PART 1: CONTACT & PROGRAM IDENTIFICATION

<table>
<thead>
<tr>
<th>Report Year and Contact Information:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2015-2016</td>
<td>Melanie Upshaw</td>
</tr>
<tr>
<td>Academic Year</td>
<td><a href="mailto:mupshaw@cnm.edu">mupshaw@cnm.edu</a></td>
</tr>
<tr>
<td>Contact Person</td>
<td>Email</td>
</tr>
<tr>
<td>X50178</td>
<td>Phone Number</td>
</tr>
</tbody>
</table>

Subject of this Assessment Report:

<table>
<thead>
<tr>
<th>Program:</th>
<th>Gen Ed Area:</th>
<th>Discipline Area:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AA</td>
<td>AS</td>
<td>AAS</td>
</tr>
</tbody>
</table>

Applicable to: AA/AS AAS

PART 2: EVIDENCE OF OVERALL PROGRAM EFFECTIVENESS

Summary of Program Successes:

Program successes were measured and results were divided between a Fall (Dec 2015) and Summer (August 2016) cohort:

Graduation rate was 80% from the cohort Dec 2015 and 83% from the Aug 2016 cohort.

- Graduation rate for Dec 2015 is 16/20 and Aug 2016 was 15/18.

Retention rate was 80% Dec 2015 and 83% from Aug 2016. 1 student from the Summer 2016 class returned and is on track to graduate in Fall 2016.

Measurement tools used are identifying strengths and weaknesses and are guides for recommendations.

Description and Evaluation of Recent Changes Made in Support of Student Learning:

New faculty member was added to in Spring 2015- to teach Radiology courses.

New classroom with updated technology assigned to Dental Assisting program. WTC 104 is now designed with computer workstations for each student. This allows better assessment and students have access to the Web during classroom activities.

Implement adaptive quizzing through the students main textbook to help students master course content.
### PART 3: REPORT ON RECENT ASSESSMENT OF STUDENT LEARNING

**Student Learning Outcome(s) Assessed:**

To add rows: right – “click in cell below and select “Insert,” “Insert Rows Above”

1. Comprehend, apply and evaluate diagnostic data related to patient information
2. Perform a variety of clinical supportive treatments
3. Perform laboratory procedures and basic business procedures
4. Exhibit behaviors consistent with professional and employer expectations
5. Demonstrate continual growth and development of a trained professional who is committed to the dental industry by participation in professional organizations and educational activities.

**Classes/Cohorts Assessed:**

Dec 2015-Aug 2016 Dental Assisting Cohort

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### Measurement Tool(s) Used:

**To add rows: right – “click in cell below and select “Insert,” “Insert Rows Above”**

<table>
<thead>
<tr>
<th>Measurement Tool(s) Used</th>
<th>Internal</th>
<th>External</th>
<th>Direct</th>
<th>Indirect</th>
<th>Initial Achievement Target or Expectation</th>
</tr>
</thead>
<tbody>
<tr>
<td>State licensure</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>Target: 71% of graduates will secure state licensure in radiology to work in the industry.</td>
</tr>
<tr>
<td>Clinical Behavior Rubric</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>Target: Students will have a 75% average</td>
</tr>
<tr>
<td>Dental Assisting National Board (DANB)</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>Target: Students who take exam will pass with a 71%</td>
</tr>
<tr>
<td>Final Comprehensive grade DA 2408</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>Target: Students will pass with a 71%</td>
</tr>
<tr>
<td>Laboratory competencies DA 1193 (First term)</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>Target: Students will pass with a 71%</td>
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<tr>
<td>Final Exam for DA 1517 Radiology II (Second term)</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>Target: Students will pass with a 71%</td>
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<tr>
<td>Final Comprehensive Clinical Evaluation (Third term)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td>Target: Students will pass with a 71%</td>
</tr>
</tbody>
</table>

### Assessment Findings:

Results from the **State Licensure** was 100% (Dec 2015) and 100% (Aug 2016) of applicants receiving licensure for radiology.

**Clinical Behavior rubric** showed average score of 100% (Dec 2015) and 97% (Aug 2016).
Results from the Dental Assisting National Board (DANB) for CDA pass rate for our students was 69% (Dec 2015) and 83% (Aug 2016).

Results for DA 2408 Dental Administrative and Communications course was an 88 (Dec 2015) and 83.08 (Aug 2016) median average.

Results for DA 1193 Practical Application of Dental Materials lab course was an 83.48 (Dec 2015) and 82.75 (Aug 2016) median average.

Results for DA 1517 Final Radiology II Exam was a 69.5 median average. The course grade was 73.5 median average.

Results for the Comprehensive Clinical Evaluation was a 92 (Dec 2015) and 84.5 (Aug 2016) median average.

Analysis and Interpretation of Assessment Findings:

Results from the State Licensure Board did meet our criteria with 100% (Dec 2015) and 100% of applicants receiving licensure for radiology.

Professionalism rubric demonstrated students were meeting expectations of the industry for both graduation classes scoring above 90%.

Results from the Dental Assisting National Board (DANB) did not meet our criteria for CDA with a pass rate 71%. The current pass rate for our students was 69% for the graduating class of Dec 2015. However, we did meet our criteria for the class of Aug 2016 with an 83%.

Results for the Dental Administrative and Communications course met our criteria of 71% with a 90.3 mean average. No students were below our 71% threshold.

(Dec 2015) Results for the Practical Application of Dental Materials course met our criteria of 71% with a 97.5% and 97 mean average.

(Dec 2015) Results for DA 1517 Final Radiology Exam did not meet our criteria of 71% with 70 median average.

(Aug 2016) results for DA 1517 Final Radiology Exam met our criteria of 71% and the median average was 88.1.

Results for the Comprehensive Clinical Evaluation met our criteria 71% with an 86.3 mean average. No students were below our threshold of 71%.

(Aug 2016) Results for the Practical Application of Dental Materials course met our criteria of 71% with a 97 mean average No students were below the 71% threshold in either cohort.

Action Plan in Support of Student Learning:

Currently, the Dental Assisting program is meeting most of its criteria except with the Dec 2015 cohort results from the DANB examination which fell below the 71% threshold and the final radiology exam which also fell below 71%.

- The new faculty member has addressed the failing final exam results through delivery and methodology changes in teaching and the second measured cohort did meet stated criteria.
The results from the DANB identified general areas of weakness for the program: infection control (ICE) component broken down into six areas and general chairside assisting (GC) component broken down into seven areas. In the area of ICE: prevent cross-contamination and disease transmission, perform sterilization procedures, and occupational safety were the three weakest areas of the six. In GC: chairside dental materials (preparation, manipulation, application), and prevention and management of emergencies were the weakest of seven areas. Even though all the scores were high for the radiology component; one area that needed improvement was radiation safety for patients and operators. The faculty will begin working on the areas needed for improvement in their designated course curriculum. Program will be implementing new measurement tool that is a HESI examination. It will be classified as an external direct tool. It is a pre-built, non-proctored tests that will help us assess knowledge and concepts learned while also introducing students to standardized testing with CDA examination style practice questions written at the application level. This HESI exam will better prepare students for the DANB and help them recognize their weak areas and allow them time to review and better prepare. HESI Dental Assisting Practice Test has multiple choice and alternate item format questions, written at the application level to help develop and assess students’ critical thinking skills. HESI Practice Test includes a “Practice Version”, giving students an unlimited amount of practice attempts and includes correct answers and rationales for each question.

**Recommendations, Proposals, and/or Funding Requests:**

New exit competencies written to better align with industry standards and national examination.

New program exit competencies are as follows with new measurement tools:

- **Exposure and evaluate radiographs, implement quality assurance procedures and radiology regulations, applying the principals of radiation safety for patients and operators and practice infection control standards for equipment, patients and operators.**

  *Evaluation Method: Final Comprehensive Theory Exam, DANB RHS (radiation health and safety), HESI exam*

- **Collect and record clinical data, perform chairside procedures, utilize appropriate chairside assistant ergonomics, prepare, manipulate and apply chairside dental materials, demonstrate an understanding of laboratory procedures and materials, describe patient education and oral health management, provide pre- and post-operative instructions, discuss prevention and management of emergencies, and discuss office operations.**

  *Evaluation Method: Final Comprehensive Clinical Evaluation, DANB GC (general chairside) exam, HESI exam*

- **Demonstrate an understanding of patient and dental healthcare worker education, apply standard/universal precautions and the prevention of disease transmission, demonstrate an understanding of occupational safety, manage infection and hazard control protocol consistent with published professional guidelines.**
**Ev**aluation Method: Final Comprehensive Clinical Evaluation, DANB ICE (infection control exam), HESI exam

- Exhibit behaviors expected to be successful in securing and maintaining a career in the dental profession to include: punctuality, teamwork, communication skills and appropriate interaction with patients of all ages and backgrounds, respect for personal beliefs without discrimination of patient care.

  Evaluation method: Comprehensive Clinical Evaluation, Professionalism rubric

- Continual growth and development as a professional committed to the dental industry by participation in professional organizations and educational activities offered to dental auxiliaries while enrolled in the program. Obtaining certification as a professional by taking both national and state examinations immediately upon graduation.

  Evaluation Method: Dental Assisting National Board (DANB), National Association membership, State Licensing Board

### PART 4: EMBEDDED OUTCOMES

**Critical Thinking and Life Skills/Teamwork Development within Programs:**

a) Please describe how Critical Thinking assessment is embedded within your program assessment.

b) Please describe how Life Skills/Teamwork assessment is embedded within your program assessment.

a) Critical thinking skills are embedded throughout the program as students develop their laboratory and clinical skills working with patients. Students do case-based questions and case studies as assignments and these assignments are formative and apply to the summative assessments used to determine a student’s readiness to enter the job market. These summative assessments are measured in their clinical internships. The implementation of the HESI examination as an assessment tool also helps develop critical thinking skills.

b) Life skills/teamwork are embedded throughout the program as students work with both preceptors and lab partners to develop and improve their clinical skills. Laboratory competencies are evaluated by peers and instructors. Clinical skills include teamwork and professionalism which is evaluated by internal clinical coordinator and external preceptor using a clinical professionalism rubric.

### PART 5: ASSESSMENT CYCLE PLAN (Copy and paste from original plan if unchanged)
Cycle Years: 2013-2018
Plan Description: This cycle plan will continue to measure the program exit competencies in order to stay consistent for a five (5) year cycle. Starting in Spring 2016 new measurement tools will be implemented to measure updated program exit competencies.

<table>
<thead>
<tr>
<th>Student Learning Outcomes:</th>
<th>When Measured:</th>
<th>Where Measured:</th>
<th>How Measured:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Comprehend, apply and evaluate diagnostic data related to patient information</td>
<td>Summer 2015, Summer 2015</td>
<td>DA 2090, National Board (DANB)</td>
<td>Final Comprehensive Clinical Evaluation (Internal Direct and External Direct) DANB-Dental Assisting National Board (External Direct)</td>
</tr>
<tr>
<td>2. Perform a variety of clinical supportive treatments</td>
<td>Fall 2014, Spring 2015, Summer 2015</td>
<td>DA 2090, Health 1001</td>
<td>Final Comprehensive Clinical Evaluation (Internal Direct and External Direct) CPR Certification and supporting certifications from clinical prep course Health 1001 (Internal Direct)</td>
</tr>
<tr>
<td>3. Perform laboratory procedures and basic business office procedures</td>
<td>Fall 2014, Spring 2015, Summer 2015</td>
<td>DA 2090, DA 2408, DA 1192, DA 1101</td>
<td>Final Comprehensive Clinical Evaluation (Internal and External Direct), Final Summative Practice Management Grade (Internal Direct), Final summative dental materials assessment (Internal Direct)</td>
</tr>
<tr>
<td>4. Exhibit behaviors consistent with professional and employer expectations</td>
<td>Fall 2014, Spring 2015, Summer 2015</td>
<td>DA 1590, DA 2090</td>
<td>Clinical Behavior Rubric (Internal Direct)</td>
</tr>
<tr>
<td>5. Demonstrate continual growth and development of a trained professional who is committed to the dental industry by participation in professional organizations, outreach and educational activities</td>
<td>Fall 2014, Spring 2015, Summer 2015</td>
<td>DA 1590, DA 2090 National Board State Board</td>
<td>Participation in volunteer activities (Internal Direct) DANB (External Direct) State Licensing Board (External Direct)</td>
</tr>
</tbody>
</table>