

Administrative Response to Program Review Dental Hygiene (DH) Transfer Program November 2018

On November 16, 2018, the Dental Hygiene SAC presented their Program Review findings to an audience of PCC administrators, community stakeholders, students, and others with an interest in the discipline. The presentation was informative and thought provoking, including a review of the plans for the new building and an interactive tour of current facilities.

This Administrative Response will: A) note particular highlights of the Dental Hygiene program and Program Review; B) provide observations and recommendations; and C) provide the administrative response to the SAC recommendations/resource requests.

Noteworthy Efforts or Achievements

- Thoughtful and collaborative emerging partnerships with other disciplines (i.e., Dental Hygiene students will be training Nursing students on how to do oral health screenings) to illustrate the value of interprofessional work to our students and to further the work of including Oral Healthcare as part of the Medical Healthcare umbrella.
- Incredibly high program completion rates (97.5% completion rate since 2013) with a clear commitment to retention illustrated through numerous student success efforts (see p.25 of program review document).
- Phenomenal exam pass rate success for the national and regional board exams.
- Active engagement and surveying of alumni and employers to inform program enhancements and stay abreast of industry trends.
- Illustrated commitment to advancement of learning around culturally responsive teaching and practice, as well as ongoing focus/preparation in creating an inclusive climate in the new building (all program personnel participation in a session on microaggressions and completion of the Think Cultural Health series, with a commitment to ongoing future training).
- CODA award of continued accreditation status with no reporting requirements in early 2018.
- Thoughtful and well articulated SAC approved goals for the program, developed during this review period (2016).

- Successful revision of program degree outcomes to encompass student competencies and mapping of these to the college core outcomes in this review period.
- Successful implementation of Electronic Records and Digital Imaging in the review period.
- Active engagement early and ongoing phases of bond build-out of the 4th and Montgomery building.
- Integration of SAC-specific questions on course evaluations to inform program enhancements.
- The progression of success rates for passing the restorative WREB board is impressive. Having begun as a HRSA grant funded opportunity that you have permanently incorporated into the DH program, gives our students a competitive and advanced skill set when job seeking. It is extraordinary that in 2018, all DH students passed on their first attempt.

Observations and Recommendations

- We support and encourage your proposed work expanding use of Eaglesoft to include measuring and tracking outcomes.
- We appreciate and reinforce your stated commitment to working on addressing/researching written translated documents and interpretation services.
- We support and encourage continued professional development to advance intercultural communication and culturally responsive teaching competencies.
- In alignment with the college's commitment to equitable student success, we'd like to request that you please review course pass rates by student demographics to evaluate whether there are areas for improvement in culturally inclusive teaching.
 - [Course Pass Rates by Student Demographics - 3 Terms Trend- by Term Only - PDF tutorial](#)
 - [Course Pass Rates by Pass/No Pass and by Student Demographics - by Term or Academic Year -PDF tutorial](#)
- We appreciate that your notification about the move to the new building to interested students and community has started (i.e., website information). We would like to request that you add information to the website explaining that there is a PCC shuttle from PCC Sylvania to PSU which will provide easy access for students to the new facility.

We are pleased with the many advancements this SAC has made since the last program review and with the commitment we see from your SAC to promoting student success. We urge you to continue to keep up the great work.

Administrative Response to Recommendations

Recommendation 1: *Avoid program interruption during the move between Fall and Winter Term 2020/21: It will be necessary to fund faculty members and staff at special project rate to plan and implement the move from faculty offices, clinic, department spaces to the new building during the Winter Break. Time will be needed to create a modified class schedule for Fall and Winter.*

- **Response:** Your recommendation is noted and we recognize the importance of supporting a smooth transition to the new building. Specific details and plans will be developed in partnership with campus administration and PCC Planning & Capital Construction as construction draws to a close and we have a more exact move date and timeline. Planning & Capital Construction has committed to meeting with program and campus leadership to discuss the options for adjusting the Fall 2020 schedule to allow more time for move in.

Recommendation 2: *Parking downtown for patients, students and employees is a large concern. Since the new building has easy access to mass transit, perhaps subsidized transit-passes, or help with employee parking could be considered. Other options would be for students/faculty/patients to go to a PCC campus and take a shuttle downtown to the new clinic.*

- **Response:** PCC has numerous locations throughout the district where we house student and employee programming beyond the campuses (i.e., 7 centers and additional worksites). Hence, PCC has a strong base of experience in supporting employees, students, and community in non-campus locations to stay connected to PCC business. We are lucky to have the PCC Sylvania Shuttle running to PSU, offering alternative transportation to 4th & Montgomery. PCC Transportation has already discussed possibly moving the shuttle stop closer to 4th & Montgomery. In addition, the building will have a large secure bike storage area with showers. We will soon be exploring additional options in partnership with PCC Planning & Capital Construction. Planning & Capital Construction will also be discussing parking options in PSU lots with PSU.

Recommendation 3: *Marketing the program to students and patients – Incentives should be offered to returning and new patients in order to build up a new patient base at the new location. Many of our long-time patients are elderly and will find it difficult to make the trip downtown.*

- **Response:** We appreciate your creative thinking about how to support patients and students in making the transition to the new building. Please work with your Division Dean and the campus Community Relations Manager to identify a plan for marketing and other strategies to ease the transition. In addition, there is an opportunity in this partnership to work with PSU on promoting the clinic to their students and the downtown community. There are several children's daycare sites along with a growing retirement community to pursue as part of a new population. There may also be an opportunity to share patients with OHSU, because of the new proximity.

Recommendation 4: *Resources for PCC employee/students at the PSU campus: use of PE/Recreation Facilities, IT Support, Public Safety, and Library Resources*

- **Response:** As mentioned in Recommendation 2, the PCC shuttle from PSU and PCC Sylvania will be one mechanism for keeping staff and students connected to campus resources. However, now that we have broken ground on 4th & Montgomery we will soon be refining logistics (such as access to resources mentioned above) in partnership with PCC Planning & Capital Construction. Planning & Capital Construction will continue to discuss PCC access to PSU resources with PSU.

Recommendation 5: *Interpretation Services for Patients with Limited English Speaking Patients: Passports to Languages (service used by OHSU School of Dentistry) charges \$1 per minute of phone translation. It is estimated that a total of (20) thirty-minute translation sessions would be needed/year = \$600*

- **Response:** We recognize the need for such interpretation services and support this request. Please work with your Director and Division Dean to arrange for payment of these services and clarify budget limitations.

Closing

In closing, we want to again thank the Dental Hygiene Director and faculty for sharing the results of your program review with us. We enjoyed learning more about the discipline, your successes, and plans for the future. We look forward to supporting your ongoing work on continuous program improvement.

Administrative Response submitted by Karen Paez, with input from and on behalf of the Deans of Instruction and Dean of Academic Affairs.

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