

Administrative Response

Dental Assisting Program Review

Oct 15th, 2010

We thank you for your tireless dedication to your profession, students and the community as you've created, maintained and improved the outstanding quality of Dental Assisting. Through your participation in various Service Learning activities, these outstanding qualities have extended beyond your department and students to improve the lives of everyday people in our community.

Also, we thank you for a thoughtful, well organized review addressing all of the items noted in the Program Review guidelines. Your presentations were also thoughtful, thorough and well organized.

This response contains 5 sections: 1.) Commendations, 2.) areas for further consideration, 3.) suggestions/observations, 4.) response to recommendations/areas of SAC needs and 5.) Closing comments.

Commendations

- Program Goals
- Multi-step assessment plan
- Annual Curriculum Management Plan
- Documentation of program/course changes: Information about specific program improvements that were linked to specific assessment results was shared at the program review presentation
- Use of both formal and informal feedback to improve program
- Thoughtful organized approach to professional development
- Thorough listing of evaluation methods i.e., Written Papers, Oral Presentations, etc
- Use of Mid-term probationary notices
- "Study Buddy" program
- "End of the Term Course Review" process
- Use of technology including Distance Learning and WIKI Spaces
- Integration of Service Learning through participation in "Sealant Day"
- Assessment of Core Outcomes: Critical Thinking and Problem Solving
- Use of Facebook to gather information from program graduates
- Emphasis placed on the unique characteristics that faculty and staff bring to the program
- PCC produced instructional videos
- Prepares students for all OBD certificates
- Routine and systematic use of assessment
- Involving Dental Assisting in the Community-Based Jobs Training grant through Workforce Development

Areas for further consideration

Even though the data you've provided shows the percentage of male students in your program is comparable to and in some years better than national rates, we urge that you develop plans to actively reach out to males in an effort to bring better balance to your program.

Additionally, we urge you to take steps to bring both diversity and gender balance to your faculty as opportunities permit.

Suggestions/Observations

During your presentation a couple suggestions regarding student financial assistance were mentioned and documented here for your convenience:

1. Contact Heidi Wilcox, College Development Office X4416 regarding possible PCC Foundation support for student needs including kits and certification testing fees.
2. Contact Pamela Murray, Workforce and Economic Development X6151 regarding possible workforce development funding for students.

Recommendations/areas of SAC needs

Thank you for your thoughtful set of recommendations and in some instances how they might be addressed through the Bond. A number of your recommendations had common themes regarding funding and the Bond, consequently they've been grouped in association with our responses, noted in *bold italics* below.

We recommend that you work with your Program Director and Division Dean to place the following items on the list of equipment requests that may be funded by the availability of one-time dollars through margin revenue.

1. Immediately purchase a new dental radiology film processor. This purchase would avoid unnecessary radiation exposure to patients due to unsuccessful processing; save valuable staff and student time and reduce maintenance/repair costs.
4. Send DXTR Manikins in on a regular basis for repair.
6. Pay for staff and faculty training that will have to occur when electronic charting and paper records are implemented.
7. Provide funding for development of dental radiology videos or purchase already developed videos.

We understand your needs and appreciate how you've connected them to the Bond. As Bond planning moves forward it will be very important that you clearly establish these recommendations as programmatic needs and continue to keep them 'in front' of the architects. Please work with your Program Director and Division Dean to either participate in or have representation at the upcoming series of HT Building Bond Planning meetings on Jan 10th, 24th and Feb 7th, 2011.

2. Implement electronic charting, patient records, digital radiographs and appointment scheduling.
3. Add two additional radiology operatories with digital radiology capabilities during bond renovation.
5. Increase dental operatory space and reconfigure or move dental materials lab. Add 6-7 dental units in the clinic and replace all cabinetry and student chairs in the dental materials lab.

As you've noted below, this recommendation will need to be addressed through the Federation and Human Resources. Until such time as a permanent solution is achieved, please work with your Division Dean and Campus Dean of Instruction on salary placement.

8. Discuss the possibility of compensating Dentists at a higher rate than Step 1 on the salary table.

Closing Comments

It was immediately obvious to us that each of you take great pride in this program and have dedicated countless hours to continuously improve your offerings. We applaud you for your Program and Curriculum Management Plans which have demonstrated regular and systematic use of assessment to make improvements. We commend you for the use of formative assessments and resultant responses to student needs when indicated.

In closing, we want to thank you for a very thoughtful, well organized written Program Review and engaging presentation.

Administrative Response submitted by Jeff S. Triplett on behalf of the Deans of Instruction.

Birgitte Rylsing
Jeff Triplett
Julie Kopte
Scott Huff