

PROGRAM ASSESSMENT REPORT

Program Code: CFDAC	Program Name: Dental Assisting
Division: Health Sciences	Department: Allied Health
Award <input type="checkbox"/> A.A. <input type="checkbox"/> A.S. <input type="checkbox"/> A.A.S. <input checked="" type="checkbox"/> Cert. <input type="checkbox"/> Adv. Cert. <input type="checkbox"/> Post-Assoc. Cert. <input type="checkbox"/> Cert. of Completion	

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

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

Fall 2021

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

The assessment tools confirmed areas where faculty have felt the students weak/strong. All benchmarks were met where data could be obtained.
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3. Briefly describe the Action Plan/Intended Changes from the previous report(s), when and how changes were implemented.

DEN 204 clinical final data was better organized in order to determine the number of attempts. This change was implemented immediately.

II. Background Information

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)
2021, 2022	2022, 2023	2022, 2023

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

- Portfolio
- Test or outcome-related test questions
- Other external certification/licensure exam (please describe): Registered Dental Assistant (RDA) exam
- Externally evaluated performance or exhibit
- External evaluation of job performance (internship, co-op, placement, other)
- Capstone experience (please describe):
- Graduate Survey
- Employer Survey
- Transfer follow-up
- Other (please describe): _____

3. Indicate the number of students assessed/total number of students enrolled in the course(s)/program.

<i># of students assessed</i>	<i>Total population in course(s) or program</i>
50	50 – completed the program

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4. Describe how you selected students for the assessment.
 - a. Describe your sampling method.
 - b. Describe the population assessed (e.g. students in capstone course, graduating students, alumni, etc.).

All students who completed the program from Fall 2021-Spring/Summer 2023 were assessed.

III. Results

1. State every outcome (verbatim) from the Program Proposal form or the Assessment Plan Change Form for the program. *Add more lines as needed.*

Goal 1: Provide a curriculum that prepares dental assistant students 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 necessary for employment as a dental assistant.

Goal 2: Provide the community with clinically competent dental assistants.

- **Outcome #1:** Students enrolled in the Dental Assisting (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 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.

Goal 3: Prepare 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).

2. Briefly describe assessment results for each outcome 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).*** *Add more lines as needed.*

Goal 1 Outcome #1 – DEN 204 Written and clinical final

Assessment tool #1 written final

Pathway I (PI) S/S 2022: six out of eight (75%) students passed on their first attempt at the outcome related final exam questions.

PI S/S 2023: 9 out of 10 (90%) students passed on their first attempt at the outcome related final exam questions.

Pathway II (PII) Fall 2021: five out of 10 (50%) students passed on their first attempt at the outcome related final exam questions.

PII Fall 2022: 9 out of 11 (81.8%) students passed on their first attempt at the outcome related final exam questions.

PII Winter 2023: 11 out of 12 (92%) students passed on their first attempt at the outcome related final exam questions.

Assessment tool #2 clinical final

PI S/S 2022: four out of eight (50%) students passed the clinical portion of the final exam on their first attempt.

PI S/S 2023: 9 out of 10 (90%) the clinical portion of the final exam on their first attempt.

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PII Fall 2021: five out of nine (56%) students passed the clinical portion of the final exam on their first attempt.

PII Fall 2022: 7 out of 12 (58%) students passed the clinical portion of the final exam on their first attempt.

PII Winter 2023: 8 out of 12 (67%) students passed the clinical portion of the final exam on their first attempt.

Goal 1 Outcome #2 DEN 202/230 Clinical Evaluations

Assessment #1 – Clinical Evaluation for DEN 202 (Pathway I students)

PI students S/S 2022 – 100% of the students achieved 85% or higher

PI students S/S 2023 - 100% of the students achieved 85% or higher

Assessment #2 - Clinical evaluation for DEN 230 (Pathway II students)

PII students Fall 2021-100% of the students achieved 85% or higher.

PII students Fall 2022-100% of the students achieved 85% or higher.

PII students Winter 2023-100% of the students achieved 85% or higher.

Goal 2 Outcome #1 - Enrollment/completion rates

PI 2021-2022 – 8 out of 9 (89%) of the students enrolled in Pathway I, completed the program.

PI 2022-2023 – 10 out of 11 (91%) of the students enrolled in Pathway I, completed the program.

PII Fall 2021 – 9 out of 10 (90%) of the students enrolled in Pathway II, completed the program.

PII Fall 2022 – 11 out of 11 (100%) of the students enrolled in Pathway II, completed the program.

PII Winter 2023 – 12 out of 12 (100%) of the students enrolled in Pathway II, completed the program.

Goal 2 Outcome #2 – Surveys

Assessment #1 – Exit surveys were positive for both Pathway I and II.

Assessment #2 – Limited responses. Of those that responded, 100% indicated that the program prepared them for employment and that the classroom, laboratory and treatment room equipment reflected those seen in dental offices.

Assessment #3 – 100% of the faculty that responded (4 out of 5) agreed that the program is providing more than adequate preparation for employment.

Assessment #4 - 100% of the Advisory Board that responded agreed that the program is providing more than adequate preparation for employment.

Goal 2 Outcome #3 – Graduate Follow-up Surveys

Limited responses. Of those responding all were currently employed in a dental office.

Goal 2 Outcome #4 – Employer/clinical site/patient/dental student surveys

#1 – Employer survey – Limited surveys were returned. 100% of those that responded, indicated yes to the following question “Do you feel the educational experience WCC provided was beneficial to our assistant?”

#2 – Clinical site survey – Standard of success was met. 90% of the respondents expressed satisfaction with WCC DA students.

#3 – WCC Dental Clinic Patient Survey – Standard of success was met. 98% (79/81) were all positive. One survey was marked disagree in several areas but made no comments. The patient was identified and treating parties were consulted.

#4 – U of M Dental Student survey – Standard of success was met. 98% of the dental students responded that the overall experience was worthwhile. 85% or higher of the responses were “student meets expectations.” All comments were positive.

Goal 3 Outcome #1 – RDA Exam pass rates

2021-2022 PI students – 6 out of 8 students (75%) passed the RDA Exam.

1 student failed the crown portion.

1 student failed the written.

All have since passed.

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2022-2023 PI students 10 out of 10 (100%) passed the RDA Exam.

Fall 2021 PII students – 8 out of 9 students (89%) passed the RDA Exam.
 Fall 2022 PII students – 9 out of 11 students (82%) passed the RDA Exam.
 Winter 2023 PII students – 12 out of 12 students (100%) passed the RDA.
 Exam Total 45 out of 50 (90%) of the students passed the exam.

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

Goal 1 Outcome #1 – DEN 204 Written final

- Standard of Success - 80% of the students will pass on their first attempt.
- 41 out of 50 (82%) students passed on their first attempt at the outcome related final exam questions.
- Standard of success was met.

Goal 1 Outcome #1 – DEN 204 Clinical final

- Standard of Success - 80% of the students will pass on their first attempt.
- 33 out of 50 (66%) students passed on their first attempt on the clinical portion of the final exam.
- Standard of success was not met.

Goal 1 Outcome #2 – DEN 202/230 clinical evaluations

- Standard of Success - All students will achieve 85% on performance in clinical evaluation.
- 100% of the students achieved 85% or higher on the clinical evaluation.
- Standard of success was met.

Goal 2 Outcome #1 - Enrollment/completion rates

- Standard of Success - 80% of the students enrolled in the program will complete the program.
- 50 out of 53 (94%) students that enrolled in the program, completed the program.
- Standard of success was met

Goal 2 Outcome #2 -Surveys

- Standard of Success - 90% of the respondents will express satisfaction with the program
- Assessment #1 – Exit surveys were positive for both Pathway I and II. All responses were agree or strongly agree. Standard of Success was met.
- Assessment #2 – Limited responses. Of those that responded, 100% indicated that the program prepared them for employment and that the classroom, laboratory and treatment room equipment reflected those seen in dental offices.
- Assessment #3 – 100% of the faculty that responded (4 out of 5) agreed that the program is providing more than adequate preparation for employment.
- Assessment #4 - 100% of the Advisory Board that responded agreed that the program is providing more than adequate preparation for employment.
- Standard of success was met.

Goal 2 Outcome #3 – Graduate follow up surveys

- Standard of Success - 90% of the Graduates who respond to the survey will be employed as dental assistants within six months of graduation.
- Limited response rate.
- Standard of success was met.

Goal 2 Outcome #4 – Employer/clinical site/patient/dental student surveys

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- Standard of Success - 90% of the respondents will express satisfaction with WCC DA students/graduates
 - Limited response rate.
 - Standard of success was met.
- Goal 3 Outcome #1 – RDA Exam pass rates**
- Standard of Success - 85% of those students who elect to take the RDA exam will pass.
 - Total 45 out of 50 (90%) of the students passed the exam.
 - Standard of success was met.

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

Strengths:

PI and PII students performed well clinically and didactically. While the standard of success clinical final scores may not reflect this, the scores have gotten better with each offering. WCC had 100% pass rates on the May 2023 and August 2023 RDA Board exams! Both groups of students are able to obtain/maintain employment. Pathway I students are highly sought after. The faculty receive calls weekly seeking WCC graduates for employment or clinical rotations.

Weaknesses:

While PII students struggle to pass on their first attempts, we anticipate improvement with submission of increased practice attempts, allowing additional practice time at the mid-term and no longer allowing virtual mid-terms. We also updated the study guides and will continue to host a final review session virtually.

IV. Changes influenced by assessment results

1. Based on the previous assessment report Action Plan(s) identified in Section I above, please discuss how effective any changes were in improving student learning.

With the changes in data collection, we were better able to determine the numbers of attempts in order to measure standard of success.

2. If weaknesses were found (see above) or students did not meet expectations, describe the action that will be taken to address these weaknesses. If students met all expectations, describe your plan for continuous improvement.

It was determined that additional practice was needed on the Viade models. In S/S 2023 for PI and Fall 2023 for PII we required PI students to complete a practice attempt each week and the PII students need to submit practice attempts every other week and evaluate their own performance. We have also implemented every other week review sessions were available to all PII students.

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

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- a. Outcomes/assessments from Program Assessment Plan Change Form or Program Proposal form:
- b. Program Curriculum:
 - Course sequencing
 - Course deletion
 - Course addition
 - Changes to existing program courses (specify):
 - Other (specify):
- c. Other (specify): As previously mentioned, additional time on campus and virtual review sessions for students will continue.

4. What is the timeline for implementing these actions?

Immediately

V. 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 faculty have felt the students weak/strong.

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

While we are only receiving limited responses on some of the surveys, it was determined that they are still useful. We will continue to encourage their completion and obtain non WCC emails as students graduate.

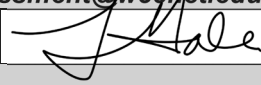
3. Describe when and how these assessment results will be discussed with the department and/or the faculty at large.

The results will be shared at the next dental assisting department meeting.

Signatures:

Reviewer	Print Name	Signature	Date
Initiator	Kristina Sprague		11/17/23
Department Chair	Kristina Sprague		11/17/23
Division Dean/Administrator	Shari Lambert	Shari Lee Lambert, DNP, RN 	

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<i>Please return completed form to the Office of Curriculum & Assessment, SC 257 or by e-mail to curriculum.assessment@wccnet.edu .</i>			
Assessment Committee Chair	Jessica Hale		3/17/25
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Reviewed by Assessment Committee 4/11/24

PROGRAM ASSESSMENT REPORT

Program Code: CFDAC	Program Name: Dental Assisting
Division: Health Sciences	Department: Allied Health
Award <input type="checkbox"/> A.A. <input type="checkbox"/> A.S <input type="checkbox"/> A.A.S. <input checked="" type="checkbox"/> Cert. <input type="checkbox"/> Adv. Cert. <input type="checkbox"/> Post-Assoc. Cert. <input type="checkbox"/> Cert. of Completion	

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

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

Winter 2018

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

Benchmarks were met for each Goal/Outcome. RDA Exam results were higher than those of the state overall and employers and graduates expressed their satisfaction with the program.

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

Delivery of surveys were made available through an emailed link rather than mailing and implemented immediately.

II. Background Information

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)
2018, 2019, 2020	2019, 2020, 2021	2018, 2019, 2021

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

- Portfolio
- Test or outcome-related test questions
- Other external certification/licensure exam (please describe): RDA Exam
- Externally evaluated performance or exhibit
- External evaluation of job performance (internship, co-op, placement, other)
- Capstone experience (please describe): Written and Clinical final exam – DEN 204
- Graduate Survey
- Employer Survey
- Transfer follow-up
- Other (please describe): _____

3. Indicate the number of students assessed/total number of students enrolled in the course(s)/program.

<i># of students assessed</i>	<i>Total population in course(s) or program</i>
104	104 – completed the program

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4. Describe how you selected students for the assessment.
 - a. Describe your sampling method.
 - b. Describe the population assessed (e.g. students in capstone course, graduating students, alumni, etc.).

All students who completed the program from S/S 2018-S/S 2021 were assessed

III. Results

1. State every outcome (verbatim) from the Program Proposal form or the Assessment Plan Change Form for the program. *Add more lines as needed.*

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

- Outcome #1: Program graduates will pass the RDA exam.

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 the 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.

2. Briefly describe assessment results **for each outcome** 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).*** *Add more lines as needed.*

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Goal 1 Outcome #1 RDA exam results:

93 out of 104 students passed the RDA exam on the first attempt. 89% of the students passed on their first attempt. The benchmark was set at 85% of the students who elect to take the exam will pass. The benchmark was reached.

Goal 2 Outcome #1 – DEN 204 Written and clinical final

Pathway I

Overall 28 out of 32 (88%) Pathway I students passed the written final at 80% or higher on the first attempt with 100% of them passing after a second attempt

Overall 29 out of 32 (91%) Pathway I students passed the clinical final

Pathway II

Overall 37 out of 77 (48%) Pathway II students passed the written final at 80% or higher on the first attempt with 74 out of 77 (96%) of them passing after a second attempt

Overall 75 out of 77 (97%) Pathway II students passed the clinical final

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<p>Goal 2 Outcome #2 – Clinical evaluations (202 and 230) Pathway I Overall 31 out of 34 (91%) of the students passed the clinical evaluation at 85% or higher Pathway II Overall 100% of the students passed the clinical evaluation at 85% or higher.</p>
<p>Goal 3 Outcome #1 – Completion Rates Pathway I – 67% of the students enrolled completed the program Pathway II – 98.6% of the students enrolled completed the program Overall – 86% of the students enrolled completed the program</p> <p>Goal 3 Outcome #2 – PROE Reports</p> <ul style="list-style-type: none"> • Advisory Committee: Overall satisfaction 100% - cited need for more marketing in order to attract more students. • Contacted Institutional Research - No surveys went out to students or faculty. <p>Goal 3 Outcome #3 – Graduate surveys 100% of the exit surveys and graduate follow-up surveys were positive (Limited return on graduate follow up surveys).</p> <p>Goal 3 Outcome #4 – Employer, patient and dental student survey 100% of the surveys returned were positive.</p> <p>While not specifically listed as a tool, the outcome states that clinical sites will rate students. Surveys were sent to the sites and overall, 100% of those returned were positive.</p>

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

<p>Goal 1 Outcome #1 RDA exam results – Standard of success was met</p> <p>The benchmark was set that 85% of the students who elect to take the exam would pass. The benchmark was reached with 89% of the students who took the exam, passed the exam. Of those students that retook the exam, 100% passed.</p>
<p>Goal 2 Outcome #1 – DEN 204 Written and clinical final – Standard of success was met</p> <p>Benchmark: All students will achieve at least 80% on multiple-choice section of the final exam. All students will achieve passing scores on the performance portion of the final exam.</p> <p>The benchmark did not indicate how many times a student would be given to pass the exams. For the RDA Board exam, applicants can take the exam twice before having to complete additional education. Overall, students met the standard of success for both portions after a second attempt.</p> <p>Goal 2 Outcome #2 – Clinical evaluations (202 and 230) - Standard of success was met</p> <p>Benchmark: All students will achieve 85% on performance in clinical evaluation.</p> <p>101 out of 104 (97%) students passed the clinical evaluation at 85% or higher.</p>

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<p>Goal 3 Outcome #1 – Completion Rates – overall the standard of success was met.</p> <p>Benchmark: 80% of the students enrolled in the program will complete the program. Overall – 86% of the students enrolled completed the program</p> <p>Goal 3 Outcome #2 – PROE Report PROE results in 2019</p> <ul style="list-style-type: none"> Advisory Committee: Overall satisfaction 100% <p>Goal 3 Outcome #3 – Graduate surveys - Standard of success was met. 100% of the exit surveys and graduate follow up surveys were positive. (Limited return on graduate follow up surveys)</p> <p>Goal 3 Outcome #4 – Employer, patient and dental student survey – Standard of success was met. 100% of the surveys returned were positive.</p>

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

Strengths:

Pathway I students do well didactically while Pathway II students perform better clinically. This is not surprising given that Pathway II students have been working in the field for at least two years. Both groups of students are able to pass the board exam and obtain/maintain employment. Pathway I students are highly sought after. The faculty receive calls weekly seeking WCC graduates for employment or clinical rotations.

Weaknesses:

Pathway I students were weaker on the DEN 204 clinical final.
The 2018 and 2019 cohorts were weaker on their clinical evaluations than in later years. In 2020 and 2021 students did not go to the dental school and spent more time preparing prior to going to an external rotation.

Pathway II students were weaker on the DEN 204 written final.

IV. Changes influenced by assessment results

- Based on the previous assessment report Action Plan(s) identified in Section I above, please discuss how effective any changes were in improving student learning.

In hopes of obtaining more response rates, surveys were made available through a link that was emailed. Numbers of returned surveys did not increase. However, data compilation was much less cumbersome.

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In Fall of 2018, a clinical mid-term was added for DEN 204. This greatly increased clinical final success rates. Students started practicing earlier for the clinical final and were able to receive feedback earlier on.

Additional videos were added to the course and the pandemic increased the need for this as well. The faculty provide all the lectures online and much of the two days on campus are spent hands-on now.

2. If weaknesses were found (see above) or students did not meet expectations, describe the action that will be taken to address these weaknesses. If students met all expectations, describe your plan for continuous improvement.

For Pathway I students, additional clinical activities will be added in the Fall semester to DEN 110 and 112 as well as the Winter semester in DEN 131.

For Pathway I students a dental clinic boot camp will continue to be implemented prior to the start of the WCC Dental Clinic. Students will be kept at WCC initially and then complete an external rotation at the end of the Winter semester. The several weeks between the WCC clinic and the start of their external rotations may have proved to be too long.

Pathway II students will be encouraged to continue to complete the study guides in order to better prepare for the final (these study guides have been updated) and the faculty also host a virtual written final review session.

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

a. Outcomes/assessments from Program Assessment Plan Change Form or Program Proposal form:
Under student outcomes, it indicates that clinical sites will be rating the students. However, the clinical site survey is not listed as an assessment tool. This will be added in the future.

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

c. Other (specify):

As previously mentioned, additional time on campus and virtual review sessions for students will continue.

4. What is the timeline for implementing these actions?

Immediately

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V. 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 faculty have felt the students weak/strong.




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

Data Collection:
DEN 204 clinical final data will be better organized in order to determine the number of attempts.

3. Describe when and how these assessment results will be discussed with the department and/or the faculty at large.

The results will be shared at the next dental assisting department meeting.

Signatures:

Reviewer	Print Name	Signature	Date
Initiator	Kristina Sprague		11/23/21
Department Chair	Kristina Sprague		11/23/21
Division Dean/Administrator	Shari Lambert	Shari Lee Lambert, DNP, RN <small>Digitally signed by Shari Lee Lambert, DNP, RN Date: 2022.03.04 11:45:27 -05'00'</small>	
Assessment Committee Chair	Shawn Deron		3/28/2022

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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.

PROGRAM ASSESSMENT REPORT

- 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.

PROGRAM ASSESSMENT REPORT

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.

PROGRAM ASSESSMENT REPORT

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).

logged 1/12/15 sjf/

PROGRAM ASSESSMENT REPORT

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

PROGRAM ASSESSMENT REPORT

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

PROGRAM ASSESSMENT REPORT

**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.

PROGRAM ASSESSMENT REPORT

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.