

Program Review – Annual Program/Discipline Update
Administrative Response and Follow Up
2020-2021

Program/Discipline: Dental Assisting
SAC Chair(s): Peggy Lewelling, Renee DeMallie
SAC Admin Liaison: Karen Sanders
Other Division Dean(s): Josette Beach (Director)
Department Chair(s): n/a
Date: April 19, 2021

Administrative Response

I would like to thank the Dental Assisting (DA) SAC for the hard work, dedication and service your entire faculty and staff team provide to your students and to Portland Community College. Your program has been successful for many years, and I would like to commend all of you for maintaining this quality during the chaos of the last year. Thank you!

This administrative response is intended to both recognize your efforts, and provide you with some suggestions for the future. Specifically, it will:

1. Highlight the strengths and successes of the program as evidenced by the data, your analysis and your reflection
2. Recognize areas of challenge or concern
3. Address your reflection on goals and resources
4. Provide recommendations for next steps

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Strengths & successes of the program as evidenced by the data, analysis and reflection

Enrollment: I would like to commend the SAC and support staff on maintaining consistent numbers and full cohorts over the last several years. This is a reflection on the quality of the program and the dedication of the faculty and staff to student success.

Retention strategies: Intentional and consistent retention strategies that I understand to have proven successful over the last several years include: Weekly CPN notices to students who are struggling academically, high touch / constant communication between faculty and students, and regular communication among faculty. I encourage the SAC to continue these practices and to continue to evaluate if additional strategies might be needed for the students in the part time program given that they will spend more time in online learning.

Faculty training: Completion of online training (FOOT and OIO) of all full time faculty and some part time faculty in program. This training was initially done in order to facilitate the development

and implementation of the new part time hybrid program. AND - it allowed the faculty to quickly pivot into the COVID-19 remote learning environment. I applaud the foresight to train faculty in this instructional modality - and the willingness and dedication of the faculty to high quality in the online environment.

Curricular Innovation: The development of 15 didactic courses and the new part time hybrid program was an amazing accomplishment. The DA SAC has set the bar high for future CTE programs interested in converting their instruction to the online modality.

Student Learning Assessment: The DA SAC has done a very good job over the last several years of assessing student learning outcomes, in line with both external accreditation (CODA) requirements, and internal college requirements. Thank you for truly engaging in the assessment process and for using your learnings for continuous program improvement.

Resiliency: The program has successfully navigated simultaneous and significant change in the past two years. The rapid pivot to remote learning as a result of COVID-19, the move from your home of over 20 years at Sylvania - to a brand new location at the Vanport building, the launch of a new program and significant faculty changes - all happened at the same time - and yet you continue to offer high quality instruction and support for your students. You are amazing!

Continuous Program Improvement: I applaud the SAC on its use of data for continuous program improvement.

Areas of Challenge (highlighted by the SAC)

Challenge: Providing consistent and high quality instruction in courses that require significant hands-on learning (remote lab courses).

Response: I acknowledge that this has been a significant challenge, both because of the need to significantly adjust the curriculum and course sequencing and because of students' limited access to equipment and materials. You did an amazing job of creating alternate assignments and creative ways for students to keep them engaged until they were able to return to in-person labs. Be patient and kind to yourselves and continue to think creatively. Reflect on what you have learned from this challenge that might contribute to the continuous improvement of your program in the future.

Challenge: What is not yet known is how the lack of in-person teaching will affect the team work, communication and professionalism growth of the students, which are the soft skills so desperately needed when working in the dental field.

Response: This is an important observation and one that should influence your instruction moving forward.

Reflection on Program Objectives and Required Resources

Goals:

I support the following goals outlined in your report:

- Launch of the new part time cohort program (done!)
- Hire a 4th full time faculty member (in process!)
- Partnership building: Work with OHSU to have dental students rotate in the SIM lab. Continue partnership with Willamette Dental. Re-establish partnerships with extern sites that were paused due to COVID-19.
- Patient recruitment for the new location
- Research the opportunity for non-credit / credit collaboration re: CEU opportunities

Resources:

Request: Additional part time faculty

Response: As part of institutional approval to create and add the part time program, the DA department was awarded a 4th full time faculty position and \$60,000 additional part time faculty dollars. Work with your Director to determine the best use of these additional resources.

Request: Marketing Assistance - printing and postage costs paid for by the department

Response: This is a reasonable request. Work with your Director to charge your costs to the appropriate budget.

Request: Online program support - OIO training costs for new faculty

Response: With the continuation of the part time program, and the possibility that additional online instruction will be added to the full time program (as learnings from the COVID time), this is a reasonable request. I recommend that the new full time faculty member be fully trained to teach online (if he/she is not already) and that the SAC identify 2-3 part time faculty they believe would benefit from the training. Work with your Dean, Director and Online Learning to schedule the training. If Online Learning does not have the financial resources to support this, I recommend that some of the additional part time instructional budget be used to compensate participating faculty.

Request: Part time restorative DH instructor to assist the DH students. Rotate DH students into the DA clinic to work on restorative patients

Response: This request does not appear to require any additional financial resources. This is a decision that should be made jointly with the DH department and the Dental Director. I support and encourage regular collaboration between DA and DH and believe this is a good project to 'test drive' additional collaboration. Work with your Director and the DH SAC chair to create a timeline and plan.

Request: Partner with PCC career and job placement center. Reinstitute the face-to face dental job fair.

Response: This request does not appear to require any additional financial resources. I support your continued partnership with the Career Center and recommend that once the college moves to full reopening that you identify one faculty member as the point of contact and reach out to the career center staff to reestablish this connection.

Request: Collaboration with IHP - Research the opportunity for non-credit continuing education within the DA department

Response: I fully support this request and know that the IHP staff are ready and willing to partner. The new administrative structure will help to facilitate these conversations as IHP and DA will be reporting to the same Dean. After the new administrative structure is in place (target date July 1, 2021), I suggest that the SAC identify a small group of faculty to work with the Director and IHP staff (Stacy Bone in particular) to formally begin these conversations.

Conclusion and Suggestions for the Future:

Thank you for putting together a comprehensive and meaningful Annual Program Update. The DA program is strong and I commend all of you on your resilience, creativity and dedication to the students. Some things for you to think about for the next year:

- Data Collection and Analysis: (It may be helpful to identify a point person to guide this work)
 - Identify cohort specific data that you would like to collect and track. Do separate tracking for PT and FT in order to compare attrition and success rates between the two.
 - Compare demographic data to see if the intention of the PT program - i.e. reaching a different demographic - holds true.

- Explore gender diversity in past and current applicant pools and cohorts. Is DA historically a female dominated profession? Do you want to increase the gender diversity in your program? If so, what recruitment strategies might you use to do so?
- Course success rates are very high - between 96-100%. WHY? The APU asked you to consider what possible actions could be taken to understand/address lower success rates. My suggestion- flip this and examine what actions have been taken to result in high success rates. Are there things you can share with the broader PCC community?
- Communication: You mention that some students may not fully understand the program workload or the professional responsibilities upon enrollment. Explore additional strategies / actions that the program could take to minimize this. Who would you partner with to improve this communication? Are there new or different communication channels you could use?
- Curriculum: I support your goal of revising course materials to reflect a newly assigned instructor's teaching style and I encourage the SAC to continue to look at their program as a whole - rather than as individual courses. Work together to create a coordinated and aligned program rather than a set of high quality courses.

Proceed as planned on program review schedule

Follow up conversation needed with SAC, Dept Chair(s) and Dean

Thank you,

Karen Sanders, Dean - Health Professions and Physical Education