

KAPI'OLANI COMMUNITY COLLEGE

**COMPREHENSIVE INSTRUCTIONAL
PROGRAM REVIEW**

DENTAL ASSISTING
Assessment Period: 2013-2016

Kapi'olani Community College

**Mission Statement
2015-2021**

Mission Statement: Kapi'olani Community College provides students from Hawai'i's diverse communities open access to higher education opportunities in pursuit of academic, career, and lifelong learning goals. The College, guided by shared vision and values, and commitment to engagement, learning, and achievement, offers high quality certificate, associate degree, and transfer programs that prepare students for productive futures.

Dental Assisting Program Mission Statement

The mission of Kapi'olani Community College's Health Education Unit is to develop and deliver student-centered health career programs that employ industry standards through partnerships with the healthcare community by:

- Offering credit and non-credit programs to provide competent and qualified personnel to meet the needs of the healthcare industry in Hawai'i;
- Providing qualified learning opportunities for maintaining worker competence and career mobility in a rapidly evolving healthcare field, and delivering friendly, courteous, individualized and student-centered instructional and related support services that promote the likelihood of student success.

The mission of the Dental Assiting Program is to follow the Health Education Unit as well as to serve the needs of the Dental health community by:

- Preparing students to meet clients needs in the dental office
- Preparing students to apply basic dental operator and laboratory skills
- Practicing and implementing OSHA-recommended infection control procedures
- Understanding and implementing basic dental radiology
- Assisting in population health by providing clients with oral health information

**Part I. Executive Summary of CPR and Response to previous ARPD
recommendations**

The Dental Program improved their status. The ARPDs report fall-to-spring and fall-to-fall persistence however, for the Dental Assisting Program like the Practical Nursing, EMT and MICT programs, the fall-to-spring persistence is not a possible metric since the certificate programs are only one year in length.

Other major developments that result from ARPD analysis include the desire for externally validated standards and increased partnerships with baccalaureate -granting institutions. The Dental Assisting Program is accredited by (CODA, Commission on Dental Accreditation. The program completed their first self study and underwent site visits in 2014. The Courses, competencies and Program Learning Outcomes were modified to align with CODA recommendations in 2014. The proposed changes were approved through the Curriculum approval process and are set to be implemented in AY 2017. An interim report was submitted to CODA discussing the changes in September 2015. In February 2016 the program was granted Full Accreditation status through 2021.

Part II. Program Description

The Dental Assisting program is a one-semester, daytime only, curriculum designed to prepare students for entry-level employment in private dental offices, hospital outpatient clinics, state and federal agencies, insurance companies and dental supply houses. Students receive instruction in basic dental operator and laboratory skills and dental terminology. Students are accepted in both the fall and spring semesters.

Special Admission Requirements for Dental Assisting: Acceptance into the Dental Assisting program is on a first-qualified, first-accepted basis by minimum score of 74 on the COMPASS English Reading Placement Test and attendance at an orientation session.

Program Student Learning Outcomes (PSLOs): Upon successful completion of the Certificate of Competence in Dental Assisting, the student should be able to:

1. Assimilate and apply relevant knowledge necessary to function competently in the profession of dental assisting.
2. Perform technical and clinical skills necessary to function competently in the profession of dental assisting.
3. Maintain professional and ethical behavior as a healthcare provider.
4. Communicate and interact appropriately and effectively.
5. Incorporate knowledge of multicultural perspectives to meet the needs of diverse populations.
6. Implement plans to achieve standard of patient care in a variety of clinical settings.
7. Perform at the entry-level job description of a dental assistant.

CERTIFICATE OF COMPETENCE CURRICULUM, DENTAL ASSISTING (16 CREDITS)

Dental Requirements

- DENT 100 Essentials of Dental Assisting 3 •
- DENT 100L Essentials of Dental Assisting Lab 3 •
- DENT 103 Dental Materials 1 •
- DENT 103L Dental Materials Lab 2 •
- DENT 105 Dental Sciences 2 •

DENT 106 Dental Radiography 1 •
DENT 106L Dental Radiography Lab 1 •
DENT 108 Clinical Externship 2 •
DENT 208 Dental Materials II 1*

TOTAL 16

The issuance of a Certificate of Competence requires that the student must earn a grade point ratio (GPR) of 2.0 or higher for all courses required in the certificate.

Please note: In order to receive the Certificate of Competence in Dental Assisting, a grade of "C" or higher is required in each course.

CERTIFICATE OF ACHIEVEMENT, DENTAL ASSISTING

(39 SEMESTER CREDITS)

Program Description: The Dental Assisting Certificate of Achievement is a two-semester, 39-credit program that prepares individuals to work as clinical and administrative assistants in dental offices, clinics or other dental practice settings. The curriculum is aligned with standards of the American Dental Association Commission on Dental Accreditation (ADACODA) as well as the Hawaii Administrative Rules of the Board of Dental Examiners. Students will begin with didactic classes and progress to clinical externship in a variety of clinical settings including specialty practices. Students will receive preparation for taking the Dental Assisting National Board (DANB) examination to become Certified Dental Assistants (CDA).

Special Admission Requirements for Dental Assisting Certificate of Achievement:

Acceptance into the Dental Assisting program is on a first-qualified, first-accepted basis based on the student's GPA from general education courses and scoring of applicants' interview.

Program Student Learning Outcomes (PSLOs): Upon successful completion of the Certificate of Achievement in Dental Assisting, the student should be able to:

1. Assimilate and apply relevant knowledge necessary to function competently in dental assisting.
2. Perform technical and clinical skills necessary to function competently in dental assisting.
- .. Maintain professional & ethical behavior as a healthcare provider.
4. Communicate & interact appropriately & effectively.
5. Incorporate knowledge of multicultural perspectives to meet the needs of diverse populations.
6. Implement plan to achieve standard of patient care in a variety of clinical settings.
7. Perform at the entry-level job description of a dental assistant.
9. Demonstrate competency in the knowledge and skill required to systematically collect diagnostic data.
10. Demonstrate competency in the knowledge and skill required for business office procedures.
11. Develop competence in taking diagnostically acceptable radiographs on a variety of patients.
12. Utilize materials learned in classes to prepare for the Dental Assisting National Board Certification exams.
13. Perform at the entry-level in a specialty practice as a dental assistant.

CERTIFICATE OF ACHIEVEMENT CURRICULUM, DENTAL ASSISTING

(39 CREDITS)

General Education Courses (13 credits)

ENG 100 Composition I 3

MATH 100, MATH 115, or MATH 135

Survey of Mathematics, Statistics, Elementary Functions 3

SP 151 Personal and Public Speech 3

ZOOL 141 Human Anatomy and Physiology I 3

ZOOL 141L Human Anatomy and Physiology I Lab 1

Dental Assisting Courses (26 credits) Note: 100 level courses are included in the Certificate of Competence

DENT 100 Essentials of Dental Assisting 3

DENT 100L Essentials of Dental Assisting Lab 3

DENT 103 Dental Materials 1

DENT 103L Dental Materials Lab 2

DENT 105 Dental Sciences 2

DENT 106 Dental Radiography 1

DENT 106L Dental Radiography Lab 1

DENT 108 General Practice Clinical Externship 2

DENT 200 Dental Office Administration 3

DENT 205 Dental Sciences II 3

DENT 206L Dental Radiography Lecture/Lab II 1

DENT 208 Specialty Clinical Rotations 4

DENT 210 Seminar Prep for CDA Exam 1

TOTAL 39

The issuance of a Certificate of Achievement requires that the student must earn a grade point ratio (GPR) of 2.0 or higher for all courses required in the certificate.

Please note: For the Certificate of Achievement in Dental Assisting, a grade of "C" or higher must be maintained in all required courses.

Resources, including Student Support Services:

The Health Science and Emergency Medical Service programs are located in the Kaulia Building. The Dental Assisting Program classroom provides a lecture/laboratory space with practice equipment. Students receive intensive instruction in basic dental operator and laboratory skills and dental terminology.

The is supported by two full-time counselors imbedded in the Health Science and Emergency Medical Service Departments providing student support for all of the programs. In addition, the Health Science Department has two supports with one Secretary II and one part-time Office Clerk. The Secretary II position is located in the main front office of the department and provides fiscal, clerical, and other support services to the department faculty and general public. This position is Civil Service position and part of the Hawai'i Government Employees Association organization, Unit 03. The half-time office clerk position supports the secretary in working with faculty and general public.

Part III. Curriculum Revision and Review

- All DENT courses were reviewed in 2014 prior to the accreditation site visit. Since then, more changes were made to courses (108 and 208) and course competencies were revised to align with accreditation standards and site visit recommendations. All 200 level DENT courses were assessed in Spring 2015 and the 100 level courses were assessed in Fall 2015. All competencies were met at 100%, so no actions are planned at this time.

Part IV. Survey results

1. Student satisfaction, including student support services-

The program just began surveying students during the clinical phase of their training. The data has not been analyzed yet.

2. Occupational placement in jobs (for CTE programs)

Occupational placement data has been collected anecdotally and reveals that about 64% of graduates place into jobs in their field of study. About 12% go onto other programs either at UH Manoa or elsewhere.

3. Employer satisfaction (for CTE programs)

An employer satisfaction survey was administered in Summer of 2014. Approximately 75 surveys were sent out and only 33 were returned. The results were very positive from the ones that were returned. Overall, employers expressed a high level of satisfaction with the graduates that they hired and the training they came with.

4. Graduate/Leaver

A graduate/leaver survey is in development.

Part V. Quantitative Indicators for Program Review

Listing of most recent three years of ARPD data for demand, efficiency and

Part VI. Analysis of the Program based on prior three years

1. Alignment with mission

The program continues to improve curriculum and content to align with industry standards, by aligning with CODA accreditation standards.

2. Current Situation. ARPD data in Part III.

Long term plans for the Dental Assisting program are guided by the college's strategic plan (2008-2015 and the draft 2015-2021). In the intermediate term, plans are guided by the program's three-year comprehensive program review (CPR). The actions indicated in this report provide short term measures which will contribute to the goals of the three year comprehensive program review, aligned with the college's strategic plan.

The focus for the program for the period of this report is on accreditation by CODA of the Certificate of Achievement program. CODA accreditation is expected to positively impact the effectiveness indicator. The CA program consists of a 2-semester, 28 credits in Dental Assisting, as well as 13 credits of general education support coursework. The program has made changes to curriculum based on site visit recommendation. Program accreditation is the first step to develop a career ladder to UH Dental Hygiene.

a. Perkins Core indicators for which the program has not met the performance level.

32	4P1 Student Placement	68.92	25.00	Not Met
33	5P1 Nontraditional Participation	17.50	15.38	Not Met
34	5P2 Nontraditional Completion	16.00	12.50	Not Met

The program has collected anecdotal data on student placement. That anecdotal data yielded a placement rate of about 62%, which differs from the ARPD report of 25%, 62% is still below the target of 68.92, but it is closer. About 12% of graduates choose to continue their studies, often times in preparation for a Dental Hygiene program.

The Nontraditional completion rate of 12.5% could be due to the counting of the Certificate of Competence students who don't choose to go on to complete the Certificate of Achievement. Graduation rate has been 100% for the certificate program identified at the time of enrollment.

b. External: Review relevant section of the College's Strategic Plan (2008-2015)

- i. 1a,b; 2a-1, b; 3a,b,c-1,c-2

3. Assessment Results for Program Learning Outcomes (PLO's). The program shall develop a schedule for PLO assessment such that within the three-year review period, all PLOs will have been assessed and the following will be reported:

- List of the Program Learning Outcomes and the dates assessed
- Assessment results
- Changes that have been made based on evaluation of the assessment results

Part VII. Tactical Action Plan (projections for the next three years Strategic Plan 2015-2021)

The DENT program plans to take advantage of the University's Hawaii Data Exchange project and gather more reliable employment data of graduates.

The Clinical evaluation form was updated after the accreditation site visit and implemented in AY 16. Students have an opportunity to provide feedback about their experiences at each clinical site. This data will be compiled and decisions will be made regarding continuation of affiliations with particular sites.

The Program Director has made a proposal to the Board of Dental Examiners to award continuing education credits to the dentists who provide externship experiences in their dental practices to students. If that is successful, there will be some benefit to the volunteer clinical community partners that could yield increase interest in participating in student training.

Strategic Plan 2015-2021 (III. Enrollment)

Round III of the Title III grant which is scheduled for 2018 implementation includes a renovation of the Dental Assisting clinic area and will add a third operatory to the clinical space. This will enable the program to increase capacity by at least 6 students per cohort. Additional faculty will need to be hired to cover the CODA mandated student: teacher ratio of 1:6 student-teacher ratio.

The action plan outlines the steps the program will take to improve the results of assessment and or the ARPD health indicators, aligned with the College's Strategic Plan.

1. Strategy for Improving Program Outcome/Indicator and related Strategic Outcome:

2. Performance measure to assess program strategy and related Strategic Performance

Measure: Annual Review of Program Data elements

3. Data to be gathered to determine success of the strategy: Employment/placement data via Hawaii Data Exchange

4. Position(s) Responsible: Program Director

5. Synergies with other programs, units, emphases and initiatives:

Now that the Certificate of Achievement program has been formally accredited, discussions can resume to create a Memorandum of Agreement with UH Dental Hygiene, to recognize some of the CA courses.

6. Key Community Partners (if any): Board of Dental Examiners, Kokua Kalihi Valley Dental Clinic, Henry Schein Dental division

Part VIII. Resource and Budget Implications*

1. Identify the human, physical and fiscal resources required to implement strategies and indicate the appropriate funding sources: existing appropriated funds, tuition and other special fees, grants, etc.

The planned Title III renovation of the dental clinic will allow program expansion in AY 19. CODA accreditation standards set a 1:6 student-teacher ratio for lab courses. More faculty need to be hired in order to cover the increased enrollment. Offering additional lab sections will result in increase in lecturer costs or overload for the 1FTE. Dental Assisting is the only Health Sciences program to operate with a single FTE. The program plans to request an additional FTE position in preparation for the increased needs in AY 18.

Additional grant monies need to be secured in order to acquire the equipment to furnish the third operatory that is planned as part of the renovation.

2. Identify the technology resources required to implement strategies and indicate the appropriate funding sources: existing appropriated funds, tuition and other special fees, grants, etc.

The trend in dentistry is toward digitizing patient records. The program has been fortunate to receive in-kind donations that have provided digital radiographic equipment and software. The

next decade will bring even more technological advances, such as digital scanning as a replacement for impressions when making dental models and 3-D printing for dental appliances. If the program can acquire the equipment to keep up with the evolving technology we can insure that students will get all the cutting edge training to fully prepare them for the workplace. This type of job preparation falls in line with the 4P1 Perkins indicators.