

# Program Review

Dental Assisting

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# Standing Requirements

## Mission Statement

The Dental Assisting Program educates individuals for a career by instilling knowledge and skills for live-long learning, building self-assurance and confidence. It is high quality and economically accessible to all interested individuals in the community. The Dental Assisting Program promotes an environment that provides:

1. a dignified multicultural educational setting in all phases of learning
2. personal and professional growth for success
- 3 professionalism as an integral part of the dental health team through enriching clinical experiences
4. competent care and treatment of patients
5. qualified faculty to foster key learning and development in the technologically challenging future.

Through the national accreditation and state approval processes, PCC will continue educating and training dental professionals meeting quality standards of care. The intensive course work, valuable clinical experiences and knowledge in dentistry will provide a solid base for employment opportunities. The Dental Assisting program is the beginning of a professional career for an "in demand" dental occupation.


## Learning Outcomes (Program Level)

### Dental Assisting Program Outcome Set

Outcome	
Outcome	Mapping
Outcome # 1 Dental Assisting students will demonstrate technical skills and abilities, safety and infection control procedures as outlined by the CA Dental Practice Act.	No Mapping
Outcome #2 Dental Assisting students will exhibit professional growth, behavior, knowledge and development, foster empathy and concern and work towards a commitment of excellence at all time.	No Mapping
Outcome # 3 Dental Assisting students will exhibit communication, conflict skills and strategies that are effective with individuals and groups who are diverse in age, gender or culture	No Mapping

## Curriculum Map

### Active Maps

- ➔ Dental Assisting Map   
Alignment Set: Dental Assisting Program Outcome Set  
Created: 04/12/2011 9:42:18 am PDT  
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# 2010-2011 Program Review

## Activities, Outcomes & Measures

### Introduction/Background

The Dental Assisting program submitted their written application and received "Provisional" approval to offer Dental Assisting courses in 1961 with full program approval in 1963 through the American Dental Association, Commission on Dental Accreditation (CODA). Since that time, the program has been evaluated every seven years. The program's evaluation includes an in-depth self study report followed by a two day site visit from CODA. To date, the program has been granted the status of A-1 (Approval without reporting requirements) and continues to maintain the high standards and compliance with State and National (CODA) Standards.

The Dental Assisting program is 33 units and is completed over a 10 month period of time. Graduates are awarded a Certificate of Achievement in addition to specific occupational skills certificates required by industry standards. The program curriculum has been defined in terms of a mission statement, goals, learning outcomes, activities and evaluation procedures to measure program success.

### Activity/Outcome and Measures

#### Category I faculty Development and Curriculum

##### Activity A. Faculty Development

###### Outcome 1

Full-Time faculty assess need for and are given opportunity to pursue necessary professional development and growth

###### Measure: Licensure/Certification renewal

Description of Measure (WHAT data were used to measure the outcome?): Full time DA faculty members are required to complete 25 units of continuing education (CE) courses during each renewal cycle (every 2 yrs); including CPR and units in infection control and CA Dental Practice Act. Additionally, CODA requires faculty to have current knowledge in the subject matter they teach, teaching methodology and a min. of a BS degree completed.

- Data used to measure faculty compliance with state and national requirements are as follows:
1. Certificates and or documentation of CE courses; advanced skills courses, CPR, Infection Control and Dental Practice Act courses; Hands-on Workshops, Flex day participation
  2. Certificate and or documentation of teaching methodology courses
  3. Transcripts to verify degree or degree progress towards BS
  4. All faculty must maintain Dental Assisting National Board Certification as required by CODA standard 3.9
  5. Holding periodic faculty meetings to provide for subject matter correlation and curriculum evaluation, and to coordinate activities of full-time, part-time, and volunteer faculty.
- CODA standards 3.5, 3.7, 3.8, 3.9  
Calif Dental Practice Act (DPA) 1070.2


Acceptable Target and Rationale: 100% Faculty completed at least 25 units of CE every renewal cycle including required courses in Infection Control, Dental Practice Act and CPR  
100% of faculty completed appropriate teaching methodology courses as required by the Dental Board of CA  
100% of faculty have BS degree or higher

Ideal Target and Rationale: All Faculty completed optional course(s) in advanced skills and technology to enhance the program curriculum in addition to requirements from State and National boards.

What steps were taken to analyze the data?: Oral/written review of faculty course/skills certificate completed from hands on workshops, courses and seminars,  
Review of self-reported documentation/record card of CE units  
Review of self-reported documentation/record of faculty participation with PCC sponsored courses and workshops

Key/Responsible Personnel (WHO analyzed the data?): Program Director at yearly intervals

Supporting Attachments:

 Calif DPA 10070.2 (Microsoft Word)

 CODA standards for Faculty Requirements (Word Document (Open XML))

Outcome 2

Part-time Faculty assess need for and are given opportunity to pursue necessary professional development and growth

▼ Measure: Licensure/Certification renewal

Description of Measure (WHAT data were used to measure the outcome?): Part-time DA faculty members are required to complete 25 units of continuing education (CE) courses during each renewal cycle (every 2 yrs); including CPR and units in infection control and CA Dental Practice Act. Additionally, CODA requires faculty to have current knowledge in the subject matter they teach, teaching methodology and a min. of a BS degree completed.

Data used to measure faculty compliance with state and national requirements are as follows:

1. Certificates and or documentation of CE courses; advanced skills courses, CPR, Infection Control and Dental Practice Act courses; Hands-on Workshops, Flex day participation
  2. Certificate and or documentation of teaching methodology courses
  3. Transcripts to verify degree or degree progress towards BS
  4. All faculty must maintain Dental Assisting National Board Certification as required by CODA standard 3.9
  5. Holding periodic faculty meetings to provide for subject matter correlation and curriculum evaluation, and to coordinate activities of full-time, part-time, and volunteer faculty
- CODA standards 3.5,3.7,3.8,3.9  
Calif Dental Practice Act (DPA) 1070.2


Acceptable Target and Rationale: 100% Faculty completed at least 25 units of CE every renewal cycle including required courses in Infection Control, Dental Practice Act and CPR  
100% of faculty completed appropriate teaching methodology courses as required by the Dental Board of CA  
100% of faculty have BS degree or higher

Ideal Target and Rationale: All Faculty completed optional course(s) in advanced skills and technology to enhance the program curriculum in addition to requirements from State and National boards.

What steps were taken to analyze the data?: Oral/written review of faculty course/skills certificate completed from hands on workshops, courses and seminars,  
Review of self-reported documentation/record card of CE units  
Review of self-reported documentation/record of faculty participation with PCC sponsored courses and workshops

Key/Responsible Personnel (WHO analyzed the data?): Program Director at yearly intervals

Supporting Attachments:

 Calif DPA 1070 (Microsoft Word)

 CODA standards for Faculty requirements (Word Document (Open XML))

Activity B. Curriculum Management

Outcome 1

Program curriculum is current

▼ Measure: Curriculum Review

Description of Measure (WHAT data were used to measure the outcome?): Each faculty submits a curriculum review form for any of the dental assisting courses taught for the year. Participation in completing the curriculum review form verifies faculty involvement in the process. The courses are review annually with input from full time and part time faculty that team teach various courses within the curriculum ( incl didactic and lab instructors). Course review process includes accreditation requirements, effectiveness of course outcomes and objectives, student learning, technology needs and textbook/syllabi revisions.  
Student survey information on course alignment for clinical  
Student survey information at the end of the program

Acceptable Target and Rationale: 90% of the faculty teaching lecture/lab courses complete the curriculum review form annually. Through the review process faculty will make changes with updates in technology, accreditation requirements, student learning and textbook revisions, etc.




Ideal Target and Rationale: 100% of the faculty complete the form and participate in faculty discussion about various courses  
100% of the students are satisfied with the program

What steps were taken to analyze the data?: Program director and faculty review the documentation and changes if applicable. Information is forwarded to the dean for further

consideration and possible changes through C & I

Key/Responsible Personnel (WHO analyzed the data?): Program director

Supporting Attachments:

-  DENTAL ASSISTING CURRICULUM AND COURSE REVIEW.docx (Word Document (Open XML))
-  Student survey for clinical courses (Adobe Acrobat Document)
-  student survey year end (Adobe Acrobat Document)

**Outcome 2**

Curricula is properly articulated with CSU and UC systems

**Measure: Articulation**

Description of Measure (WHAT data were used to measure the outcome?): At this time the program doesn't meet the criteria for CSU and UC systems articulation

Acceptable Target and Rationale: The program needs to establish a AS/AA degree completion pathway before criteria for CSU and UC systems articulation can be completed

Ideal Target and Rationale: Degree completion for Dental Assisting program students that articulate into CSU and UC systems articulation

What steps were taken to analyze the data?: Review of Program curriculum

Key/Responsible Personnel (WHO analyzed the data?): Program Director

**Outcome 3**

Articulation agreements with K12-Baccalaureate Institutional Pathways are in place and current where appropriate

**Measure: Articulation pathway**

Description of Measure (WHAT data were used to measure the outcome?): Beginning in spring 2011, DA 110 course will articulate with Alhambra Unified School Districts (AUSD), Dental Assisting Program course


Acceptable Target and Rationale: 50% of the students successfully completing the AUSD Dental Assisting Program will transfer to PCC Dental Assisting Program

Ideal Target and Rationale: 80-100% of the students successfully completing the AUSD Dental Assisting Program will transfer to PCC Dental Assisting Program

What steps were taken to analyze the data?: Review program application and transcripts from students that transferred from AUSD with DA 110 course credit

Key/Responsible Personnel (WHO analyzed the data?): Program Director

Supporting Attachments:

-  articulation agreement (Adobe Acrobat Document)

**Outcome 4**

Section offerings are aligned with the needs of students

**Measure: Sequence of Course Curriculum**

Description of Measure (WHAT data were used to measure the outcome?): Number of spaces and courses available are sufficient for student progression and completion within the 10 month time period.

Sufficient number of entry level courses DA 110,108, 111 are offered each semester

Acceptable Target and Rationale: 75% of the students entering the Dental Assisting program in the fall semester, progress to the winter and spring semester and thus complete the curriculum sequence within the 10 month time period.

At least one additional section of DA 108,110, 111 are offered each semester for recruitment purposes into the full time DA program or to allow students to complete the program in two years by starting with intro courses only

Ideal Target and Rationale: 100% of the students entering the DA program in the fall semester progress to completing the curriculum sequence within the 10 month time period


50% of the students that successfully complete the entry courses on a part time bases will enroll in the full time program

What steps were taken to analyze the data?: Comparison of the number of students in a 10 month time period that began the curriculum sequence in the fall with the number of students that completed the curriculum sequence in the spring

Comparison of the number of students in the part time or intro only courses (DA 110,108) apply to the full time program

Key/Responsible Personnel (WHO analyzed the data?): Program Director

Supporting Attachments:

 DA program applicants (Microsoft Excel)

**Outcome 5**

Course Level Student Learning Outcomes are assessed every semester

**▼ Measure: Student Learning Outcome**

Description of Measure (WHAT data were used to measure the outcome?): Students performance level on defined competencies;  
Students follow infection control protocols and safety rules;  
Student demonstrated communication skills and professionalism.

Acceptable Target and Rationale: 90% of the students enrolled in the DA program courses have met the defined laboratory, preclinical competencies at a 75% or higher and clinical competencies at a 85% or higher level  
95% of the Students follow infection control protocols and safety rules;  
80% of the Students demonstrate good verbal and non verbal communication skills and professionalism

Ideal Target and Rationale: 90% of the students enrolled in the DA program courses have met the defined laboratory, preclinical competencies at 85% or higher and the clinical competencies at a 95% or higher level  
100% of the Students follow infection control protocols and safety rules;  
90 % of the Students demonstrate good verbal and nonverbal communication skills and professionalism

What steps were taken to analyze the data?: Review of student grades on defined competencies, clinical evaluation forms, oral and written papers, projects and presentations

Key/Responsible Personnel (WHO analyzed the data?): Faculty and Program Director

Supporting Attachments:

 SLO (Adobe Acrobat Document)

**Outcome 6**

Program-Level Outcomes are assessed annually

**▼ Measure: Dental Assisting Program Outcomes**

Description of Measure (WHAT data were used to measure the outcome?): State practical and written exam results  
Graduate surveys  
Employer Surveys


Acceptable Target and Rationale: 80 % of our graduates pass the State practical and written exams  
50% return rate on surveys  
50% return rate on surveys

Ideal Target and Rationale: 100 % of our graduates pass the State practical and written exams  
80% return rate on surveys  
80% return rate on surveys

What steps were taken to analyze the data?: Review and discussion of exam and survey results with faculty and advisory board members

Key/Responsible Personnel (WHO analyzed the data?): Program Director and lead faculty

Supporting Attachments:

 state board results (Adobe Acrobat Document)

 student survey (Adobe Acrobat Document)

**Category II Institutional Support**

**Activity A. Budget**

**Outcome 1**

Effective Allocation of the

**▼ Measure: Budget Resources**



Division's resources to meet the Requirements of the Program

Description of Measure (WHAT data were used to measure the outcome?): The DA program identifies a stable financial resources sufficient to support the program's stated mission, goals and objectives based on the following resources allocated to the program:  
 Dental Assisting Yearly Budget # 1305 and expenses  
 Dental Assisting ARCC funds through the Health Sciences Division  
 Dental Assisting Grant/foundation funds received  
 Compliance with CODA standard 1.2,1.3

Acceptable Target and Rationale: Program maintains an adequate budget to meet the mission statement, goals and objectives of the program. This includes but not limited to: purchase supplies, materials, equipment, replacement of equipment, faculty development, secretarial support as outlined by standard 3.12( Services of institutional support personnel must be adequate to facilitate program operation) DA lab Tech/tutor to assist the program students, and faculty,a classroom environment to simulate the modern dental office,etc.

Rational: the program must have adequate budget resources and provide a safe working environment to meet the program outcomes, accreditation standards, the needs of industry standards and operate effectively.

I deal Target and Rationale: Exceed the current budget allocation and resources. Availability to purchase new equipment as needed, additional supplies and materials that contribute to student success

Increase support for professional development activities not limited to specific faculty due to budget constraints.







What steps were taken to analyze the data?: Review budget needs as listed on flow chart  
 Review of program outcomes and needs.

Review of faculty development and advance course

Discussion of all budget needs and allocations with Advisory board members, division dean and program faculty

Key/Responsible Personnel (WHO analyzed the data?): Division Dean, Program Director and Faculty and the Advisory board members

Supporting Attachments:

-  budget flow chart (Adobe Acrobat Document)
-  C DPA and CODA Requirements for Finances (Microsoft Word)
-  CODA Standard 1.2,3 Financial Support (Word Document (Open XML))
-  CTEA budget (Adobe Acrobat Document)
-  DA budget (Adobe Acrobat Document)
-  Grant funding received (Adobe Acrobat Document)

## Activity B Space Allocation

### Outcome 1

Available space is appropriately used and allocated

#### ▼ Measure: Space allocation

Description of Measure (WHAT data were used to measure the outcome?): Availability of equipment, space, student learning center, Av equipment, individual student lab and lecture space and course offerings for the number of students enrolled.

Office space is provided for the program director and full and part time faculty

AV equipment, instructional aids and teaching resources support multiple faculty members and students in a diverse learning environment

Program is in compliance with all health and safety standards and proper supervision in accordance with the ADA CODA standard 3-5.

Acceptable Target and Rationale: Program space, equipment,clinical facility, etc is adequate to meet the goals and objectives of the program. The program is in compliance with all state and federal health and safety requirements

Space provided, equipment etc. meets the ratio as defined by the outside accreditation requirements.

The Program Directors office is adequate for storing student records and conducting private conferences with students, Full and part time faculty have office space within the context of the program area

I deal Target and Rationale: Program space, equipment, etc exceeds the requirements and enhances student learning's by providing space for state of the art equipment and technology in addition to compliance with all state and federal health and safety requirements

Space provided is ideal for combining students into multiple learning environments.

Dental assisting has there own designated clinical site on campus with eight fully operational dental chairs to use for instruction, competencies, etc without having to share clinical facility with other

programs.


What steps were taken to analyze the data?: Review of outside accreditation standards for facilities

Review of health and safety standards

Discussion of current space allocation, student environment and clinical operatories with advisory board, dean and faculty

Key/Responsible Personnel (WHO analyzed the data?): Program Director and division dean

Supporting Attachments:

 Calif DPA facilities requirements (Microsoft Word)

 CODA standards for facilities (Word Document (Open XML))

## Category III Student Success and Achievement

### Activity A. Student Success and Achievement

#### Outcome 1

Progress in student success and retention

#### ▼ Measure: Student Success and Retention

Description of Measure (WHAT data were used to measure the outcome?): Reviewed IPRO Success and Retention rate by age, gender, basic skills, ethnic background

Acceptable Target and Rationale: Age: 75% of students under 20, complete the program  
75% of students over 20 complete the program

Gender: 75% of female and male students complete the program

Basic skills: 25% of the basic skills students complete the program

Ethnic: 75% of all students from various ethnicity complete the program

Ideal Target and Rationale: Age: 95% of students under 20, complete the program

90% of students over 20 complete the program

Gender: 90% of female and male students complete the program


Basic skills: 75% of the basic skills students complete the program

Ethnic: 90% of all students from various ethnicity complete the program

What steps were taken to analyze the data?: Program director reviews information with faculty, advisory board and division dean

Key/Responsible Personnel (WHO analyzed the data?): Program director

Supporting Attachments:

 IPRO success rate data (Adobe Acrobat Document)

#### Outcome 2

Success Rates reflect increased overall effectiveness in the Program

#### ▼ Measure: DA program completion/Student Success Rate

Description of Measure (WHAT data were used to measure the outcome?): Number of students that complete the full time program in the Spring of each year compared to the number of students that enrolled in the program

Number of students enrolling in the DA program that successfully completed entry level courses of DA 110, 108, 111 only

Acceptable Target and Rationale: 80% of the students enrolled in the DA program completed 50% of the students enrolled in the DA program and successfully completed DA 108, or 111, or 110 successfully completed

Ideal Target and Rationale: 100 % of the Da Program students that enrolled, completed the DA program

100% of the students completing DA 108, 110 or 111 enrolled into the DA program.

What steps were taken to analyze the data?: Review S/R data information from IPRO

Consultation with faculty teaching DA 108, 110, 111

Review of applications for DA program and student transcripts of DA 110, 111 or 108 completions.

Key/Responsible Personnel (WHO analyzed the data?): Program Director and IPRO

Supporting Attachments:

 success rate (Adobe Acrobat Document)

Outcome 3

Student learning assessment is fully integrated in all courses

▼ Measure: Student learning assessment

Description of Measure (WHAT data were used to measure the outcome?): Faculty identified various projects, tasks, test questions, etc. as evidence on SLO. Competencies and projects completed by students as required by CODA ( standard 2) and Ca DPA ( section 1070)

Student completes a self evaluation on various projects as identified on course syllabus

Acceptable Target and Rationale: 90% of the course SLO reflect student learning assessment through competency and self evaluation

DA program is in compliance with CODA and DPA standards

Ideal Target and Rationale: 100% of the course SLO reflect student learning assessment through competency and self evaluation


DA program is in compliance with CODA and DPA standards

What steps were taken to analyze the data?: Faculty meetings to review the information attained from SLO's, course review, discussion of student reflection/self evaluation etc.

Key/Responsible Personnel (WHO analyzed the data?): Program Director

Supporting Attachments:

 CALif DPA student learning content (Microsoft Word)

 CODA standard 2 Student learning assessment (Microsoft Word)

Activity B. Demographics

Outcome 1

the Programs diversity demographics are regularly evaluated and recruitment efforts are considered

▼ Measure: Diversity in Demography

Description of Measure (WHAT data were used to measure the outcome?): Faculty to review demography data of current students enrolled in the program form IPRO Faculty to concentrate on recruitment of students from a diverse demographic environment

Acceptable Target and Rationale: 25% of our students enrolled will be reflective of a diverse demographic environment

Ideal Target and Rationale: 50%of our students enrolled will be reflective of a diverse demographic environment

What steps were taken to analyze the data?: Review with faculty the IPRO data

Key/Responsible Personnel (WHO analyzed the data?): Program Director

Outcome 2

success rates by racial groups is regularly evaluated and addressed

▼ Measure: Success rate by racial groups

Description of Measure (WHAT data were used to measure the outcome?): Review of IPRO data by racial groups

Faculty will review success rate of racial groups annually at faculty meeting

Acceptable Target and Rationale: Faculty will review success rate of racial groups annually at faculty meeting and encourage 100% of students not succeeding to seek additional resource, tutoring, counseling etc.

Ideal Target and Rationale: Faculty will review success rate of racial groups annually at faculty meeting and encourage 100% of students not succeeding to seek additional resources tutoring, counseling etc.

What steps were taken to analyze the data?: Faculty meetings and counseling with students at midterm for additional resources and options to students

Key/Responsible Personnel (WHO analyzed the data?): Program Director

Activity C. Progression and Awards Conferred

Outcome 1

The program shows progress in conferring achievements

▼ Measure: Progress in conferring achievements

Description of Measure (WHAT data were used to measure the outcome?): number of certificates issued each year is increased from previous years until 100% of the students entering

in the fall successfully complete the DA program in the spring.

Acceptable Target and Rationale: 10% increase in the number of students conferring achievements from the last year

Ideal Target and Rationale: 100% of students enrolled in fall semester confirmed achievement

What steps were taken to analyze the data?: Program director and faculty discussion early in the spring semester to identify students that may not progress.

Key/Responsible Personnel (WHO analyzed the data?): Program Director

**Outcome 2**

Number of awards conferred by ethnic group is regularly evaluated and addressed

**▼ Measure: Ethnic group awards**

Description of Measure (WHAT data were used to measure the outcome?): Data from IPRO will be evaluated by faculty during faculty meetings

Acceptable Target and Rationale: 10% increase annually in awards conferred by ethnic groups

Ideal Target and Rationale: 100% increase annually in awards conferred by ethnic groups

What steps were taken to analyze the data?: IPRO data discussed at faculty meeting

Key/Responsible Personnel (WHO analyzed the data?): Program Director

**Outcome 3**

Students are progressing through the Program's sequence, based on Enrollment and Success data

**▼ Measure: Student progression**

Description of Measure (WHAT data were used to measure the outcome?): Review of IPRO data to determine that students are progressing through the programs sequence based on enrollment and success data

Review of IPRO data and admissions information to evaluate students from DA 110,108 or 111 enrollment in the full time DA program

Acceptable Target and Rationale: 10% increase from last years number of students progressing through the programs sequence

Ideal Target and Rationale: 100% of the students enrolled progress to completion 100%of students enrolled in DA 111,110,108 progress to the full time DA program.

What steps were taken to analyze the data?: Review of IPRO information with faculty

Key/Responsible Personnel (WHO analyzed the data?): Program Director

**Outcome 4**

Awards ae conferred based on assessment of student learning

**▼ Measure: Awards conferred**

Description of Measure (WHAT data were used to measure the outcome?): Review of IPRO data, student competencies, SLO, state board results

Acceptable Target and Rationale: 10% increase from the number of student awards conferred last year

Ideal Target and Rationale: 100% of the students enrolled will complete the program

What steps were taken to analyze the data?: Review of IPRO data, state board results, SLO and discussed results with faculty

Key/Responsible Personnel (WHO analyzed the data?): Program Director

**Activity D. Student Enrollment and Faculty-to-Student Ratios**

**Outcome 1**

the Program demonstrates consistent enrollment based on demand and market

**▼ Measure: Enrollment**

Description of Measure (WHAT data were used to measure the outcome?): Application grid compiled by the Health Sciences Division staff reflects consistent enrollment into the DA program

Acceptable Target and Rationale: We have at least 24 qualified applicants to enroll in the fall semester

we have a 10% increase from the number of applicants that applied previously we have a pool of additional alternates to draw from for admissions/enrollment into the DA program






Ideal Target and Rationale: to have a pool of 50 applicants to fill the 24 enrollment spots in the

DA program

What steps were taken to analyze the data?: Faculty, staff and Dean review the applicants applying for the DA program, randomly select applicants from pool to reach enrollment numbers

Key/Responsible Personnel (WHO analyzed the data?): Program director

Supporting Attachments:

-  2009 applicants (Word Document (Open XML))
-  2010 applicants (Microsoft Excel)
-  2011 applicants (Microsoft Excel)
-  applicants 2004 (Microsoft Word)
-  student info 2008 (Microsoft Excel)

**Outcome 2**

FTES/FTEf ratios are evaluated for effectiveness

**▼ Measure: Faculty-Student ratio**

Description of Measure (WHAT data were used to measure the outcome?): Ratios are based on CODA standards and Dental Practice Act (DPA) of CA, Rules and Regulations for RDA Educational program faculty- student ratios

Acceptable Target and Rationale: Laboratory and Preclinical the faculty-student ratio shall not exceed one faculty to ten-fifteen students. During Radiology and clinical sessions, the faculty to student ratio shall not exceed one faculty to six student ratio

Ideal Target and Rationale: Laboratory and Preclinical: the faculty-student ratio shall not exceed one faculty to six students in Dental Materials and one faculty to twelve students in all other lab/preclinical sessions. During Radiology and clinical sessions, the faculty- student ratio shall not exceed one faculty to six student ratio

What steps were taken to analyze the data?: Ensure the program is in compliance with state and National (CODA) accreditation standards  
CODA 3.10 Dental Assisting Standards  
DPA

Key/Responsible Personnel (WHO analyzed the data?): Program Director analyzed the data annually

Supporting Attachments:

-  CODA standards (Adobe Acrobat Document)

 **Review Findings and Recommendations**

Finding per Measure

**Category I faculty Development and Curriculum**

Activity A. Faculty Development

**Outcome 1**

Full-Time faculty assess need for and are given opportunity to pursue necessary professional development and growth

**▼ Measure: Licensure/Certification renewal**

Description of Measure (WHAT data were used to measure the outcome?): Full time DA faculty members are required to complete 25 units of continuing education (CE) courses during each renewal cycle (every 2 yrs); including CPR and units in infection control and CA Dental Practice Act. Additionally, CODA requires faculty to have current knowledge in the subject matter they teach, teaching methodology and a min. of a BS degree completed.

- Data used to measure faculty compliance with state and national requirements are as follows:
1. Certificates and or documentation of CE courses; advanced skills courses, CPR, Infection Control and Dental Practice Act courses; Hands-on Workshops, Flex day participation
  2. Certificate and or documentation of teaching methodology courses
  3. Transcripts to verify degree or degree progress towards BS
  4. All faculty must maintain Dental Assisting National Board Certification as required by CODA standard 3.9
  5. Holding periodic faculty meetings to provide for subject matter correlation and curriculum evaluation, and to coordinate activities of full-time, part-time, and volunteer faculty.

CODA standards 3.5,3.7,3.8,3.9  
 Calif Dental Practice Act (DPA) 1070.2



Acceptable Target and Rationale: 100% Faculty completed at least 25 units of CE every renewal cycle including required courses in Infection Control, Dental Practice Act and CPR  
 100% of faculty completed appropriate teaching methodology courses as required by the Dental Board of CA  
 100% of faculty have BS degree or higher

Ideal Target and Rationale: All Faculty completed optional course(s) in advanced skills and technology to enhance the program curriculum in addition to requirements from State and National boards.

What steps were taken to analyze the data?: Oral/written review of faculty course/skills certificate completed from hands on workshops, courses and seminars,  
 Review of self-reported documentation/record card of CE units  
 Review of self-reported documentation/record of faculty participation with PCC sponsored courses and workshops

Key/Responsible Personnel (WHO analyzed the data?): Program Director at yearly intervals

Supporting Attachments:

-  Calif DPA 10070.2 (Microsoft Word)
-  CODA standards for Faculty Requirements (Word Document (Open XML))

### Findings for Licensure/Certification renewal



Summary of Findings: Review of faculty information indicates that all faculty has met and exceeded the requirements for licensure and teaching qualifications as specified by the CODA standards and Dental Board of California

Results: Acceptable Target Achievement: Met; Ideal Target Achievement : Exceeded

Recommendations for Improvement: None at this time

Reflections/Notes : Sample provided for one faculty member, all faculty members files were reviewed to ensure requirements for licensure and compliance with State Dental Board of Calif and National CODA requirements have been met or exceeded.

Substantiating Evidence:

-  CE verification (Adobe Acrobat Document)
-  CODA standards 3 Faculty (Word Document (Open XML))

### Outcome 2

Part-time Faculty assess need for and are given opportunity to pursue necessary professional development and growth

### ▼ Measure: Licensure/Certification renewal

Description of Measure (WHAT data were used to measure the outcome?): Part-time DA faculty members are required to complete 25 units of continuing education (CE) courses during each renewal cycle (every 2 yrs); including CPR and units in infection control and CA Dental Practice Act. Additionally, CODA requires faculty to have current knowledge in the subject matter they teach, teaching methodology and a min. of a BS degree completed.

Data used to measure faculty compliance with state and national requirements are as follows:

1. Certificates and or documentation of CE courses; advanced skills courses, CPR, Infection Control and Dental Practice Act courses; Hands-on Workshops, Flex day participation
  2. Certificate and or documentation of teaching methodology courses
  3. Transcripts to verify degree or degree progress towards BS
  4. All faculty must maintain Dental Assisting National Board Certification as required by CODA standard 3.9
  5. Holding periodic faculty meetings to provide for subject matter correlation and curriculum evaluation, and to coordinate activities of full-time, part-time, and volunteer faculty
- CODA standards 3.5,3.7,3.8,3.9  
 Calif Dental Practice Act (DPA) 1070.2

Acceptable Target and Rationale: 100% Faculty completed at least 25 units of CE every renewal cycle including required courses in Infection Control, Dental Practice Act and CPR  
 100% of faculty completed appropriate teaching methodology courses as required by the Dental Board of CA  
 100% of faculty have BS degree or higher



Ideal Target and Rationale: All Faculty completed optional course(s) in advanced skills and technology to enhance the program curriculum in addition to requirements from State and National

boards.

What steps were taken to analyze the data?: Oral/written review of faculty course/skills certificate completed from hands on workshops, courses and seminars,  
 Review of self-reported documentation/record card of CE units  
 Review of self-reported documentation/record of faculty participation with PCC sponsored courses and workshops

Key/Responsible Personnel (WHO analyzed the data?): Program Director at yearly intervals

Supporting Attachments:

-  Calif DPA 1070 (Microsoft Word)
-  CODA standards for Faculty requirements (Word Document (Open XML))

### Findings for Licensure/Certification renewal

Summary of Findings: The part time faculty have been given the opportunity to attend the annual association of CALif DA teachers meeting in San Francisco this past year. Part time faculty were not given the opportunity, due to finances to attend other professional development meetings this year including but not limited to OSAP, ADEA, Radiology for Educators, ADEC, Oral Pathology seminars.

Results: Acceptable Target Achievement: Met; Ideal Target Achievement : Approaching

Recommendations for Improvement: To fund part time faculty to annual teachers assoc.. meeting in addition to other professional development activities that enhance student learning and ensure the program is current in industry standards

Reflections/Notes : none at this time

## Activity B. Curriculum Management

### Outcome 1

Program curriculum is current

#### ▼ Measure: Curriculum Review

Description of Measure (WHAT data were used to measure the outcome?): Each faculty submits a curriculum review form for any of the dental assisting courses taught for the year. Participation in completing the curriculum review form verifies faculty involvement in the process. The courses are review annually with input from full time and part time faculty that team teach various courses within the curriculum ( incl didactic and lab instructors). Course review process includes accreditation requirements, effectiveness of course outcomes and objectives, student learning, technology needs and textbook/syllabi revisions.  
 Student survey information on course alignment for clinical  
 Student survey information at the end of the program




Acceptable Target and Rationale: 90% of the faculty teaching lecture/lab courses complete the curriculum review form annually. Through the review process faculty will make changes with updates in technology, accreditation requirements, student learning and textbook revisions, etc.

Ideal Target and Rationale: 100% of the faculty complete the form and participate in faculty discussion about various courses  
 100% of the students are satisfied with the program

What steps were taken to analyze the data?: Program director and faculty review the documentation and changes if applicable. Information is forwarded to the dean for further consideration and possible changes through C & I

Key/Responsible Personnel (WHO analyzed the data?): Program director

Supporting Attachments:

-  DENTAL ASSISTING CURRICULUM AND COURSE REVIEW.docx (Word Document (Open XML))
-  Student survey for clinical courses (Adobe Acrobat Document)
-  student survey year end (Adobe Acrobat Document)

### Findings for Curriculum Review

Summary of Findings: Review of course curriculum and faculty assessment indicates that faculty courses, curriculum, etc are in alignment with the program goals, slos etc.

Results: Acceptable Target Achievement: Met; Ideal Target Achievement : Approaching  
 Recommendations for Improvement: To move forward with courses identified for changes through C & I DA 110 Dental Essentials and DA 108 Infection Control  
 Reflections/Notes : Faculty began C & I process in Spring 2011

Outcome 2

Curricula is properly articulated with CSU and UC systems

▼ Measure: Articulation

Description of Measure (WHAT data were used to measure the outcome?): At this time the program doesn't meet the criteria for CSU and UC systems articulation  
 Acceptable Target and Rationale: The program needs to establish a AS/AA degree completion pathway before criteria for CSU and UC systems articulation can be completed  
 Ideal Target and Rationale: Degree completion for Dental Assisting program students that articulate into CSU and UC systems articulation  
 What steps were taken to analyze the data?: Review of Program curriculum  
 Key/Responsible Personnel (WHO analyzed the data?): Program Director

Findings for Articulation


Summary of Findings: Articulation agreement for Alhambra Unified SD is in place and articulates to DA 110 Dental Essentials  
 Results: Acceptable Target Achievement: Met; Ideal Target Achievement : Approaching  
 Recommendations for Improvement: Provide success/retention tracking for student entering the articulation pathway  
 Reflections/Notes :

Outcome 3

Articulation agreements with K12-Baccalaureate Institutional Pathways are in place and current where appropriate

▼ Measure: Articulation pathway

Description of Measure (WHAT data were used to measure the outcome?): Beginning in spring 2011, DA 110 course will articulate with Alhambra Unified School Districts (AUSD), Dental Assisting Program course  
 Acceptable Target and Rationale: 50% of the students successfully completing the AUSD Dental Assisting Program will transfer to PCC Dental Assisting Program  
 Ideal Target and Rationale: 80-100% of the students successfully completing the AUSD Dental Assisting Program will transfer to PCC Dental Assisting Program  
 What steps were taken to analyze the data?: Review program application and transcripts from students that transferred from AUSD with DA 110 course credit  
 Key/Responsible Personnel (WHO analyzed the data?): Program Director  
 Supporting Attachments:

 articulation agreement (Adobe Acrobat Document)

Findings for Articulation pathway

Summary of Findings: To be determined at a later date  
 The articulation agreement was put into place April 2011  
 Results will be reviewed once available through the selection and application process into the DA program for fall 2011, 2012  
 DA program enrollment  
 Results: Acceptable Target Achievement: Not Met; Ideal Target Achievement : Approaching  
 Recommendations for Improvement: none at this time  
 Reflections/Notes :



Outcome 4

Section offerings are aligned with the needs of students

▼ Measure: Sequence of Course Curriculum

Description of Measure (WHAT data were used to measure the outcome?): Number of spaces and courses available are sufficient for student progression and completion within the 10 month time period.

Sufficient number of entry level courses DA 110,108, 111 are offered each semester

Acceptable Target and Rationale: 75% of the students entering the Dental Assisting program in the fall semester, progress to the winter and spring semester and thus complete the curriculum sequence with in the 10 month time period.

At least one additional section of DA 108,110, 111 are offered each semester for recruitment purposes into the full time DA program or to allow students to complete the program in two years by starting with intro courses only

Ideal Target and Rationale: 100% of the students entering the DA program in the fall semester progress to completing the curriculum sequence within the 10 month time period


50% of the students that successfully complete the entry courses on a part time bases will enroll in the full time program

What steps were taken to analyze the data?: Comparison of the number of students in a 10 month time period that began the curriculum sequence in the fall with the number of students that completed the curriculum sequence in the spring

Comparison of the number of students in the part time or intro only courses (DA 110,108) apply to the full time program

Key/Responsible Personnel (WHO analyzed the data?): Program Director

Supporting Attachments:

 DA program applicants (Microsoft Excel)

Findings for Sequence of Course Curriculum

Summary of Findings: To be determined at a later time. Currently the school has been decreasing sections therefore the additional offering of the into courses in DA 108,110,111 will not be offered this summer. DA program courses are aligned with the needs of the students

Results: Acceptable Target Achievement: Met; Ideal Target Achievement : Approaching

Recommendations for Improvement:

Reflections/Notes :

Outcome 5

Course Level Student Learning Outcomes are assessed every semester

▼ Measure: Student Learning Outcome

Description of Measure (WHAT data were used to measure the outcome?): Students performance level on defined competencies;

Students follow infection control protocols and safety rules;

Student demonstrated communication skills and professionalism.

Acceptable Target and Rationale: 90% of the students enrolled in the DA program courses have met the defined laboratory, preclinical competencies at 75%or higher and clinical competencies at a 85% or higher level

95% of the Students follow infection control protocols and safety rules;

80% of the Students demonstrate good verbal and non verbal communication skills and professionalism

Ideal Target and Rationale: 90% of the students enrolled in the DA program courses have met the defined laboratory, preclinical competencies at 85% or higher and the clinical competencies at a 95% or higher level

100% of the Students follow infection control protocols and safety rules;

90 % of the Students demonstrate good verbal and nonverbal communication skills and professionalism

What steps were taken to analyze the data?: Review of student grades on defined competencies, clinical evaluation forms, oral and written papers, projects and presentations

Key/Responsible Personnel (WHO analyzed the data?): Faculty and Program Director

Supporting Attachments:

 SLO (Adobe Acrobat Document)

**Findings for Student Learning Outcome**

Summary of Findings: The majority of the faculty have been completing the SLO at the end of the semester or year when applicable.

Results: Acceptable Target Achievement: Met; Ideal Target Achievement : Exceeded

Recommendations for Improvement: none at this time

Reflections/Notes : Faculty designates a day and works together to submit information regarding SLO's assessment

**Outcome 6**

Program-Level Outcomes are assessed annually

**▼ Measure: Dental Assisting Program Outcomes**

Description of Measure (WHAT data were used to measure the outcome?): State practical and written exam results  
 Graduate surveys  
 Employer Surveys


Acceptable Target and Rationale: 80 % of our graduates pass the State practical and written exams  
 50% return rate on surveys  
 50% return rate on surveys

Ideal Target and Rationale: 100 % of our graduates pass the State practical and written exams  
 80% return rate on surveys  
 80% return rate on surveys

What steps were taken to analyze the data?: Review and discussion of exam and survey results with faculty and advisory board members

Key/Responsible Personnel (WHO analyzed the data?): Program Director and lead faculty

Supporting Attachments:

 state board results (Adobe Acrobat Document)

 student survey (Adobe Acrobat Document)

**Findings for Dental Assisting Program Outcomes**

Summary of Findings: To be determined. Request the services of IPRO to send out yearly survey to graduates.

Current board results indicate a overall 85% pass rate from our graduates.

Results: Acceptable Target Achievement: Not Met; Ideal Target Achievement : Approaching

Recommendations for Improvement: Cont. to assess data as available  
 IPRO to send out yearly survey to graduates

Reflections/Notes : Submitted request to IPRO 5/11/11 to survey class of 2010

**Category II Institutional Support**

**Activity A. Budget**

**Outcome 1**

Effective Allocation of the Division's resources to meet the Requirements of the Program

**▼ Measure: Budget Resources**

Description of Measure (WHAT data were used to measure the outcome?): The DA program identifies a stable financial resources sufficient to support the program's stated mission, goals and objectives based on the following resources allocated to the program:

Dental Assisting Yearly Budget # 1305 and expenses

Dental Assisting ARCC funds through the Health Sciences Division

Dental Assisting Grant/foundation funds received

Compliance with CODA standard 1.2,1.3

Acceptable Target and Rationale: Program maintains an adequate budget to meet the mission

statement, goals and objectives of the program. This includes but not limited to: purchase supplies, materials, equipment, replacement of equipment, faculty development, secretarial support as outlined by standard 3.12( Services of institutional support personnel must be adequate to facilitate program operation) DA lab Tech/tutor to assist the program students, and faculty,a classroom environment to simulate the modern dental office,etc.

Rational: the program must have adequate budget resources and provide a safe working environment to meet the program outcomes, accreditation standards, the needs of industry standards and operate effectively.

Ideal Target and Rationale: Exceed the current budget allocation and resources. Availability to purchase new equipment as needed, additional supplies and materials that contribute to student success

Increase support for professional development activities not limited to specific faculty due to budget constraints.







What steps were taken to analyze the data?: Review budget needs as listed on flow chart Review of program outcomes and needs.

Review of faculty development and advance course

Discussion of all budget needs and allocations with Advisory board members, division dean and program faculty

Key/Responsible Personnel (WHO analyzed the data?): Division Dean, Program Director and Faculty and the Advisory board members

Supporting Attachments:

-  budget flow chart (Adobe Acrobat Document)
-  C DPA and CODA Requirements for Finances (Microsoft Word)
-  CODA Standard 1.2,3 Financial Support (Word Document (Open XML))
-  CTEA budget (Adobe Acrobat Document)
-  DA budget (Adobe Acrobat Document)
-  Grant funding received (Adobe Acrobat Document)

### Findings for Budget Resources

Summary of Findings: BUDget is not acquate to meet the programs goals and objectives, therefore the program director and faculty and division dean must submit for grant funding through other pathways. Budget has not been increased for the program in over 20 years however the cost for materials, supplies, etc. has increased by 200%.

Results: Acceptable Target Achievement: Not Met; Ideal Target Achievement : Moving Away

Recommendations for Improvement: Increase programs budget from 8,000-18,000 per year

Reflections/Notes : Yearly request for budget increasase

### Activity B Space Allocation

#### Outcome 1

Available space is appropriately used and allocated

#### ▼ Measure: Space allocation

Description of Measure (WHAT data were used to measure the outcome?): Availability of equipment, space, student learning center, Av equipment, individual student lab and lecture space and course offerings for the number of students enrolled.

Office space is provided for the program director and full and part time faculty

AV equipment, instructional aids and teaching resources support multiple faculty members and students in a diverse learning environment

Program is in compliance with all health and safety standards and proper supervision in accordance with the ADA CODA standard 3-5.

Acceptable Target and Rationale: Program space, equipment,clinical facility, etc is adequate to meet the goals and objectives of the program. The program is in compliance with all state and federal health and safety requirements

Space provided, equipment etc. meets the ratio as defined by the outside accreditation requirements.

The Program Directors office is adequate for storing student records and conducting private conferences with students, Full and part time faculty have office space within the context of the program area

Ideal Target and Rationale: Program space, equipment, etc exceeds the requirements and

enhances student learning's by providing space for state of the art equipment and technology in addition to compliance with all state and federal health and safety requirements  
 Space provided is ideal for combining students into multiple learning environments.  
 Dental assisting has there own designated clinical site on campus with eight fully operational dental chairs to use for instruction, competencies, etc without having to share clinical facility with other programs.


What steps were taken to analyze the data?: Review of outside accreditation standards for facilities


Review of health and safety standards

Discussion of current space allocation, student environment and clinical operatories with advisory board, dean and faculty

Key/Responsible Personnel (WHO analyzed the data?): Program Director and division dean

Supporting Attachments:

 Calif DPA facilities requirements (Microsoft Word)

 CODA standards for facilities (Word Document (Open XML))

### Findings for Space allocation

Summary of Findings: Space needs to be enlarged to accompany all DH and DA students in clinic . DA program needs separate clinical area. Additional space in classroom needed for appropriate learning environment for 24 students

Results: Acceptable Target Achievement: Met; Ideal Target Achievement : Approaching

Recommendations for Improvement: Increase space by adding a DA clinic with 8 clinical areas and lecture room for 36 students

Reflections/Notes :

## Category III Student Success and Achievement

### Activity A. Student Success and Achievement

#### Outcome 1

Progress in student success and retention

#### ▼ Measure: Student Success and Retention

Description of Measure (WHAT data were used to measure the outcome?): Reviewed IPRO Success and Retention rate by age, gender, basic skills, ethnic background

Acceptable Target and Rationale: Age: 75% of students under 20, complete the program  
 75% of students over 20 complete the program

Gender: 75% of female and male students complete the program

Basic skills: 25% of the basic skills students complete the program

Ethnic: 75% of all students from various ethnicity complete the program

Ideal Target and Rationale: Age: 95% of students under 20, complete the program

90% of students over 20 complete the program

Gender: 90% of female and male students complete the program


Basic skills: 75% of the basic skills students complete the program

Ethnic: 90% of all students from various ethnicity complete the program

What steps were taken to analyze the data?: Program director reviews information with faculty, advisory board and division dean

Key/Responsible Personnel (WHO analyzed the data?): Program director

Supporting Attachments:

 IPRO success rate data (Adobe Acrobat Document)

### Findings for Student Success and Retention


Summary of Findings: program meets acceptable target however it is noted that the student population "under 20" is 20-30% lower then the other age groups

Results: Acceptable Target Achievement: Met; Ideal Target Achievement : Approaching

Recommendations for Improvement: none at this time

Reflections/Notes : none at this time

Substantiating Evidence:

 Success and Retention ( age, bs, gender, ethnicity, res. (Adobe Acrobat Document)

Outcome 2

Success Rates reflect increased overall effectiveness in the Program

▼ Measure: DA program completion/Student Success Rate

Description of Measure (WHAT data were used to measure the outcome?): Number of students that complete the full time program in the Spring of each year compared to the number of students that enrolled in the program

Number of students enrolling in the DA program that successfully completed entry level courses of DA 110, 108, 111 only

Acceptable Target and Rationale: 80% of the students enrolled in the DA program completed 50% of the students enrolled in the DA program and successfully completed DA 108, or 111, or 110 successfully completed


Ideal Target and Rationale: 100 % of the DA Program students that enrolled, completed the DA program  
100% of the students completing DA 108, 110 or 111 enrolled into the DA program.

What steps were taken to analyze the data?: Review S/R data information from IPRO Consultation with faculty teaching DA 108, 110, 111

Review of applications for DA program and student transcripts of DA 110, 111 or 108 completions.

Key/Responsible Personnel (WHO analyzed the data?): Program Director and IPRO

Supporting Attachments:

 success rte (Adobe Acrobat Document)

Findings for DA program completion/Student Success Rate

Summary of Findings: Review of findings indicates the success rate is lower than the acceptable target. The students enrolled in the program must maintain a 75% at all times, failure to maintain the 75% in any course will result in program dismissal.

Results: Acceptable Target Achievement: Not Met; Ideal Target Achievement : Approaching

Recommendations for Improvement: Cont. to meet with the students at midterms and advise students on their grades and needs for improvements, refer students to student learning center as needed.

Reflections/Notes : Lower rate of student success rates may be reflective in the students inability to maintain the 75% min. in all DA courses

Outcome 3

Student learning assessment is fully integrated in all courses

▼ Measure: Student learning assessment

Description of Measure (WHAT data were used to measure the outcome?): Faculty identified various projects, tasks, test questions, etc. as evidence on SLO.

Competencies and projects completed by students as required by CODA ( standard 2) and Ca DPA ( section 1070)

Student completes a self evaluation on various projects as identified on course syllabus

Acceptable Target and Rationale: 90% of the course SLO reflect student learning assessment through competency and self evaluation

DA program is in compliance with CODA and DPA standards


Ideal Target and Rationale: 100% of the course SLO reflect student learning assessment through competency and self evaluation


DA program is in compliance with CODA and DPA standards

What steps were taken to analyze the data?: Faculty meetings to review the information attained from SLO's, course review, discussion of student reflection/self evaluation etc.

Key/Responsible Personnel (WHO analyzed the data?): Program Director

Supporting Attachments:

 CALif DPA student learning content (Microsoft Word)

 CODA standard 2 Student learning assessment (Microsoft Word)

### Findings for Student learning assessment

Summary of Findings: Program is in compliance with state and national accreditation requirements

Results: Acceptable Target Achievement: Met; Ideal Target Achievement : Approaching

Recommendations for Improvement: none at this time

Reflections/Notes : none at this time

## Activity B. Demographics

### Outcome 1

the Programs diversity demographics are regularly evaluated and recruitment efforts are considered

#### ▼ Measure: Diversity in Demography

Description of Measure (WHAT data were used to measure the outcome?): Faculty to review demography data of current students enrolled in the program form IPRO  
Faculty to concentrate on recruitment of students from a diverse demographic environment

Acceptable Target and Rationale: 25% of our students enrolled will be reflective of a diverse demographic environment

Ideal Target and Rationale: 50%of our students enrolled will be reflective of a diverse demographic environment

What steps were taken to analyze the data?: Review with faculty the IPRO data

Key/Responsible Personnel (WHO analyzed the data?): Program Director

### Findings for Diversity in Demography


Summary of Findings: Although we have a diverse population of students enrolled, students are randomly selected from a pool of applicants and are not given priority based on various racial or ethnic backgrounds prior to enrollment into the program

Results: Acceptable Target Achievement: Met; Ideal Target Achievement : Approaching

Recommendations for Improvement: Continue to recruit students from a diverse demographics, rarely do we have any African Americans in the field of dentistry. We have a high concentration of Hispanics enrolled in the program consequently we have a high number of Hispanics that are unsuccessful.

Reflections/Notes : We have a high concentration of Hispanics enrolled in the program consequently we have a high number of Hispanics that are unsuccessful.

Substantiating Evidence:

 IPRO data (Adobe Acrobat Document)

### Outcome 2

success rates by racial groups is regularly evaluated and addressed

#### ▼ Measure: Success rate by racial groups

Description of Measure (WHAT data were used to measure the outcome?): Review of IPRO data by racial groups  
Faculty will review success rate of racial groups annually at faculty meeting

Acceptable Target and Rationale: Faculty will review success rate of racial groups annually at faculty meeting and encourage 100% of students not succeeding to seek additional resource, tutoring, counseling etc.

Ideal Target and Rationale: Faculty will review success rate of racial groups annually at faculty meeting and encourage 100% of students not succeeding to seek additional resources tutoring, counseling etc.

What steps were taken to analyze the data?: Faculty meetings and counseling with students at midterm for additional resources and options to students

Key/Responsible Personnel (WHO analyzed the data?): Program Director

**Findings for Success rate by racial groups**


Summary of Findings: Review of data is consistent between the years  
 Student population of white and Asian are 20% more successful then Hispanics

Results: Acceptable Target Achievement: Met; Ideal Target Achievement : Approaching

Recommendations for Improvement: none at this time

Reflections/Notes :

Substantiating Evidence:

 IPRO data (Adobe Acrobat Document)

**Activity C. Progression and Awards Conferred**

**Outcome 1**

The program shows progress in conferring achievements

**Measure: Progress in conferring achievements**

Description of Measure (WHAT data were used to measure the outcome?): number of certificates issued each year is increased from previous years until 100% of the students entering in the fall successfully complete the DA program in the spring.

Acceptable Target and Rationale: 10% increase in the number of students conferring achievements from the last year

Ideal Target and Rationale: 100% of students enrolled in fall semester confirmed achievement

What steps were taken to analyze the data?: Program director and faculty discussion early in the spring semester to identify students that may not progress.

Key/Responsible Personnel (WHO analyzed the data?): Program Director

**Findings for Progress in conferring achievements**

Summary of Findings: Based on data received from IPRO we have increase by (1) student each year in the number of achievement certificates issued over the last several years.

Results: Acceptable Target Achievement: Not Met; Ideal Target Achievement : Approaching

Recommendations for Improvement: none at this time

Reflections/Notes : none at this time

Substantiating Evidence:

 certificates issued (Microsoft Excel)

**Outcome 2**

Number of awards conferred by ethnic group is regularly evaluted and addressed

**Measure: Ethnic group awards**

Description of Measure (WHAT data were used to measure the outcome?): Data from IPRO will be evaluated by faculty during faculty meetings

Acceptable Target and Rationale: 10% increase annually in awards conferred by ethnic groups

Ideal Target and Rationale: 100% increase annually in awards conferred by ethnic groups

What steps were taken to analyze the data?: IPRO data discussed at faculty meeting

Key/Responsible Personnel (WHO analyzed the data?): Program Director

**Findings for Ethnic group awards**

Summary of Findings: Faculty reviewed the results


Results: Acceptable Target Achievement: Met; Ideal Target Achievement : Approaching


Recommendations for Improvement: none at this time

Reflections/Notes : Students are randomly selected into the program so we cannot always

ensure that we will have a diverse population of students that enter the program

Substantiating Evidence:

 IPRO data (Adobe Acrobat Document)

 IPRO data (Adobe Acrobat Document)

Outcome 3

Students are progressing through the Program's sequence, based on Enrollment and Success data

▼ Measure: Student progression

Description of Measure (WHAT data were used to measure the outcome?): Review of IPRO data to determine that students are progressing through the programs sequence based on enrollment and success data

Review of IPRO data and admissions information to evaluate students from DA 110,108 or 111 enrollment in the full time DA program

Acceptable Target and Rationale: 10% increase from last years number of students progressing through the programs sequence

Ideal Target and Rationale: 100% of the students enrolled progress to completion  
100%of students enrolled in DA 111,110,108 progress to the full time DA program.

What steps were taken to analyze the data?: Review of IPRO information with faculty

Key/Responsible Personnel (WHO analyzed the data?): Program Director

Findings for Student progression


Summary of Findings: Increase in the number of students progressing through the programs sequence


Results: Acceptable Target Achievement: Met; Ideal Target Achievement : Approaching

Recommendations for Improvement: none at this time

Reflections/Notes : none at this time

Substantiating Evidence:

 IPRO data (Adobe Acrobat Document)

 IPRO data (Adobe Acrobat Document)

Outcome 4

Awards ae conferred based on assessment of student learning

▼ Measure: Awards conferred

Description of Measure (WHAT data were used to measure the outcome?): Review of IPRO data, student competencies, SLO, state board results

Acceptable Target and Rationale: 10% increase from the number of student awards conferred last year

Ideal Target and Rationale: 100% of the students enrolled will complete the program

What steps were taken to analyze the data?: Review of IPRO data, state board results, SLO and discussed results with faculty

Key/Responsible Personnel (WHO analyzed the data?): Program Director

Findings for Awards conferred

Summary of Findings: Program has shown an increase of awrds conferred each year

Results: Acceptable Target Achievement: Met; Ideal Target Achievement : Approaching

Recommendations for Improvement: none at this time

Reflections/Notes : none at this time

Activity D. Student Enrollment and Faculty-to-Student Ratios



Outcome 1

the Program demonstrates consistent enrollment based on demand and market

▼ Measure: Enrollment

Description of Measure (WHAT data were used to measure the outcome?): Application grid compiled by the Health Sciences Division staff reflects consistent enrollment into the DA program

Acceptable Target and Rationale: We have at least 24 qualified applicants to enroll in the fall semester

we have a 10% increase from the number of applicants that applied previously


we have a pool of additional alternates to draw from for admissions/enrollment into the DA program


Ideal Target and Rationale: to have a pool of 50 applicants to fill the 24 enrollment spots in the DA program


What steps were taken to analyze the data?: Faculty, staff and Dean review the applicants applying for the DA program, randomly select applicants from pool to reach enrollment numbers

Key/Responsible Personnel (WHO analyzed the data?): Program director


Supporting Attachments:

 2009 applicants (Word Document (Open XML))

 2010 applicants (Microsoft Excel)

 2011 applicants (Microsoft Excel)

 applicants 2004 (Microsoft Word)

 student info 2008 (Microsoft Excel)

Findings for Enrollment

Summary of Findings: The DA program has shown a steady increase in the applicant pool for selection into the program

Results: Acceptable Target Achievement: Met; Ideal Target Achievement : Exceeded

Recommendations for Improvement: recruitment of minority and students from a diverse ethnic background.

Reflections/Notes : none at this time

Outcome 2

FTES/FTEf ratios are evaluated for effectiveness

▼ Measure: Faculty-Student ratio

Description of Measure (WHAT data were used to measure the outcome?): Ratios are based on CODA standards and Dental Practice Act (DPA) of CA, Rules and Regulations for RDA Educational program faculty- student ratios

Acceptable Target and Rationale: Laboratory and Preclinical the faculty-student ratio shall not exceed one faculty to ten-fifteen students. During Radiology and clinical sessions, the faculty to student ratio shall not exceed one faculty to six student ratio

Ideal Target and Rationale: Laboratory and Preclinical: the faculty-student ratio shall not exceed one faculty to six students in Dental Materials and one faculty to twelve students in all other lab/preclinical sessions. During Radiology and clinical sessions, the faculty- student ratio shall not exceed one faculty to six student ratio

What steps were taken to analyze the data?: Ensure the program is in compliance with state and National (CODA) accreditation standards

CODA 3.10 Dental Assisting Standards  
DPA

Key/Responsible Personnel (WHO analyzed the data?): Program Director analyzed the data annually

Supporting Attachments:

 CODA standards (Adobe Acrobat Document)

Findings for Faculty-Student ratio

Summary of Findings: Faculty to student ratios are based on state and national standards.

These ratios are adequate to ensure students have the amount of instructors present to be successful and fulfill requirements as dedicated by the outside accrediting agency as well as health and safety issues.

Results: Acceptable Target Achievement: Met; Ideal Target Achievement : Approaching

Recommendations for Improvement: None at this time

Reflections/Notes : the program is in compliance with state and national requirements

### Overall Recommendations for Improvement

The Dental Assisting Program recommends the overall use of classroom space, clinical areas, student work stations etc. be assess to ensure a student learning environment that promotes student success and technical competency. The program would like to expand the number of students enrolled in the program to meet the needs of the health care industry, however the classroom space and shared clinical facilities limits the number of students in each lab to 12 and didactic to 18-24 depending on the classroom available.

Additionally, the DA program recommends that the budget be reviewed and increase by 50% to reflect the current needs to operate the program with adequate supplies, materials, equipment, faculty development, dental lab tech, etc. so that additional funds are not dependent on grant funding.

### Overall Reflection

The Dental Assisting Program continues to maintain compliance with CODA and State Educational program standards. Due to the commitment, hard work and dedication of faculty, staff and students, the program remains one of the top DA programs in the state as evidence by the high pass rate on the state exams and A-1 status without reporting requirements to the national (CODA) accreditation agency. Although our success rate may be lower then expected, are retention rate remains high with the student progressing from one semester to the next for completion. Unlike the academic areas, the program has an obligation to ensure the public that well qualified graduates are completing the program. Dental Assisting requires specific skills, tasks and competency levels for success be maintained through out the program and therefore it is accepted that the overall success rate, faculty to student ratios etc. will be less then average academic courses or other technical programs. Budget constraints continue to be a concern for the program as industry standards and accreditation agencies require more and more technical experiences received in the classroom learning environment that also impact professional development and advance learning for the faculty. Additionally, the program is grateful to have the opportunity to meet with their industry advisory board on a regular bases to address current trends and issues that effect our students, graduates and program.

### Program Responsiveness

The program will continue to meet the needs of a diverse population of students by recruitment of various ethnicity's, articulation agreements from high schools, workforce development, etc. to fulfill the need in industry for dental