

Administrative Response

Dental Lab Technology Program Review

January 21, 2011

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 The Dental Lab Tech Program. Through your participation in 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 4 sections: 1) Commendations, 2) suggestions/observations, 3) response to recommendations/areas of SAC needs and 4) Closing comments.

Commendations

- * Creation and use of Curriculum and Program Management Plan to conduct annual reviews
- * CODA Accreditation along with use of CODA Standards in program
- * End of the Term Course Assessment conducted by faculty
- * Weekly meetings of SAC to plan and assess program needs
- * Development and use of DLT Basic Academic Skill Competencies to meet degree outcomes
- * Availability of one-on-one mentoring made possible through PCC Foundation Mini-grants
- * Documented evidence of assessment-driven changes
- * Use of a variety of assessment tools including: assignments/projects, Group Activities, Oral Presentations, Lab Skill Evaluations, Quizzes, etc
- * Inclusion of Service Learning opportunities through "Mission of Mercy" project
- * The development of laboratory demonstration videos by Ray Ridgley and Gary Smith, enabling students to review critical material as needed
- * Use of student exit surveys as a source of feedback designed for continuous program improvement
- * Current faculty qualifications align with CODA standards
- * Extensive use of numerous professional development activities, both internally and externally, to keep faculty and the program current
- * The development of excellent working relationships with various PCC services and resources, including: the Library, OSD, Advising, Women's Resource Center, and ESOL
- * SACs' work with Ruth Stiehl to refine certificate and degree outcomes, differentiating them from program goals
- * The exploration of ways to improve response rates on graduate surveys, possibly including email, Survey Monkey, and Facebook
- * Being one of 20 programs in the nation with ADA accreditation
- * Being one of 6 community colleges nationwide which have all three programs: Dental Assisting, Dental Hygiene, and Dental Lab Technology

Suggestions/Observations

During both the presentation review and lab tours it was obvious that existing storage as well as cabinetry are unsatisfactory. We urge that you compile a list of program needs and share with your Director, Division Dean and the Campus Architects for the Bond to ensure they have a comprehensive understanding of your needs. Included in this should, also, be lists of items and their functionality that you want to retain. For example, the bench countertops were identified as items you wanted to retain. While it will be important to communicate this to the Architects, it is equally important to explain why you want to retain them. Given a listing of functional requirements for the counter top e.g., doesn't burn, durable etc. the Architects might be able to identify new, replacement tops that will perform equally as well, if not better. The Architects are currently working with committees/departments from the HT building, so we urge that you develop these lists quickly.

Recommendations/areas of SAC needs

i. Prepare a set of recommendations relevant to areas such as curriculum and professional development, access and success for students, obtaining needed resources, and being responsive to community needs.

The department would like to bring the following recommendations to the attention of the administration:

1. Improve instructor station by adding a single station vacuum system.
2. Replace cabinetry and bench counters and improve storage
3. Replace outdated/inoperative equipment

These items are well suited to be included in the Bond work for the HT Building. I urge that you prepare detailed documents, outlining these needs, and provide copies to your Division Dean and the GBD Architects.

ii. For recommendations that require additional funding, please identify those that are of greatest importance to the SAC.

Equipment Replacement List:

1. Automatic Ceramic Pressing Oven: \$3,555.00
2. Programmable Burn/Out Oven: \$1,550.00
3. Time/Buzzer Notification Burn/Out Ovens: \$825.00
4. RPD Sand Blaster, Self Contained Compact: #2,175.00
5. RPD Electropolish Vent: \$3,400.00

6. Update Lab AV System to in wall jacks with 2 monitors, movable console and VHS/DVD Movie Cam Jack: \$2,000

Items 1-6 above appear to be one-time, specific needs with identified costs. The Bond, when remodeling a space, is able to upgrade equipment and technology, but is not able to provide replacements absent remodeling. At present, it is unknown when Bond activities will begin in the HT building, consequently, it is not possible to know when improvements might be made. Therefore, I recommend you work with your Division Dean to explore funding opportunities for FY 12 through margin dollars.

7. Improvement of instructor station and cabinetry pending bond planning

I urge that you represent these needs in the HT Building Bond Meetings.

Closing Comments

It was immediately obvious to us that both 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 Ryslinge
Jeff Triplett
Julie Kopet
Scott Huff