

2008 PROGRAM OUTCOMES ASSESSMENT SUMMARY REPORT

PROGRAM: **SVI—DENTAL ASSISTANT - CERTIFICATE**

DATE: 14 JANUARY 2008

DEMONSTRATION OF LEARNING: *What assignments or projects demonstrate student learning outcomes are achieved?*
[Note: evidence of learning contained in Assessment methods and Findings sections.]

Learning Outcomes	Assessment methods
Function as a clinical dental assistant with expanded duties in all of the following - dental specialties, dental laboratory procedures, digital radiology, sterilization techniques, nutritional counseling and preventive procedures.	<p>Student takes skills/knowledge assessment tests throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p> <p>Student performs clinical procedures, is evaluated by faculty and feedback is given to the student.</p> <p>Students assess their own competency level as they progress through the skills set. This way they are able to really assess the outcomes and know what to do to improve.</p> <p>Student has major assessment at the end of first and third quarters and feedback is given to the student.</p>
Effectively communicate in oral and written form with patients, peers and members of the dental health team.	<p>Student takes skills/knowledge assessment tests throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p>
Possess proficiency in dental front office skills.	<p>Student takes skills/knowledge assessment tests throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p> <p>Students are able to have didactic course work as well as hands on in many of the office skills.</p>
Engage in lifelong involvement in the community in the promotion of dental health.	<p>The program involves students in outreach activities with visiting children and the elderly in our community. Students prepare a program on dental health for both populations.</p>

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<p>Possess the necessary skills to pass the Dental Assistant National Board Exam.</p>	<p>Student performs clinical procedures, is evaluated by faculty and feedback is given to the student.</p>
<p>Demonstrate knowledge of job readiness with resume building, interviewing skills, and complete competency in all basic dental assisting skills by successfully completing an externship.</p>	<p>Student is interviewed for employment as a dental assistant in a mock interview by an outside interviewer. Student is evaluated and given feedback.</p>

EXTERNAL EVIDENCE? *Alumni, employer, Curriculum Review, Technical Advisory Committee feedback?*

The Technical Advisory Committee meets each quarter. Members include dental assistant professionals from practices throughout the Seattle area. They provide advice on curriculum, skills and professional knowledge. Externship site supervisors provide invaluable feedback on knowledge our students have and skills our students demonstrate.

FINDINGS: *What have you learned from your outcomes assessment activities?*

That we are right on track and the flow of the program is working well.

ACTIONS TAKEN: *What program changes have you made in the last three years? -- WHAT WAS THE IMPETUS FOR CHANGE?*

The Dental Assistant Certificate Program is currently going through an ADAA accreditation review process. Forms were updated for consistency in all course-level competencies and to improve competencies in infection control, organizational skills, and student preparation for each skill set.

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Forms were updated for the externship. Evaluation forms were revised to strengthen the feedback received from the externship sites, improving the clarity of the feedback and making the feedback more concise.

ACTIONS PLANNED: *What program changes or new assessment activities are you planning for next year?*

Add dental computer software for the office including digital photography. Most offices use computer systems and provide patient education by using oral photos of the patient's mouth. We are applying for grants to assist us with this project.

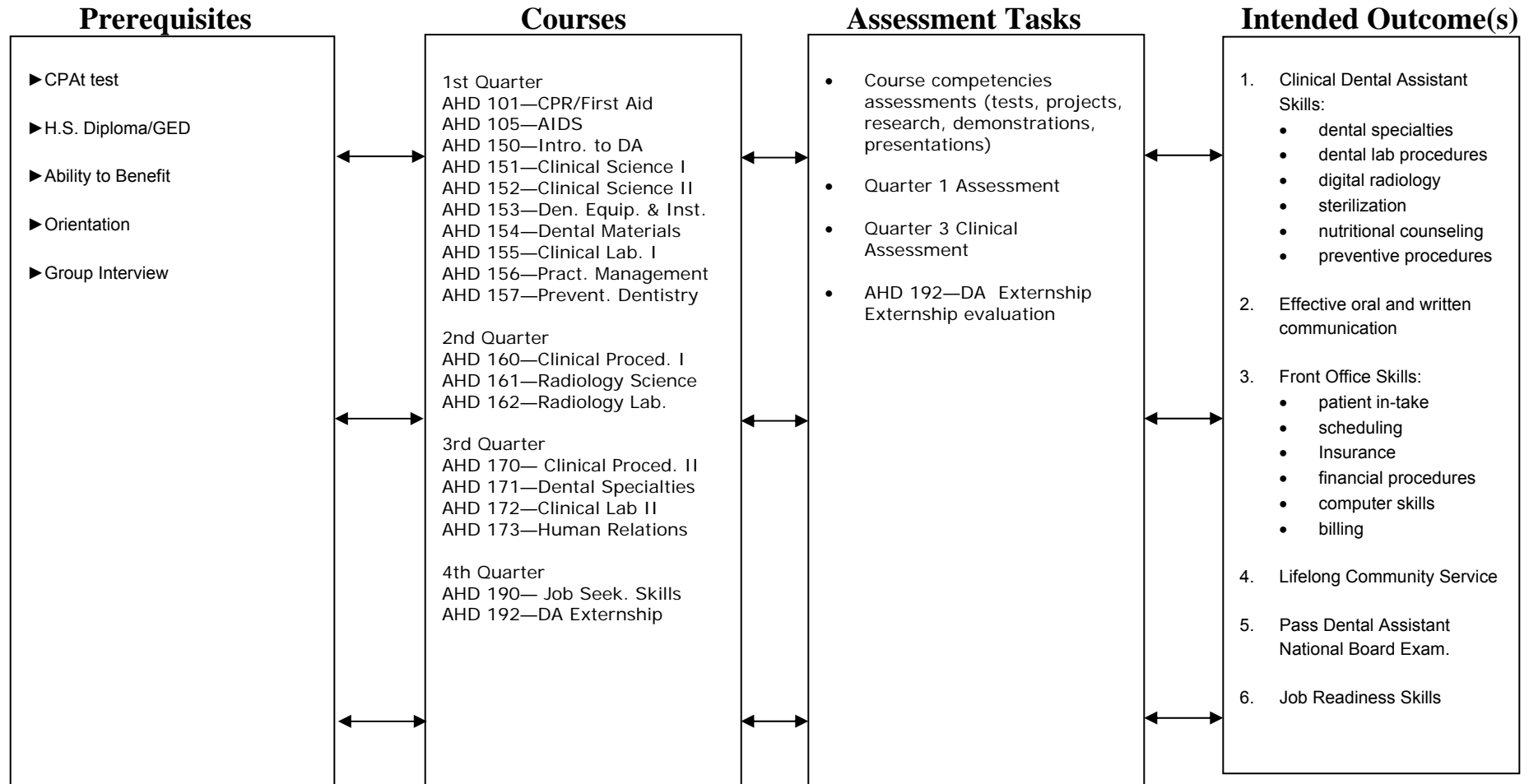
Program Name:

SVI Dental Assistant Certificate

Revised 14 January 2008

Theme(s): Dental clinical skills, patient care, safety, confidentiality, professionalism

Program Role: The Dental Assistant Program prepares graduates to perform dental front-office, back-office, lab, and radiology tasks and procedures for dental assistant positions in dental clinics, offices, and labs.



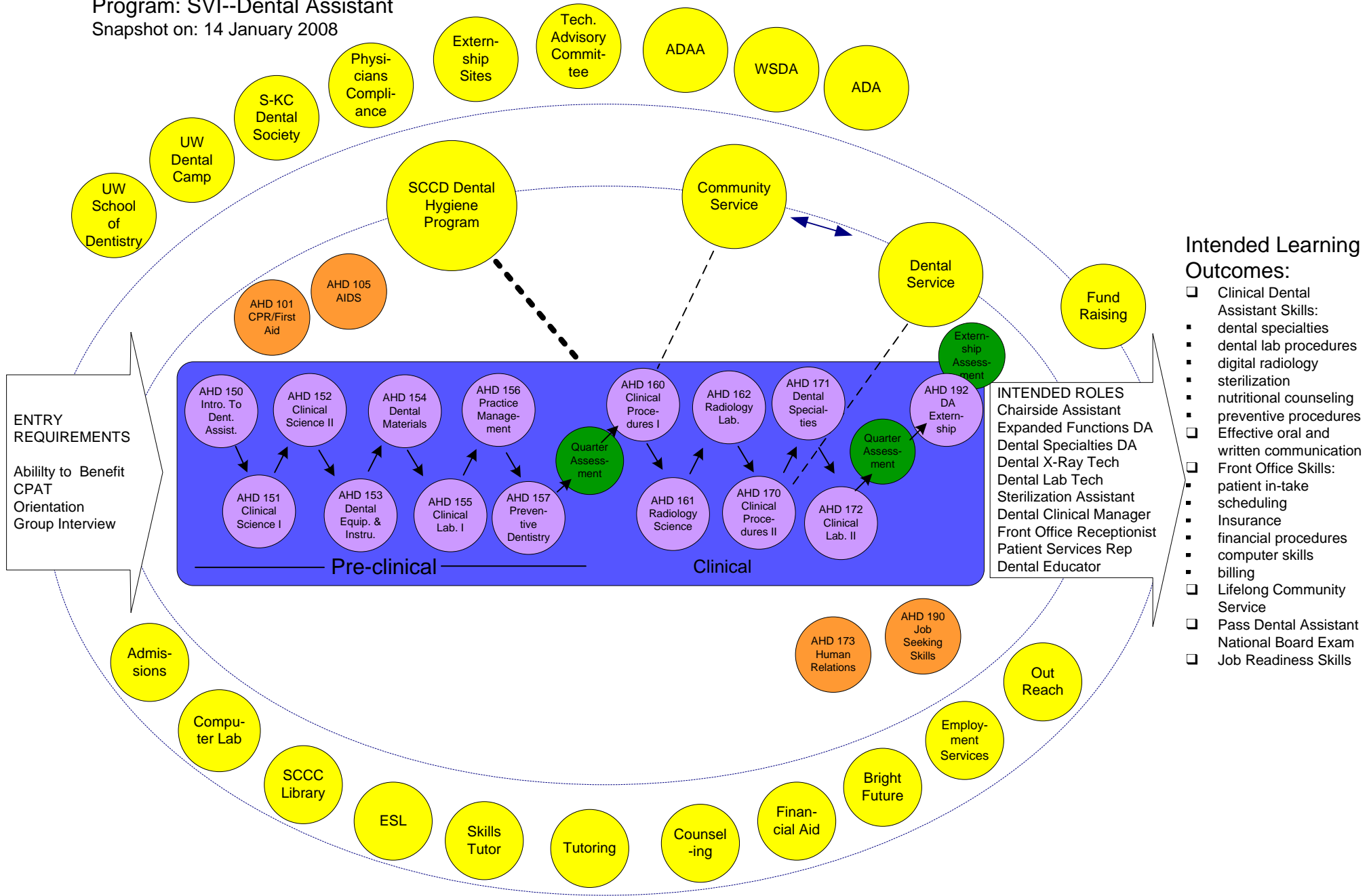
What must students understand to demonstrate the intended outcome?

What skills must students master to demonstrate the intended outcome?

What will students do in here to demonstrate evidence of the outcome?

What do students need to be able to DO “out there” that we’re responsible for “in here”??

Program: SVI--Dental Assistant
 Snapshot on: 14 January 2008



Intended Learning Outcomes:

- Clinical Dental Assistant Skills:
 - dental specialties
 - dental lab procedures
 - digital radiology
 - sterilization
 - nutritional counseling
 - preventive procedures
- Effective oral and written communication
- Front Office Skills:
 - patient in-take
 - scheduling
 - Insurance
 - financial procedures
 - computer skills
 - billing
- Lifelong Community Service
- Pass Dental Assistant National Board Exam
- Job Readiness Skills

INTENDED ROLES
 Chairside Assistant
 Expanded Functions DA
 Dental Specialties DA
 Dental X-Ray Tech
 Dental Lab Tech
 Sterilization Assistant
 Dental Clinical Manager
 Front Office Receptionist
 Patient Services Rep
 Dental Educator

Program Assessment Inventory

Program: SVI—Dental Assistant Certificate

Assessment methods used to determine that students are prepared to succeed and that they have achieved the program learning outcomes when they complete degrees or certificates.

	<i>Pre-/ early program</i>	<i>Mid program</i>	<i>End of program</i>
<i>Students are prepared to learn (prerequisites)</i>			
ASSET test scores			
COMPASS test scores			
SLEP test scores			
CPAt test scores	X		
CASAS			
H.S. Diploma/GED	X		
Other?	<i>orientation</i>		
<i>Students are assessed as they move through the program</i>			
Competencies assessment	<i>throughout program</i>		
Internship/Externship feedback			X
Pre-Mid-Post assessment			
Service Learning experience feedback			
Student course evaluations	<i>quarterly</i>		
Student focus groups			
Student grades	<i>quarterly</i>		
Student interviews			X
Student self assessment		X	X
Student surveys			X
<i>Students are assessed as they complete the program</i>			
Completion statistics			X
Capstone projects			X
Graduation statistics			<i>by college</i>
Portfolios	X	X	X
Presentations	X	X	
<i>External assessment data is collected</i>			
Transfer rates			
Employer surveys			X
Technical Advisory Committee	<i>quarterly</i>		
License certification success rates			X
Performance in 4 year programs			
Employment rates			X
Salary statistics			X
Survey of former students			X
Other?	<i>Feedback from students, employers</i>		

Dental Assistant – Certificate – 2006 Learning Outcomes

1. Function as a clinical dental assistant with expanded duties in all of the following - dental specialties, dental laboratory procedures, digital radiology, sterilization techniques, nutritional counseling and preventive procedures.
2. Effectively communicate in oral and written form with patients, peers and members of the dental health team.
3. Possess proficiency in dental front office skills, including patient intake, scheduling, insurance and financial procedures and general office computer skills – email, spreadsheets, word processing, and Dental Office specialty software applications such as billing and scheduling.
4. Engage in lifelong involvement in the community in the promotion of dental health through the profession of Dental Assisting.
5. Possess the necessary skills to pass the Dental Assistant National Board Exam.
6. Demonstrate knowledge of job readiness with resume building, interviewing skills, and complete competency in all basic dental assisting skills by successfully completing an externship.