

**Course Assessment Report  
Washtenaw Community College**

Discipline	Course Number	Title
Dental Assisting	212	DEN 212 10/03/2023- Dental Practice Management
College	Division	Department
	Health Sciences	Allied Health
Faculty Preparer		Kristina Sprague
Date of Last Filed Assessment Report		04/12/2021

**I. Review previous assessment reports submitted for this course and provide the following information.**

1. Was this course previously assessed and if so, when?

Yes  Through Spring/Summer 2020
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2. Briefly describe the results of previous assessment report(s).

The students displayed the written communication and basic practice management skills necessary to obtain an entry-level position in a dental practice
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3. Briefly describe the Action Plan/Intended Changes from the previous report(s), when and how changes were implemented.

The rubrics were updated with the intention of further emphasizing attention to detail.
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**II. Assessment Results per Student Learning Outcome**

Outcome 1: Demonstrate dental office business practices.

- Assessment Plan
  - Assessment Tool: Outcome-related written assignments
  - Assessment Date: Fall 2023
  - Course section(s)/other population: All
  - Number students to be assessed: All

- How the assessment will be scored: Departmentally-developed rubrics
- Standard of success to be used for this assessment: 85% of the students will score 80% or higher.
- Who will score and analyze the data: DA faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2023, 2022, 2021

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
22	22

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students were assessed.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students were assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The assignments are rated with numerical scores based on a departmentally-developed rubric. Scores are added to obtain a total.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: <u>No</u>
Spring/Summer 2021
75% of the students scored 80% or higher on the assignment overall (3 out of 4)

Standard of success - not met

Spring/Summer 2022

89% of the students scored 80% or higher on the assessment overall (8 out of 9)

Standard of success - met

Spring/Summer 2023

78% of the students scored 80% or higher on the assessment overall (7 out of 9)

Standard of success - not met

Overall for 2021-2023 - 81% (18 out of 22 students) scored 80% or higher.

Standard of success - not met

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students that completed all the assignments were able to successfully input all the data and displayed entry level knowledge of dental business office procedures.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Critically thinking when scheduling appointments given the scenarios needs improvement. There are two factors working against their ability to critically think. One is what they may have experienced clinically in specialty practice vs a general practice (anesthetizing the entire mandible vs quadrant dentistry) and not considering what they learned in class. The other factor is that they rush through their assignments or pick and choose which ones to complete due to this class being offered their last semester while they are in clinical rotations and completing their capstone course.

Outcome 2: Prepare written communications used in a dental practice.

- Assessment Plan
  - Assessment Tool: Outcome-related written assignments
  - Assessment Date: Fall 2023
  - Course section(s)/other population: All

- Number students to be assessed: All
- How the assessment will be scored: Departmentally-developed rubrics
- Standard of success to be used for this assessment: 85% of the students will score 80% or higher.
- Who will score and analyze the data: DA faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2022, 2023, 2021

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
22	22

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students were assessed.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students were assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The assignments are rated with numerical scores based on a departmentally developed rubric. Scores are added to obtain a total.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: <u>Yes</u>
2021 - 100% of the students scored 80% or higher on the assignment overall.
2022 - 100% of the students scored 80% or higher on the assignment overall.

2023 - 100% of the students scored 80% or higher on the assignment overall.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students' performance increased greatly from the previous assessment. They were successful in clearly communicating to both patients and referring dentists.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Formatting remains an issue. However, in current practice most communications with patients and referring dentists are electronically generated. With the purchase of new clinic software that allows for remote access with patient scenarios, alternative assignments will be created to simulate clinical practice.

Outcome 3: Develop a portfolio of employment application materials suitable for working in a dental practice.

- Assessment Plan
  - Assessment Tool: Portfolio
  - Assessment Date: Fall 2023
  - Course section(s)/other population: All
  - Number students to be assessed: All
  - How the assessment will be scored: Departmentally-developed rubric
  - Standard of success to be used for this assessment: 85% of the students will score 80% or higher.
  - Who will score and analyze the data: DA faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2023, 2022, 2021

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
22	22

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students were assessed.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students were assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The assignments are rated with numerical scores based on a departmentally developed rubric. Scores are added to obtain a total.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

2021 - 100% of the students scored 80% or higher on the assignment overall.

2022 - 100% of the students scored 80% or higher on the assignment overall.

2023 - 100% of the students scored 80% or higher on the assignment overall.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Given the data, the students displayed a clear understanding of what is expected in preparing professional appearing documents for the interviewing process.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

We will continue to have Centers for Career Success present to the students and utilize their resources.

### III. Course Summary and Intended Changes Based on Assessment Results

1. Based on the previous report's Intended Change(s) identified in Section I above, please discuss how effective the changes were in improving student learning.

Using rubrics that clearly outlined and separated the graded areas gave students a better picture of assignment expectations.

2. Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

It's interesting to note that in 2021, students were scheduled differently in the WCC Dental Clinic. Each were assigned two days in the business office. One day they were assigned to greet patients and answer the phone and the other day they were assigned to check out the patients. Having this experience and expounding on it further in this course may have helped increase their level of understanding and expectations.

3. Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

The faculty meet regularly and will discuss the results of this assessment at the next meeting.

4.

Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
Objectives	Create course objectives that incorporate the use of our new clinical software with patient scenarios.	Making the change will better reflect current practice.	2024
Course Materials (e.g. textbooks, handouts, on-line ancillaries)	Additional time will be spent in class on areas with weaker student performance and we will implement a cloud-based software system to support student learning and assignment completion.	To support students in more challenging areas of the course and to support students in completing assignments.	2024

5. Is there anything that you would like to mention that was not already captured?

6.

### III. Attached Files

#### [Assessment Data](#)

**Faculty/Preparer:** Kristina Sprague **Date:** 10/03/2023  
**Department Chair:** Kristina Sprague **Date:** 10/03/2023  
**Dean:** Shari Lambert **Date:** 10/06/2023  
**Assessment Committee Chair:** Jessica Hale **Date:** 07/30/2024



**Course Assessment Report  
Washtenaw Community College**

Discipline	Course Number	Title
Dental Assisting	212	DEN 212 01/26/2021- Dental Practice Management
Division	Department	Faculty Preparer
Health Sciences	Allied Health	Kristina Sprague
Date of Last Filed Assessment Report	01/09/2017	

**I. Review previous assessment reports submitted for this course and provide the following information.**

1. Was this course previously assessed and if so, when?

Yes

1/9/2017

2. Briefly describe the results of previous assessment report(s).

The students displayed the written communication and basic practice management skills necessary to obtain an entry-level position in a dental practice. Their performance was not a surprise; however, attention to detail still remains an issue.

3. Briefly describe the Action Plan/Intended Changes from the previous report(s), when and how changes were implemented.

Since the last course assessment, new assignments have been added to reflect current business practices and the entire class has been restructured. A separate textbook is now no longer required.

**II. Assessment Results per Student Learning Outcome**

Outcome 1: Demonstrate dental office business practices.

- Assessment Plan
  - Assessment Tool: Written assignments
  - Assessment Date: Fall 2020
  - Course section(s)/other population: All
  - Number students to be assessed: All

- How the assessment will be scored: Departmentally-developed rubric.
- Standard of success to be used for this assessment: 85% of the students will score 80% or higher.
- Who will score and analyze the data: DA Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2020, 2019, 2018

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
30	30

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students that completed the course assessment tools were assessed.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students were assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The assignments are rated with numerical scores based on a departmentally-developed rubric. Scores are added to obtain a total.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: <u>Yes</u>
2018 - 93% (14/15) of the students scored an average of 80% overall.
2019 - 100% (10/10) of the students scored an average of 80% overall.

2020 - 80% (4/5) of the students scored an average of 80% overall.

Combined, 93% (28/30) of the students scored an average of 80% overall.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students that completed all the assignments performed well and displayed entry level knowledge of dental business office procedures.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

In 2019, the assignments were modified to include current business practices. That semester 100% of the students scored 82% or higher overall. In 2020, 4 out of the 5 students performed at 89% or higher overall. While the standard of success was not met in 2020, the faculty feel as though the current assessment tools reflect procedures that are performed in the dental office and no modifications are needed. Students tend to rush through the assignments of this course as it is their last semester and they are in clinical rotations four days a week.

Outcome 2: Prepare written communications used in a dental practice.

- Assessment Plan
  - Assessment Tool: Written assignments
  - Assessment Date: Fall 2020
  - Course section(s)/other population: All
  - Number students to be assessed: All
  - How the assessment will be scored: Departmentally-developed rubric.
  - Standard of success to be used for this assessment: 85% of the students will score 80% or higher.
  - Who will score and analyze the data: DA Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2020, 2019, 2018

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
30	30

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students that completed the course assessment tools were assessed.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students were assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The assignments are rated with numerical scores based on a departmentally-developed rubric. Scores are added to obtain a total.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: No  
 2018 - 93% (14/15) of the students scored an average of 80% overall.  
 2019 - 40% (4/10) of the students scored an average of 80% overall.  
 2020 - 80% (4/5) of the students scored an average of 80% overall.  
 73% (22/30) of the students scored an average of 80% overall.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students were able to understand the basic aspects of writing a business letter.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

In 2019, the course was modified and a supplemental textbook was not required. While this was the case in 2020, the success rate increased as additional direction was given for the assignments. Due to the increased level of performance, this area

will continue to be monitored. If success rates drop again, supplemental material may need to be explored. It should be noted that the students' attention to detail is an ongoing issue and one that the faculty will continue to monitor as well.

Outcome 3: Develop a portfolio of employment application materials suitable for working in a dental practice.

- Assessment Plan
  - Assessment Tool: Portfolio
  - Assessment Date: Fall 2020
  - Course section(s)/other population: All
  - Number students to be assessed: All
  - How the assessment will be scored: Departmentally-developed rubric.
  - Standard of success to be used for this assessment: 85% of the students will score 80% or higher.
  - Who will score and analyze the data: DA Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2020, 2019, 2018

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
30	30

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students that completed the course assessment tools were assessed.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students were assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The assignments are rated with numerical scores based on a departmentally-developed rubric. Scores are added to obtain a total.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

2018 - 100% (15/15) of the students scored an average of 80% overall.

2019 - 70% (7/10) of the students scored an average of 80% overall.

2020 - 100% (5/5) of the students scored an average of 80% overall.

90% (27/30) of the students scored an average of 80% overall.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Given the data, the students displayed a clear understanding of what is expected in preparing professional appearing documents for the interviewing process.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

While overall, students met the standard of success, it should be noted that the students' attention to detail is an ongoing issue and one that the faculty will continue to monitor.

We will continue to require the students to use the resources of Career Transitions.

### III. Course Summary and Intended Changes Based on Assessment Results

1. Based on the previous report's Intended Change(s) identified in Section I above, please discuss how effective the changes were in improving student learning.

The course was changed since the last course assessment and there wasn't an action plan aside from monitoring the students' attention to detail. This is being monitored throughout the program and assignments have been modified to weigh heavily on accuracy.

2. Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

The students displayed the written communication and basic practice management skills necessary to obtain an entry-level position in a dental practice. Their performance was not a surprise; however, attention to detail still remains an issue.

3. Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

The faculty meet regularly and will discuss the results of this assessment at the next meeting.

4. Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
Other: Rubrics	Continue to emphasize attention to detail as a criterion in the rubric.	As this course is towards the end of the program, students tend to rush through assignments.	2021

5. Is there anything that you would like to mention that was not already captured?

6.

### III. Attached Files

[DEN 212 Assessment Data](#)

**Faculty/Preparer:** Kristina Sprague **Date:** 01/26/2021

**Department Chair:** Kristina Sprague **Date:** 01/26/2021

**Dean:** Valerie Greaves **Date:** 02/16/2021

**Assessment Committee Chair:** Shawn Deron **Date:** 04/12/2021

**Course Assessment Report**  
**Washtenaw Community College**

Discipline	Course Number	Title
Dental Assisting	212	DEN 212 11/21/2016- Dental Practice Management
Division	Department	Faculty Preparer
Health Sciences	Allied Health	Kathleen Weber
Date of Last Filed Assessment Report		

**I. Assessment Results per Student Learning Outcome**

Outcome 1: Demonstrate effective methods of written communication.

- Assessment Plan
  - Assessment Tool: Written assignments
  - Assessment Date: Fall 2015
  - Course section(s)/other population: All
  - Number students to be assessed: All
  - How the assessment will be scored: Departmentally-developed rubric.
  - Standard of success to be used for this assessment: 85% of the students will score 80% or higher.
  - Who will score and analyze the data: DA Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2016, 2015, 2014

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
42	41

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.



One student withdrew from the course in S/S 2015.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students were assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

A rubric is used indicating a list of objectives for each assignment. Each assignment is scored on the basis of exemplary performance, at or above performance, below performance, and low performance. It is expected that students will achieve at least 80% on each assignment.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

For 2014, 88% of the students scored 80% or higher - standard of success was met.

For 2015, 85% of the students scored 80% or higher - standard of success was met.

For 2016, 91% of the students scored 80% or higher - standard of success was met.

Overall, all 88% of the students scored 80% or higher - standard of success was met for 2014-2016.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Given the data, students displayed effective professional written communication.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

While overall students met the standard of success, it should be noted that the student's attention to detail is an ongoing issue and one that the faculty will continue to monitor.

Outcome 2: Perform basic procedures and processes for office management.

- Assessment Plan
  - Assessment Tool: Written assignments
  - Assessment Date: Fall 2015
  - Course section(s)/other population: All
  - Number students to be assessed: All
  - How the assessment will be scored: Departmentally-developed rubric.
  - Standard of success to be used for this assessment: 85% of the students will score 80% or higher.
  - Who will score and analyze the data: DA Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2016, 2015, 2014

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
42	41

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

1 student withdrew from S/S 2015

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students that completed the course were assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The assignments are rated with numerical scores based on a departmentally developed rubric. Scores are added to obtain a total.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: <u>Yes</u>
In 2014, 100% of the students that completed the assignments scored 80% or higher - standard of success was met.
In 2015, 100% of the students that completed the assignments scored 80% or higher - standard of success was met.
In 2016, 91% of the students that completed the assignments scored 80% or higher - standard of success was met.
Overall, for 2014-2016, 97% of the students that completed the assignments scored 80% or higher - standard of success was met.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Given the data, the students were able to perform basic procedures and processes for office management.
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8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

While overall students met the standard of success, it should be noted that the student's attention to detail is an ongoing issue and one that the faculty will continue to monitor.
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Outcome 3: Prepare documents in preparation for the interviewing process.

- Assessment Plan
  - Assessment Tool: Portfolio of job search related materials
  - Assessment Date: Fall 2015
  - Course section(s)/other population: All
  - Number students to be assessed: All
  - How the assessment will be scored: Departmentally-developed rubric.

- Standard of success to be used for this assessment: 85% of the students will score 80% or higher.
- Who will score and analyze the data: DA Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2015, 2014, 2016

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
42	41

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

1 student withdrew from the course in S/S 2015
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4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students that completed the course were assessed.
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5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The assignments are rated with numerical scores based on a departmentally developed rubric. Scores are added to obtain a total.
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6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: <u>Yes</u>
In 2014, 100% of the students scored 80% or higher - standard of success was met.
In 2015, 100% of the students scored 80% or higher - standard of success was met.
In 2016, 100% of the students scored 80% or higher - standard of success was met.

Overall, for 2014-2016, 100% of the students scored 80% or higher - standard of success was met.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Given the data, the students displayed a clear understanding of what is expected in preparing professional appearing documents for the interviewing process.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

While overall students met the standard of success, it should be noted that the student's attention to detail is an ongoing issue and one that the faculty will continue to monitor.

We will continue to require the students to use the resources of Career Services.

## II. Course Summary and Action Plans Based on Assessment Results

1. Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

The students displayed the written communication and basic practice management skills necessary to obtain an entry-level position in a dental practice. Their performance was not a surprise however, attention to detail still remains an issue.

2. Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

The faculty meet regularly and will discuss the results of this assessment at the next meeting.

3. Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
No changes intended.			

4. Is there anything that you would like to mention that was not already captured?

Upon reviewing the program's student exit surveys, the students indicate that the course was valuable. However, the students want to be done at this point in their

final semester of the program and feel as though this course is busy work while they are trying to complete clinical rotations and preparing for their Board exam. Attention to detail is a skill required of a dental assistant. Given all that is going on this final semester, attention to detail often suffers.

### III. Attached Files

#### [Assessment Data](#)

<b>Faculty/Preparer:</b>	Kathleen Weber	<b>Date:</b> 11/21/2016
<b>Department Chair:</b>	Connie Foster	<b>Date:</b> 11/22/2016
<b>Dean:</b>	Valerie Greaves	<b>Date:</b> 12/12/2016
<b>Assessment Committee Chair:</b>	Ruth Walsh	<b>Date:</b> 01/09/2017

**Course Assessment Report  
Washtenaw Community College**

Discipline	Course Number	Title
Dental Assisting	212	DEN 212 06/04/2013- Dental Practice Management
Division	Department	Faculty Preparer
Math, Science and Health	Allied Health	Kristina Sprague
Date of Last Filed Assessment Report		

**I. Assessment Results per Student Learning Outcome**

Outcome 1: Demonstrate effective methods of written and verbal communication.

- Assessment Plan
  - Assessment Tool: Review of performance ratings using criteria
  - Assessment Date: Spring/Summer 2009
  - Course section(s)/other population: all
  - Number students to be assessed: all
  - How the assessment will be scored:
  - Standard of success to be used for this assessment:
  - Who will score and analyze the data:

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2012

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
19	19

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students were included.
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4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students of the only section offered were included in this assessment.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

A rubric is used indicating a list of objectives for each assignment. Each assignment is scored on the basis of exemplary performance, at or above performance, below performance, and low performance. It is expected that students will achieve at least 80% on each assignment.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

100% of the students obtained at least 80%. The standard of success was met for this outcome.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

The students continue to struggle with attention to detail. This is especially true with spelling dental terms.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

We will continue to stress the importance of reviewing their assignments prior to submission and not relying on spell check for dental terms.

Outcome 2: Identify basic procedures and processes for office management.

- Assessment Plan
  - Assessment Tool: Review of performance ratings using criteria
  - Assessment Date: Spring/Summer 2009
  - Course section(s)/other population: all
  - Number students to be assessed: all



- How the assessment will be scored:
- Standard of success to be used for this assessment:
- Who will score and analyze the data:

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2012

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
19	19

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students from 2012 Summer were assessed.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students were included.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The final exam was scored in BlackBoard and an item analysis was generated.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes  
 100% of the students passed at 89% or higher. The standard of success was 80% and thus was more than met.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

The students have a clear understanding of basic office procedures and processes.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Frequently missed questions on the final exam will be reviewed for student comprehension.

Outcome 3: Prepare documents in preparation for the interviewing process.

- Assessment Plan
  - Assessment Tool: Review of performance ratings using criteria
  - Assessment Date: Spring/Summer 2009
  - Course section(s)/other population: all
  - Number students to be assessed: all
  - How the assessment will be scored:
  - Standard of success to be used for this assessment:
  - Who will score and analyze the data:

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2012

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
19	19

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students from Summer 2012 were assessed.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students were assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

A rubric is used indicating a list of objectives for each assignment. Each assignment is scored on the basis of exemplary performance, at or above performance, below performance, and low performance. It is expected that students will achieve at least 80% on each assignment.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

100% of the students obtained at least 80%. The standard of success was met for this outcome

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students displayed a clear understanding of what is expected in preparation for the interviewing process.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

We will continue to require the students to use the resources of Career Services.

## II. Course Summary and Action Plans Based on Assessment Results

1. Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

Nothing about their performance was a surprise. The students seemed to grasp the material and have the basic skills necessary to obtain an entry level position in the business office of a dental practice.

2. Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

The faculty meet on a regular basis and were involved in this assessment process. The action plan will be discussed at our next meeting.

3.

Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
Assessment Tool	We will be changing Outcome #2 to read "perform" instead of "identify" basic procedures and processes for office management.	The students have performed well on the current assessment tool for this Outcome. They have not performed as well with some of their assignments of performing basic procedures and processes. The students have shown difficulty with attention to detail regarding spelling and basic math skills. Reviewing these activities may give us a better understanding on how we can better assist the students.	2014

4. Is there anything that you would like to mention that was not already captured?

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**III. Attached Files**

[Assessment data](#)  
[Rubric](#)

<b>Faculty/Preparer:</b> Kristina Sprague	<b>Date:</b> 6/5/13
<b>Department Chair:</b> Connie Foster	<b>Date:</b> 6/9/13
<b>Dean:</b> Martha Showalter	<b>Date:</b> 6/13/13
<b>Assessment Committee Chair:</b> Michelle Garey	<b>Date:</b> 7/17/13

**COURSE ASSESSMENT REPORT**

**I. Background Information**

1. Course assessed:  
 Course Discipline Code and Number: **DEN 212**  
 Course Title: **Dental Practice Management**  
 Division/Department Codes: **Health and Applied Technologies (HAT)**
  
2. Semester assessment was conducted (check one):  
 Fall 20\_\_  
 Winter 20\_\_  
 Spring/Summer 20\_\_08\_
  
3. Assessment tool(s) used: check all that apply.  
 Portfolio  
 Standardized test  
 Other external certification/licensure exam (specify):  
 Survey  
 Prompt  
 Departmental exam  
 Capstone experience (specify):  
 Other (specify):
  
4. Have these tools been used before?  
 Yes  
 No

If yes, have the tools 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.  
**There were 17 students enrolled in 1 section and all students were assessed.**
  
6. Describe how students were selected for the assessment.  
**All students were assessed.**

**II. Results**

1. Briefly describe the changes that were implemented in the course as a result of the previous assessment.  
**A evaluation rubric was created for the objectives pertaining to Outcome #3.**
  
2. State each outcome (verbatim) from the master syllabus for the course that was assessed.
  1. **Demonstrate effective methods of written and verbal communication.**
  2. **Identify basic procedures and processes for office management.**
  3. **Prepare documents in preparation for the interviewing process.**
  
3. Briefly describe assessment results based on data collected during the course assessment, demonstrating the extent to which students are achieving each of the learning outcomes listed above. *Please attach a summary of the data collected.*  
**Outcome 1: 59% of the students scored at 85% or above**  
**Outcome 2: 65% of the students scored at 85% or above**  
**Outcome 3: 100% of the students scored at 97% or above**
  
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.*  
**Outcome 1: Standard to be used is 90% of students will pass at 85%.**  
**Outcome 2: Standard to be used is 90% of students will pass at 85%.**

**Outcome 3: Standard to be used is 90% of students will pass at 85%.**

See attached BlackBoard grade sheet

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

**Strengths: In preparing documents for the interviewing process (Outcome #3), students did extremely well. They work closely with Employment services in preparing these documents.**

**Weaknesses: Student weaknesses in Outcomes 1 and 2 were due to their lack of detail and reading instructions thoroughly.**

**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.

**Outcome 1: The rubric will be revised to better outline the expectations of the assignment, stressing the importance of attention to detail.**

**Outcome 2: Frequently missed questions on the final will be reviewed and additional questions added to the post tests to test the level of comprehension and better prepare students for the final**

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

a.  Outcomes/Assessments on the Master Syllabus

Change/rationale: **Redefine the standard of success. The grading scale is 80% passing rather than the elevated success of 85%.**

b.  Objectives/Evaluation on the Master Syllabus

Change/rationale:

c.  Course pre-requisites on the Master Syllabus

Change/rationale:

d.  1<sup>st</sup> Day Handouts

Change/rationale: **In the first day handouts, a note will be added regarding attention to detail and the importance of following directions. "After graduation, all written and verbal communication is a reflection of your profession and your office of employment."**

e.  Course assignments

f.  Course materials (check all that apply)

Textbook

Handouts

Other:

g.  Instructional methods

Change/rationale: **As mentioned above, the post tests and final as well as the rubric used in evaluating assignments will be revised.**

h.  Individual lessons & activities

Change/rationale:

3. What is the timeline for implementing these actions? **Changes to the post tests and final were addressed immediately. A revised rubric was also created and is attached.**

**IV. Future plans**

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

**COURSE ASSESSMENT REPORT**

The assessment tools were found to be effective. It forced the faculty to weigh whether our standard of success was too high or whether our scoring was too aggressive. A combination of the two was found.

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

3. Which outcomes from the master syllabus have been addressed in this report?

All X Selected \_\_\_\_\_

If "All", provide the report date for the next full review: Fall 2011

If "Selected", provide the report date for remaining outcomes: \_\_\_\_\_

**Submitted by:**

Name: Kathleen Weber / Kathleen Weber Date: 9/29/08  
Print/Signature

Department Chair: [Signature] Date: 10/1/08  
Print/Signature

Dean: [Signature] Date: 10/2/08  
Print/Signature