

Instructional Program Review 2019/20 UPDATE

Dental Assisting (RDA,CDA)

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General Information (Instructional Program Review 2019/20 UPDATE)

2019/20 Instructional Program Review

SUBMISSION INFORMATION AND UPDATES (REQUIRED)

A

DENA lead writer: Margaret Fickess/Claudia Perkins

Liaison: Dina Miyoshi

Department Chair: Christine Baldarus

Supervisor: Tina Recalde

This is a CTE program

B

The Dental Assisting Program had some updates regarding employees: Laura Collins resigned as Contract Faculty and Karen Wait was hired as Contract Faculty in August 2020. In addition, Allied Health hired an Instructional Laboratory Technician, Brittany Williams, and her office is located in the Dental Assisting Clinic. As of December 2019, Margaret Fickess retired as Program Director of Dental Assisting. Presently, Claudia Perkins, is the Acting Program Director until a permanent Director is hired.

Due to the retirement of the Program Director, Margaret Fickess, who had served in her capacity for 28 years, a challenge exists, as presently the Dental Assisting Program has only one full time contract faculty. However, even with these changes the Dental Assisting Program has strong and enthusiastic faculty members (contract and adjunct), dedicated to student success.

In order to have students be prepared for rotations and employment, we are in need of updated equipment and materials that meets industry standards. Currently, our Dexters are in need of repair, due to the wear and tear from students taking multiple x-rays to be proficient in taking x-rays. We are also in need of computer updates, as our processing system will not allow updated computer software to run efficiently.

Our faculty consistently communicates with our advisory committee members and clinical instructors regarding new technology and materials that are utilized within the field. Therefore, continuous updates are needed.

OUTCOMES AND ASSESSMENT (REQUIRED)

Form: 2019/20 Program Review Outcomes and Assessment Section (See appendix)

PROGRAM ANALYSIS FOR EQUITY AND EXCELLENCE (REQUIRED)

Form: 2019/20 Program Review Instructional Program Analysis Section (See appendix)

PROGRAM GOALS (REQUIRED)

2018-2019 Goals

Continuing education for all DENA faculty

All RDA & CDA instructors must attend continuing education conferences or classes to maintain their licenses to teach in the DENA Program. Most of the conferences are out of town. The faculty needs financial help with the expenses to attend professional conferences.

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.1, Strategic Goal 2.1, Strategic Goal 2.3, Strategic Goal 4.1, Strategic Goal 5.1, Strategic Goal 5.2, Strategic Goal 6.2,

CTE 2018/19: Perkins Core Indicator Activity 6, Perkins Permissive Use 10.8, Perkins Requirement 5, Strong Workforce Recommendation 15, Strong Workforce Recommendation 8,

Institutional Learning Outcomes 2016/17: Critical Thinking, Information Literacy

Upgrade, replace & purchase state-of-the-art equipment and technology for the DENA Program

Dentistry is a rapid changing and demanding industry for students to be trained in new technology and equipment. DENA needs the current state-of-the-art equipment and technology to train students in the knowledge and skill. This knowledge and skill will provide better employment for the students.

Mapping

CTE 2018/19: Perkins Core Indicator Activity 1, Perkins Core Indicator Activity 5, Perkins Core Indicator Activity 6, Perkins Permissive Use 10.1, Perkins Permissive Use 10.7, Perkins Requirement 4, Perkins Requirement 1, Perkins Requirement 3, Perkins Requirement 7, Strong Workforce Recommendation 1, Strong Workforce Recommendation 2,

Institutional Learning Outcomes 2016/17: Information Literacy, Professional & Ethical Behavior

Increase the population of non-traditional students within the program

In order to close the equity and gender gap within the program, our goal is to increase outreach to non-traditional students. To achieve this goal, we need faculty to attend career fairs, distribute flyers, and attend outreach events. In addition, opening our clinic to the community would bring diversity to our program.

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.2, Strategic Goal 1.3, Strategic Goal 1.5, Strategic Goal 1.6, Strategic Goal 2.2, Strategic Goal 2.3, Strategic Goal 3.1, Strategic Goal 3.2, Strategic Goal 3.3, Strategic Goal 6.3,

CTE 2018/19: Perkins Core Indicator Activity 5, Perkins Core Indicator Activity 6, Perkins Permissive Use 10.2, Perkins Permissive Use 10.3, Perkins Requirement 9, Strong Workforce Recommendation 15,

Institutional Learning Outcomes 2016/17: Communication, Global Consciousness

ACTION PLANS FOR GOALS (REQUIRED)

Actions

2018-2019 Goals

Goal

Goal: Continuing education for all DENA faculty

All RDA & CDA instructors must attend continuing education conferences or classes to maintain their licenses to teach in the DENA Program. Most of the conferences are out of town. The faculty needs financial help with the expenses to attend professional conferences.

Action: Faculty attending conferences

Describe the actions needed to achieve this objective:	Apply for Perkins money to help with expenses for all DENA faculty to attend one or two dental conferences per year.
Who will be responsible for overseeing the completion of this objective:	The Acting Program Director for Dental Assisting
Provide a timeline for the actions:	Next Program Review update-fall 2020
Describe the assessment plan you will use to know if the objective was achieved and effective:	Proof from the faculty their attendance of a dental conference and applying the knowledge that was obtained at the conference. Our goal is for all faculty to take courses in cultural competency and equity responsive teaching.
List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Travel and conference money to help with expenses for all faculty to have the opportunity to attend one or two dental conferences.

Goal: Upgrade, replace & purchase state-of-the-art equipment and technology for the DENA Program

Dentistry is a rapid changing and demanding industry for students to be trained in new technology and equipment. DENA needs the current state-of-the-art equipment and technology to train students in the knowledge and skill. This knowledge and skill will provide better employee for the students.

Action: Update, replace &/or purchase state-of-the-art dental equipment & technology

Describe the actions needed to achieve this objective:	Apply for Perkins, Strong workforce, and BARC for funding.
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Who will be responsible for overseeing the completion of this objective:

Acting Program Director for Dental Assisting

Provide a timeline for the actions:

Our goal is to update equipment and technology, annually, based on recommendations from faculty, Advisory Committee members, and students rotating in Directed Clinical Practice.

Describe the assessment plan you will use to know if the objective was achieved and effective:

We provide student exit surveys to determine if our equipment and technology meets the industry standards.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Purchase new or replace equipment that is out-dated or not working. In addition, our program needs to update computers, softwares, and materials to ensure our students are successful in the field of dentistry.

Goal: Increase the population of non-traditional students within the program

In order to close the equity and gender gap within the program, our goal is to increase outreach to non-traditional students.

Action: Outreach

Describe the actions needed to achieve this objective:

Our faculty and staff are committed to bringing diversity to our program. In January 2020, we created a Dental Assisting Program informational flyer which was distributed to our Outreach Department on campus. Through our Outreach department, our flyer was distributed to all Promise Students and all students who have contacted the Outreach department regarding their interest in attending San Diego Mesa College. In addition, our department will be participating in CRUISE, which is a three-day event, which takes place in August each year for new students. CRUISE introduces students to the different academic programs and student services on campus. In Fall 2019, CRUISE served 1,000 students, so we are hopeful this event will bring student diversity and increase student interest in our program. In addition, we have been in contact with EOPS, NextUp and CalWORKs and submitted flyers regarding our program to increase knowledge of our program to non-traditional students. Furthermore, we are reaching out to university programs, to capture student interest in our program to those students who were not accepted to dental schools and may want to further their knowledge of dentistry with our program.

Who will be responsible for overseeing the completion of this objective:

Acting Program Director

Provide a timeline for the actions:

Completion by Spring 2021

Describe the assessment plan you will use to know if the objective was achieved and effective:

Compare the numbers of non-traditional students entering the program for the next two years.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Resources needed include materials for flyers and posters, faculty to attend career fairs, distribute flyers, and attend outreach events, In addition, opening our clinic to the community would bring diversity to our program. In order to start a community clinic, we need dental instruments, including cavitrons and hand, instruments, and an instrument dryer.

GOAL STATUS REPORT (REQUIRED)

Action Statuses

2018-2019 Goals

Goal

Goal: Continuing education for all DENA faculty

All RDA & CDA instructors must attend continuing education conferences or classes to maintain their licenses to teach in the DENA Program. Most of the conferences are out of town. The faculty needs financial help with the expenses to attend professional conferences.

Action: Faculty attending conferences

Describe the actions needed to achieve this objective:

Apply for Perkins money to help with expenses for all DENA faculty to attend one or two dental conferences per year.

Who will be responsible for overseeing the completion of this objective:

The Acting Program Director for Dental Assisting

Provide a timeline for the actions:

Next Program Review update-fall 2020

Describe the assessment plan you will use to know if the objective was achieved and effective:

Proof from the faculty their attendance of a dental conference and applying the knowledge that was obtained at the conference. Our goal is for all faculty to take courses in cultural competency and equity responsive teaching.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff,

Travel and conference money to help with expenses for all faculty to have the opportunity to attend one or two dental conferences.

Faculty, Other):

Status for Faculty attending conferences

Current Status: In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

The current status is in progress and I estimate to be completed by fall of next year. No implications at this time

Goal: Upgrade, replace & purchase state-of-the-art equipment and technology for the DENA Program

Dentistry is a rapid changing and demanding industry for students to be trained in new technology and equipment. DENA needs the current state-of-the-art equipment and technology to train students in the knowledge and skill. This knowledge and skill will provide better employee for the students.

Action: Update, replace &/or purchase state-of-the-art dental equipment & technology

Describe the actions needed to achieve this objective: Apply for Perkins, Strong workforce, and BARC for funding.

Who will be responsible for overseeing the completion of this objective: Acting Program Director for Dental Assisting

Provide a timeline for the actions: Our goal is to update equipment and technology, annually, based on recommendations from faculty, Advisory Committee members, and students rotating in Directed Clinical Practice.

Describe the assessment plan you will use to know if the objective was achieved and effective: We provide student exit surveys to determine if our equipment and technology meets the industry standards.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): Purchase new or replace equipment that is out-dated or not working. In addition, our program needs to update computers, softwares, and materials to ensure our students are successful in the field of dentistry.

Status for Update, replace &/or purchase state-of-the-art dental equipment & technology

Current Status: In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

The current status is in progress and I estimate to be completed by fall of next year. No implications at this time

Goal: Increase the population of non-traditional students within the program

In order to close the equity and gender gap within the program, our goal is to increase outreach to non-traditional students.

Action: Outreach

Describe the actions needed to achieve this objective:

Our faculty and staff are committed to bringing diversity to our program. In January 2020, we created a Dental Assisting Program informational flyer which was distributed to our Outreach Department on campus. Through our Outreach department, our flyer was distributed to all Promise Students and all students who have contacted the Outreach department regarding their interest in attending San Diego Mesa College. In addition, our department will be participating in CRUISE, which is a three-day event, which takes place in August each year for new students. CRUISE introduces students to the different academic programs and student services on campus. In Fall 2019, CRUISE served 1,000 students, so we are hopeful this event will bring student diversity and increase student interest in our program. In addition, we have been in contact with EOPS, NextUp and CalWORKs and submitted flyers regarding our program to increase knowledge of our program to non-traditional students. Furthermore, we are reaching out to university programs, to capture student interest in our program to those students who were not accepted to dental schools and may want to further their knowledge of dentistry with our program.

Who will be responsible for overseeing the completion of this objective:

Acting Program Director

Provide a timeline for the actions:

Completion by Spring 2021

Describe the assessment plan you will use to know if the objective was achieved and effective:

Compare the numbers of non-traditional students entering the program for the next two years.

List resources needed to

Resources needed include materials for flyers and posters, faculty to attend career

achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

fairs, distribute flyers, and attend outreach events, In addition, opening our clinic to the community would bring diversity to our program. In order to start a community clinic, we need dental instruments, including cavitrons and hand, instruments, and an instrument dryer.

Status for Outreach

Current Status:

In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

Participation in Cruise and outreach events. In addition, searching for a liason within the local university community (UCSD) to recruit students who may want to further their dental studies.

Request Forms

CLASSIFIED POSITION, BARC AND FACULTY POSITION REQUEST

Reviewers

LIAISON'S REVIEW

Form: Instructional Program Liaison's Review 2019/20 UPDATE

MANAGER'S REVIEW

Form: Instructional Program Manager's Review 2019/20 UPDATE

Appendix

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- A. **2019/20 Program Review Outcomes and Assessment Section** (Form)
 - B. **2019/20 Program Review Instructional Program Analysis Section** (Form)
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Form: "2019/20 Program Review Outcomes and Assessment Section"

Created with : Taskstream

Participating Area: Dental Assisting (RDA,CDA)

(REQUIRED) Program name

Dental Assisting

(REQUIRED) Are you on target with your assessment schedule?

Yes, we are on target with our assessment schedule.

(REQUIRED) What have your assessments revealed about your courses/programs/service area/school/division/office?

The course assessments show that the Course Learning Outcomes and Program Learning Outcomes are being met. The courses that have been evaluated include: DENA 050; DENA 058; DENA 058L; DENA 117; DENA 117L; DENA 054L; DENA 129; DENA 129L. The goal is to access all remaining dental assisting courses by Spring 2021. This assessment cycle will allow for an accurate program outcomes assessment.

By creating pre-requisites, DENA 050 and 056, which previously were in the program, has allowed students to carry less units in the fall semester and be better prepared for the courses within the program. Therefore, we are experiencing higher retention rates leading into the spring semester.

The course assessments indicate that students are gaining appropriate knowledge within the lecture courses and applying this knowledge to their laboratory courses and clinical rotations.

(REQUIRED) Based on your assessments, what resource needs have you identified?

Based on course assessments, access to tutoring in the pre-requisite courses, DENA 050 and 056, will allow students to gain a strong foundation and carry that knowledge into their program courses. Tutoring focused on dental anatomy, dental charting, and study skills/techniques are necessary for students to be successful in the program.

Within the program, open lab time is essential to provide students an opportunity to apply and develop their skill set. Supervision by faculty is required for all open laboratory time. An increase in adjunct hours would allow the program to provide open laboratory time for students.

Course assessments evidenced clinical sites are integral for student success. Clinical sites allow students to apply their newly learned skills and gain support in their clinical knowledge. Therefore, the importance of having faculty visit these sites to ensure students are receiving adequate support is crucial. By establishing a community clinic on campus, our students would be assured of a

supportive and positive clinical learning environment. It would also enable students and faculty to give back to the community and diversify patients seen in the clinic.

Since our assessments indicate that our retention rates are higher, since moving DENA 050 and DENA 056 to pre-requisites, the need for updated equipment and supplies are needed due to the increased number of students and the usage of the equipment and supplies.

Please provide any other comments.

It is our goal to offer a second certificate program, in addition to the Dental Assisting Certificate, in the field of Dental Office Management. We are presently working on this new certificate program, and our goal is to have students enrolled in this new certificate program in Fall 2021.

The development of this goal, came from our Advisory Board, Clinical Sites and Dental Assisting Faculty due to the dental industry experiencing a shortage of quality front office candidates. The development of this new certification program is in accordance with Mesa's vision and State funding for CTE programs, as it will provide students with the opportunity to pursue a living wage after only four courses.

Form: "2019/20 Program Review Instructional Program Analysis Section"

Created with : Taskstream

Participating Area: Dental Assisting (RDA,CDA)

Program Name

(REQUIRED) Type your program name.

Dental Assisting

Part A: In this section, please analyze your program in terms of course success metric. Start by disaggregating the available data by race, gender, and any other parameters of interest to your program and answer the following questions.

(REQUIRED) A1. What patterns do you notice with regard to equity in course success at the program level by race/ethnicity?

You may also conduct analysis by course and/or by modality.

Equity Gap: When a group of students who share a common characteristic (e.g. race/ethnicity) have lower access and/or outcome rates than their peers. The size of the equity gap along with the size of the group determine whether that gap is significant. Larger groups should, statistically, have smaller gaps and therefore when gaps are present (even small ones) they may be significant. Smaller groups will see wider variation in outcomes, therefore gaps should be seen consistently over time and/or reviewed by looking at multiple years in aggregate to determine if they are significant.

Due to National Accreditation Standards, our cohort of students is small, never to exceed 24 students a year. Therefore, although gaps exist, it is important to realize that our sample size in these groups is very low.

San Diego Mesa College is a Hispanic Serving Institution ensuring services and resources are available to the Hispanic student population. The Dental Assisting program has a 94% success rate for Latinx students. Whereas, the college overall has a 67% success rate for Latinx students. Therefore, our program is exceeding the overall college Latinx success rate.

Our equity research shows that our students tends to be predominately female, with a -4% equity gap for male students. This equity gap is present in the industry, as discussed in our Advisory Committee meetings. Our faculty is working on outreach to non-traditional students, as discussed in

In addition, although we see equity gaps in ethnicity with African Americans having a success rate of 62%, the college overall success rate is 61%. Our faculty is dedicated to bringing diversity to our program.

(REQUIRED) A2. Do these patterns persist over time (e.g., look at the last five years)? Describe if equity gaps are increasing, decreasing, or staying the same?

Below is the data for the last 5 years showing the equity gaps within the Dental Assisting program:

FA2014 - No equity gaps were found, we had a 6% overall increase in our program.

FA2015- -10 White, all other ethnicities are at 4% increase

FA2016- -59% African American, all other ethnicities were at 12% increase

FA2017- -24% White, all other ethnicities are at 14% increase

FA2018- -30% African American, all other ethnicities are at 4% increase

The equity gaps by race/ethnicity have been consistent with the Latinx population and Asian population. We noticed a decrease in African Americans and White students . The largest change was within the African American population. In Fall 2014, our program went from no equity gaps, to a -59% equity gap in Fall 2016, within the African American population. Our program decreased its equity gap, within the African American population, to a -30%percentage in Fall 2018.

(REQUIRED) A3. What factors may have influenced these results? What are your most significant findings?

An increase in support services for all populations may have been a contributing factor in these results. These services include, but are not limited to, tutoring, financial aid, DSPS, professional development with faculty, and food services. The Dental Assisting faculty continue to meet with students throughout the semester to make sure the basic needs of our students are met, so they may be successful.

The equity gaps by race/ethnicity have been consistent with the Latinx population and Asian population. We noticed a decrease in African Americans and White students . The largest change was within the African American population. In Fall 2014, our program went from no equity gaps, to a -59% equity gap in Fall 2016, within the African American population. Our program decreased its equity gap, within the African American population, to a -30%percentage in Fall 2018.

(REQUIRED) A4. How have you/might you alter practices to increase student success and reduce equity gaps?

Our faculty are committed to bringing diversity to our program. In January 2020, we created a Dental Assisting Program informational flyer which was distributed to our Outreach Department on campus. Through our Outreach department, our flyer was distributed to all Promise Students and all students who have contacted the Outreach department regarding their interest in attending San Diego Mesa College. In addition, our department will be participating in CRUISE, which is a three-day event, which takes place in August each year for new students. CRUISE introduces students to the different academic programs and student services on campus. In Fall 2019, CRUISE served over one thousand students, so we are hopeful this event will bring student diversity and increase student interest in our program. In addition, we have been in contact with EOPS, NextUp and CalWORKs and submitted flyers regarding our program to increase knowledge of our program to non-traditional students. Furthermore, we are reaching out to local university programs, to capture student interest in our program to those students who were not accepted to dental schools and may want to further their knowledge of dentistry with our program.

(REQUIRED) A5. How does your program contribute to the College's identity of being a Hispanic Serving Institution?

For the past five years, the Dental Assisting program has had a 94% success rate for Latinx students. Whereas, the college overall has a 67% success rate for Latinx students. Therefore, our program is exceeding the overall college for Latinx success rate. Therefore, our program greatly contributes to Mesa College's identity of being a Hispanic Serving Institution.

(REQUIRED) A6. Have you identified resource needs? If yes, please list.

- The Dental Assisting program resource needs are:
 - Microsoft 10 be installed for all the computers in S101, S102, S112, S117, S118, S119
 - Replace printer in S102
 - Replace printer in S115
 - Replace Dexters for radiology courses
 - Technology and supplies to prepare for community dental clinic
 - Consistent tutoring in the S building
 - Access to resources in the S, including academic and health counseling, and food stand.

(REQUIRED) A7. Do any of your program goals address these implications or needs? If not, please develop a new goal that addresses your findings and subsequent reflection.

Yes, two of our goals address these needs. The program goal of upgrading, replacing & purchasing state-of-the-art equipment and technology for the Dental Assisting Program, would provide our students opportunities for advanced employment in the dental field. Our

Advisory Committee has shared that by educating our students on advanced techniques, such knowledge will increase their wages. Thereby, allowing our students to break down social barriers.

Our program goal to increase the population of non-traditional students within the program would greatly close our equity gaps. To achieve this goal our faculty plan to increase outreach to non-traditional students. Our faculty will attend career fairs, distribute flyers, and attend outreach events. In addition, opening our clinic to the community would bring diversity to our program, thereby closing our equity gaps.

Part B: In this section, look at the area of focus you identified in last year's program review and answer the following questions.

(REQUIRED) B1. How have you developed this focus? Are you seeing any results? What are your next steps?

An area of focus was not identified last year.