice section of final exam. All students will achieve passing scores on the performance portion of the final exam.

- Written: 99% of the students passed the written portion at 80% or higher
- Clinical: 98% of the students passed all 3 clinical portions

➤ The benchmark was met for both the written and clinical portions of the DEN 204 final.

Goal 2 Outcome 2: All students will achieve 85% on performance in clinical evaluation.

- DEN 202 Clinical Evaluations: 85% of the students achieved 85% or higher on the clinical evaluation.
- DEN 230 Clinical Evaluations: 100% of the students achieved 85% or higher on the clinical evaluation.

➤ The benchmark was met for DEN 230. However, it was not met for DEN 202.

Goal 3 Outcome 1: 80% of students enrolled in the program will complete the program.

➤ The benchmark was not met in 2015. However overall totaling the 3 years, the completion rate was 82%.

Goal 3 Outcome 2: 90% of graduates, faculty, and members of the Advisory Committee who respond to the survey will express satisfaction with the program

➤ The benchmark was met.

Goal 3 Outcome 3: 90% of graduates who respond to the survey will be employed as dental assistants within six months of graduation.

➤ The benchmark was met.

Goal 3 Outcome 4: 90% of employers, clinical site supervisors, patients, and dental students who respond to the survey will indicate satisfaction with WCC DA students/graduates.

➤ The benchmark was met.

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5. Describe the areas of strength and weakness in students' achievement of the learning outcomes shown in assessment results.

Strengths:

Results on the RDA exam continue to show that WCC graduates pass rates are higher than candidates from other Commission on Dental Accreditation (CODA) accredited DA programs in Michigan. Employers and graduates express their satisfaction with the program and make recommendations.

Weaknesses:

As indicated, DEN 202 clinical evaluations did not meet the standard of success and in 2014/2015, the program completion was lower than in the following years.

III. Changes influenced by assessment results

1. If weaknesses were found (see above) or students did not meet expectations, describe the action that will be taken to address these weaknesses.

With regards to the DEN 202 evaluations, the standard of success is high expecting all students to achieve 85% or higher. However, the faculty have no desire to lower our expectations and will continue to strive to meet that level of success. The common denominator seems to be a communication issue on the part of the students as opposed to their clinical skill level. Communication is stressed in every component of the program and will continue to be incorporated in the future.

Concerning the completion rates, the faculty are and will be more proactive with the help of student success coaches.

2. Identify any other intended changes that will be instituted based on results of this assessment activity (check all that apply). Describe changes and give rationale for change.

a. Outcomes/assessments from Program Assessment Planning or Program Proposal form:
The delivery of the surveys will be changed in order to allow for less cumbersome data compiling.

b. Program Curriculum:
 Course sequencing
 Course deletion
 Course addition
 Changes to existing program courses (specify):
 Other (specify):

c. Other (specify):

As mentioned previously, on-line students consistently asked for additional time yet did not take advantage of it. More videos will be added covering content reviewed on mandatory on-campus meetings giving more time for hands-on activities. A required day on campus for mid-term testing will also be added for DEN 204.

3. What is the timeline for implementing these actions? **Immediately**

IV. Future plans

1. Describe the extent to which the assessment tools used were effective in measuring student achievement of learning outcomes for this program.

The assessment tools confirmed areas where the faculty have felt students have been weak/strong.

2. If the assessment tools were not effective, describe the changes that will be made for future assessments.

Again, the only changes will be the delivery of the surveys.

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3. Which outcomes from Program Assessment Planning or Program Proposal form have been addressed in this report?

All X Selected _____

If "All", provide the report date for the next full review: _____January 2021_____.

If "Selected", provide the report date for remaining outcomes: _____.

Submitted by:

Name: Kristina Sprague
Print/Signature

Kristina Sprague

Date:

3/1/18

Department Chair: Kristina Sprague
Print/Signature

Kristina Sprague

Date:

3/1/18

Dean: Valerie Greaves
Print/Signature

Valerie Greaves

Date:

3/2/18

Please return completed form to the Office of Curriculum & Assessment, SC 257.

PROGRAM ASSESSMENT REPORT

I. Background Information

1. Program Assessed

Program name: Dental Assisting

Program code: CFDAC

Division: MSH

Department: DEN

Type of Award: A.A. A.S. A.A.S.
 Cert. Adv. Cert. Post-Assoc. Cert. Cert. of Completion

2. Semester assessment was administered (check one):

Fall 20____
 Winter 20____
 Spring/Summer 2014

3. Assessment tool(s) used (check all that apply):

Portfolio
 Standardized test
 Other external certification/licensure exam (please describe): RDA exam
 Graduate Survey
 Employer Survey
 Advisory Committee Survey
 Transfer follow-up
 Externally evaluated performance or exhibit
 Externally evaluation of job performance :DEN 202 and 230 clinical evaluations
 Capstone experience (please describe): Written and Clinical final exam – DEN 204
 Other (please describe):

4. Have any of these tools been used before?

Yes (if yes, identify which tool) all
 No

If yes, has this tool been altered since its last administration? If so, briefly describe changes made.
 No

5. Indicate the number of students assessed/total number of students enrolled in the course. 46

6. Describe how students were selected for the assessment.

a. Describe your sampling method. All 2013/2014 students were assessed.
 b. Describe the population assessed (e.g. graduating students, alumni, entering students, continuing students)? graduating students

II. Results

1. If applicable, briefly describe the changes that were implemented in the program as a result of the previous assessment.

The benchmark for written final for DEN 204 was lowered to 80% from 85%.

2. State each outcome (verbatim) from the Program Assessment Planning or Program Proposal form for the program that was assessed.

Goal 1: The Dental Assisting (DA) program prepares students to acquire the knowledge and skills required to obtain state licensure as a Registered Dental Assistant.

Outcome #1 Program graduates will pass the Registered Dental Assistant Exam (RDA).

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Goal 2: The DA program provides a curriculum that prepares dental assistants to function as integral members of the dental team.

- | | |
|-------------------|---|
| Outcome #1 | Recognize and perform intraoral functions and procedures as outlined in the Administrative Rules of the Michigan Board of Dentistry. |
| Outcome #2 | Practice efficient chairside, laboratory, and business office skills as necessary for employment as an entry-level dental assistant. |

Goal 3: The DA program provides the community with dental assistants who have entry-level knowledge and skills.

- | | |
|-------------------|---|
| Outcome #1 | Students enrolled in the DA program will complete the program. |
| Outcome #2 | Students, faculty, and members of the Advisory Committee will rate the program as providing adequate preparation for entry-level dental assistant positions. |
| Outcome #3 | Graduates will obtain or maintain employment as dental assistants. |
| Outcome #4 | Employers, clinical site supervisors, patients, and dental students will rate WCC DA students/graduates as satisfactory. |

3. Briefly describe assessment results based on data collected during the program assessment, demonstrating the extent to which students are achieving each of the learning outcomes listed above. *Please attach a summary of the data collected (as a separate document).*

Goal 1 Outcome 1:

There were 3 administrations of the RDA exam in 2014. (2013/2014 academic year)
41 out of 51 students passed the RDA exam

- Written 98%(1 failure)
- Dental dam 100%
- Temporary crown 94%(3 failures)
- Amalgam 88%(6 failures)

Benchmark met individually for each portion. As a whole only 80% of the students passed.

Goal 2 Outcome 1:

- 33 out of 46 - 72% of the students passed the written final at 80% on first attempt.
- 46 out of 46 - 100% of the students passed the written final at 80% or higher on the second attempt.
- 44 out of 46 - 96% passed all 3 portions of the clinical final.
- 2 students were given an Incomplete and had to complete additional education for the amalgam. After 1 semester they were able to pass the amalgam portion of the clinical final.

Benchmark was achieved for the written final, however not for the amalgam portion of the clinical final.

Goal 2 Outcome 2:

DEN 202 (SS 2014)

- 15 out of 15 students passed each rotation at 85% or higher.

DEN 230

(Fall 2013, Winter 2014 and SS 2014)

- Of the 25 evaluations received 25 were passing at 85% or higher,

Benchmark was met.

Goal 3 Outcome 1:

49 students enrolled in 2013/2014,
39 students completed the program,
80% completion rate – Benchmark was met

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Goal 3 Outcome 2:

- Graduate Follow-up surveys indicated satisfaction with the program – please see attached survey summary sheets. Respondents felt prepared for employment and that courses were beneficial.
- DA Survey (Student Exit Survey) indicated overall satisfaction with the program – please see attached survey summary. This survey is completed immediately after their final. Comments at this time were interestingly different from the traditional students as they have not yet worked in the dental field. Any of the negative comments regarding classes were with regards to classes that are required due to accreditation. The fact that they would recommend the program speaks for itself. From the on-line students, comments are consistently made with regards to making more time available. For the past 3 semesters, faculty have offered additional open lab time. Less than 20% of the students take advantage of this additional hands-on time.
- PROE results in 2010
 Students: Overall satisfaction at 86%; non-DA courses, internships, and placement cited.
 Faculty: Overall satisfaction at 98%; need cited for more space and treatment rooms.
 Advisory Committee: Overall satisfaction at 96%; responses reinforce the faculty comments about the availability of space.

Goal 3 Outcome 3:

- Graduate Follow-up surveys indicated that 96% (25 out of 26 respondents) are employed as a dental assistant.

Benchmark was met.

Goal 3 Outcome 4:

- Employer survey indicated that 100% of the employers felt that the program was beneficial and would recommend it to their colleagues.
- Clinical site survey indicated that 100% of the clinical sites rated the student performance as “very good” or “excellent”.
- Patient survey indicated that 93% of the patients felt the DA student treating them was competent, 6% were neutral and 1% disagreed.
- Dental student survey shows 98% satisfaction rate concerning perceived performance of WCC dental assistant students.

Benchmark was met.

4. For each outcome assessed, indicate the standard of success used, and the percentage of students who achieved that level of success. *Please attach the rubric/scoring guide used for the assessment (as a separate document).*

Goal 1 Outcome 1: 85% of those students who elect to take the Registered Dental Assistant Exam will pass.

Benchmark met individually for each portion. As a whole, only 80% of the students passed.

Goal 2 Outcome 1: All students will achieve at least 80% on multiple choice section of final exam.

All students will achieve passing scores on the performance portion of the final exam.

Benchmark was achieved for the written final, however not for the amalgam portion of the clinical final.

Goal 2 Outcome 2: All students will achieve 85% on performance in clinical evaluation.

Benchmark was met.

Goal 3 Outcome 1: 80% of students enrolled in the program will complete the program.

80% completion rate – Benchmark was met

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**Goal 3 Outcome 2: 90% of graduates, faculty, and members of the Advisory Committee who respond to the survey will express satisfaction with the program
Benchmark was met.**

**Goal 3 Outcome 3: 90% of graduates who respond to the survey will be employed as dental assistants within six months of graduation.
Benchmark was met.**

**Goal 3 Outcome 4: 90% of employers, clinical site supervisors, patients, and dental students who respond to the survey will indicate satisfaction with WCC DA students/graduates.
Benchmark was met.**

5. Describe the areas of strength and weakness in students' achievement of the learning outcomes shown in assessment results.

Strengths: Results on the RDA exam continue to show that WCC graduates pass rates are higher than candidates from other Commission on Dental Accreditation (CODA) accredited DA programs in Michigan. Employers and graduates express their satisfaction with the program and make recommendations.

Weaknesses: The amalgam portion of the DEN 204 final and RDA exam is one area where students continue to struggle. While students continue to request additional time, very few have utilized it.

III. Changes influenced by assessment results

1. If weaknesses were found (see above) or students did not meet expectations, describe the action that will be taken to address these weaknesses.

Faculty have continued to offer additional practice time for those students having difficulty with amalgams in DEN 204. In the future, this additional time may have to be required.

2. Identify any other intended changes that will be instituted based on results of this assessment activity (check all that apply). Describe changes and give rationale for change.

a. Outcomes/assessments from Program Assessment Planning or Program Proposal form:

b. Program Curriculum:

course sequencing

course deletion

course addition

changes to existing program courses (specify): Additional course content will be added to

DEN 230 per students comments, in the following areas: oral anatomy, dental materials. We will also be eliminating an assignment of model trimming.

other (specify):

c. Other (specify):

3. What is the timeline for implementing these actions? Winter 2016

IV. Future plans

1. Describe the extent to which the assessment tools used were effective in measuring student achievement of learning outcomes for this program.

The assessment tools confirmed areas where we have felt students have been weak/strong.

2. If the assessment tools were not effective, describe the changes that will be made for future assessments.

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N/A

3. Which outcomes from Program Assessment Planning or Program Proposal form have been addressed in this report?

All Selected

If "All", provide the report date for the next full review: _____ January 2018 _____.

If "Selected", provide the report date for remaining outcomes: _____.

Submitted by:

Name: Kathleen Weber *Kathleen Weber* Date: 1/6/15
Print/Signature

Department Chair: Connie Foster *Connie Foster* Date: 1/6/15
Print/Signature

Dean: Kristen Brandemuhl *Kristen Brandemuhl* Date: 1/7/15
Print/Signature

Please return completed form to the Office of Curriculum & Assessment, SC 257.