

### Dental Assisting Assessment Report for 2017-2018 for Class 2017

#### Assessment of DA Student Learning Outcomes

Competency Name Program Goals	Means of Assessment, Course(s), & Data Collection Plan	Results/Analysis	Action Plan/ Follow-up
<p><b>Infection Control Competency</b></p> <p>DA students will demonstrate competency in Infection Control procedures as established by OSHA.</p>	<p>1. One hundred percent (100%) of Dental Assisting Students will demonstrate competency in Infection Control Procedures by achieving a 90% or greater on the pre-clinical instructor evaluations within the first three attempts in Dental Science and Dental Radiology I.</p> <p>(The instructor utilizes an evaluation tool with a 1 to 4 point scale. A percentage score is then calculated from the skill level obtained on a four point evaluation).</p> <p>Dental Science and Dental Radiology I. (Annually Fall Semester).</p> <p>2. One hundred percent (100%) of Dental Assisting Students will demonstrate competency in Infection Control Procedures by achieving 3 or greater on a 1 – 4 scale with 1 being the lowest and 4 being the highest on clinical evaluations completed by supervising dentist/preceptor in the dental assisting offices in Dental Clinical Experience III.</p> <p>Dental Clinical Experience III (Annually in Summer Semester)</p>	<p>1a. One hundred percent (100%) or 9 of 9 students passed infection control competencies within the first three attempts in Dental Science. Pre-clinical instructor evaluations results indicated that 7 of the 9 students passed all competencies on the first attempt. One student passed on the second attempt and one passed on the third attempt. Areas of lowest 1st attempt success: Operating the Ultrasonic, Preparing &amp; Autoclaving Instruments, Placing and Removing Surface Barriers &amp; Performing Treatment Room Cleaning and Disinfection all at 77%. Benchmark met. <i>Refer to Table 1</i></p> <p>1b. One hundred percent (100%) or 9 of 9 students passed infection control competencies within the first three attempts in Dental Radiology I. Pre-clinical instructor evaluations results indicated six of the nine students passed on the first attempt. The competencies in the dark room and using daylight loader scoring the lowest in 1<sup>st</sup> attempt success. Benchmark met. <i>Refer to Table 2</i></p> <p>2a. One hundred percent (100%) or 9 of 9 students demonstrated competency by achieving a 3.0 or above on the dentist/preceptor evaluations in Dental Clinical Experience III. Students are scored in Dental Clinical Experience I, II, III, and demonstrate progression through the Dental Clinical Experiences meeting higher benchmark score in the last Clinical Experience course. Benchmark met. <i>Refer to Table 3</i></p>	<p>1a. Benchmark met-No action required. Continue to monitor updates from OSHA and Best Practice Standards. Lab time to practice competencies in areas of lowest 1<sup>st</sup> attempt success will be increased.</p> <p>1b. Benchmark Met-the competencies for the Darkroom and Daylight Loader Infection Control will be evaluated. Lab time to practice these two competencies will be increased.</p> <p>2a. Benchmark Met-No action required. Continue to monitor updates from OSHA and Best Practice Standards</p>

Competency Name Program Goals	Means of Assessment, Course(s), & Data Collection Plan	Results/Analysis	Action Plan/ Follow-up
<p><b>Fabrication of Temporary Crowns, Bridge Restoration &amp; Bleaching Trays Competency</b></p> <p>DA students will demonstrate competency in fabrication of temporary crowns, bridge restoration and bleaching trays.</p>	<p>1. One hundred percent (100%) of students will demonstrate competency in the fabrication of temporary crown and bridge restorations and bleaching trays by achieving a 90% or greater on the pre-clinical instructor evaluations within the first three attempts in Dental Materials II.</p> <p>(The instructor utilizes an evaluation tool with a 1 to 4 point scale. A percentage score is then calculated from the skill level obtained on a four point evaluation).</p> <p>Dental Materials II (Annually in Spring Semester)</p> <p>2. One hundred percent (100%) of students will demonstrate competency in the fabrication of temporary crown and bridge restorations and bleaching trays by achieving the target score of 3.0 or greater on a 1 to 4 scale with 1 being the lowest and 4 being the highest on clinical evaluations completed by supervising dentist/preceptor in Clinical Experience III.</p> <p>Clinical Experience III (Annually in Summer)</p>	<p>1a. One hundred percent (100%) or 9 of 9 students passed crown and bridge competency in the first three attempts in Dental Materials II. Seven of nine passed crown and bridge in the first attempt. One student passed on the second attempt and one student passed on the third attempt. <i>Refer to Table 4</i></p> <p>1b. One hundred percent (100%) or 9 of 9 students passed Constructing a Bleaching Tray competency in the first three attempts in Dental Materials II. Six of nine students passed on the first attempt. Three students passed on the second attempt. <i>Refer to Table 4</i></p> <p>2. Forty-four percent (44%) or 4 of 9 students completed this competency. The five remaining students received a NA on their dentist/preceptor evaluation. Bench Mark not met. The students were not provided opportunity to complete the competency of Crown &amp; Bridge or Bleaching Trays in the dental offices. After discussion with the DA Advisory Committee the DA Program Director will update the preceptor/dentist orientation package and include in Spring 2018 preceptor stressing importance of students completing these competencies.</p>	<p>1a. Benchmark Met-continue to work with students and part-time instructor, enhancing practice time prior to skills validation.</p> <p>1b. Benchmark Met-work with students and part-time instructor during practice time prior to skills validation.</p> <p>2. Meet with Clinical preceptors to stress importance of criteria outlined in the preceptor package and on the dentist/preceptor evaluations. As recommended by the Dental Assisting Advisory Committee on 6/28/17 a competency check off sheet will be developed requiring the student to complete each of the competencies during the Clinical Experiences. Will Complete in 3/2018 with annual preceptor training.</p>

Competency Name Program Goals	Means of Assessment, Course(s), & Data Collection Plan	Results/Analysis	Action Plan/ Follow-up
<p><b>Radiography Competencies</b> DA students will meet demonstrate competency in Radiography processing, developing and mounting meeting the AR Dental Association Standards and CODA Standards.</p>	<p>1. One hundred (100%) of the students will demonstrate competency in traditional and digital radiography exposing, processing and mounting by achieving a 90% or greater the instructor evaluation forms within the first three attempts in Dental Radiology II.  (The instructor utilizes an evaluation tool with a 1 to 4 point scale. A percentage score is then calculated from the skill level obtained on a four point evaluation). Radiology II (Annually Spring Semester)</p> <p>2. One hundred (100%) of the students will demonstrate competency in dental radiography exposing, developing and mounting by achieving a 3.0 or greater on the 1 to 4 scale with 1 being the lowest and 4 being the highest, on the supervising dentist/preceptor's evaluation in Clinical Experience III.  Dental Clinical Experience III (Annually Summer Semester)</p>	<p>1. One hundred percent (100%) or 9 of 9 students passed exposing, processing and mounting traditional and digital radiographs in Dental Radiology II on live patients. Benchmark met. Seven of the nine students passed on the first attempt. One student passed on the second attempt and one student passed on the third attempt. Mounting competency was passed by six of the nine students. One student passed on second attempt and two students passed on third attempt. Mounting radiographs in Dental Radiology II we use previous traditional mounts for the students to remount, identifying landmarks and general dentition. Area students scored lowest on 1<sup>st</sup> attempt was in mounting competencies. Refer to Table 6.</p> <p>2. One hundred percent (100%) or 9 of 9 students achieved a 3 or greater on dentist/preceptor evaluations in radiographic competencies in Dental Clinical Experience III. The students show progression thru the Dental Clinical Experiences achieving minimum assigned benchmark score in Dental Clinical Experience I, II, and III. Five of the offices utilized are digital only, and three of the offices do not have digital. The other dental offices utilized in the program have traditional and digital capabilities. The students are rotated to assure that they complete the traditional and digital requirements. Refer to Table 7</p>	<p>1. Benchmark met- Address area scoring lowest on 1<sup>st</sup> attempt was in mounting competencies. Increase supervised practice time with students to improve 1<sup>st</sup> attempt success and quality of mounting radiographs.</p> <p>2. Benchmark met- The Clinical Evaluation tools have been mapped and revised. The tools are evaluated yearly to better evaluate students, using Accreditation Standards and Best Practice Standards.</p>

Competency Name Program Goals	Means of Assessment, Course(s), & Data Collection Plan	Results/Analysis	Action Plan/ Follow-up
<p><b>Preventative Dentistry Competency</b></p> <p>DA Students will demonstrate competency in Preventative Dentistry: Coronal Polishing and Sealants as established by CODA and AR State Dental Assisting standards.</p>	<p>1. One hundred (100%) of students will demonstrate competency in the Coronal Polish and Sealants by achieving a 90% or greater on the instructor evaluation within the first three attempts in Preventative Dentistry and Chairside II.</p> <p>(The instructor utilizes an evaluation tool with a 1 to 4 point scale. A percentage score is then calculated from the skill level obtained on a four point evaluation)</p> <p>Preventative Dentistry (Annually Fall Semester) Chairside II (Annually Spring Semester)</p>	<p>1a. One hundred percent (100%) or 9 of 9 students completed the competency of coronal polish and dental sealants in three attempts with 90% or greater in Preventive Dentistry. There were 7 of 9 students who met benchmark on the 1st attempt for Coronal Polish. One of the two remaining met benchmark on the second attempt and one completed on the third.</p> <p>There were 8 of 9 students who met benchmark on the 1<sup>st</sup> attempt for Dental Sealants. The remaining student met benchmark on the 2<sup>nd</sup> attempt. Benchmark met.</p> <p>Refer to Table 8</p> <p>1b. One Hundred Percent (100%) or 9 of 9 students completed the competency of Coronal Polish on a Patient in the pre-clinical lab within three attempts with 90% or greater in Chairside II. Eight of nine students passed on the first attempt. One student passed on the second attempt. There were 8 of 9 students who met benchmark on the 1st attempt for Coronal Polish. The one remaining met benchmark on the second attempt.</p> <p>There were 8 of 9 students who met benchmark on the 1<sup>st</sup> attempt for Dental Sealants. The remaining student met benchmark on the 2<sup>nd</sup> attempt. Benchmark met.</p> <p><i>Refer to Table 8</i></p>	<p>1. Benchmark met- Coronal Polish and Dental Sealants in the preclinical lab in both Preventative Dentistry and Chairside II. No action taken</p>

Competency Name Program Goals	Means of Assessment, Course(s), & Data Collection Plan	Results/Analysis	Action Plan/ Follow-up
	<p>2. One hundred (100%) of the students will demonstrate competency in coronal polish and sealants by achieving a 3.0 or greater on the 1 to 4 scale with 1 being the lowest and 4 being the highest, on the supervising dentist/preceptor's evaluation in Clinical Experience III.</p> <p>Dental Clinical Experience III (Annually in Summer)</p>	<p>2. One hundred percent (100%) of the students achieved a 3 or greater on dentist/preceptor evaluations in coronal polish in Dental Clinical Experience III. The students demonstrate progression through the Dental Clinical Experience courses achieving minimum assigned benchmark score in Dental Clinical Experience I, II, and III. Dental Sealants were not completed during clinical rotations. After review and discussion with the DA Advisory Committee members indicated the participating Dental Offices (Dentists/preceptors) needed further instruction and training to the importance of DA students demonstrating competency in sealants. DA Program Director will update the preceptor/dentist orientation package and include in Spring 2018 preceptor training stressing importance of the students completing this competency. <i>Refer to Table 9</i></p>	<p>2. Benchmark met for coronal polish. Benchmark not met for dental sealants. Advising Committee recommended meeting with Clinical preceptors &amp; stressing importance of criteria outlined in the preceptor package and on the dentist/preceptor evaluations. Will Complete in 3/2018 annual preceptor training.</p>

### Assessment of DA Program Outcomes

Competency Name Program Goals	Means of Assessment/Course(s) & Data Collection Plan	Results/Analysis	Action Plan/ Follow-up
<p><b>DA Program Retention and Graduation Goals</b></p> <p>DA Students will demonstrate successful program completion by meeting program retention and graduation goals.</p>	<p>1. Eighty percent (80%) of the students accepted into the Dental Assisting Class will successfully complete and graduate from the program.</p> <p><i>Successful Completion of all DA Courses &amp; Program Completion Requirements</i></p>	<p>1. A 70% or 7 of 10 students completed the program requirements for the 2016-2017 year. <i>Refer to Table 10.</i></p> <p>The initial roster is used to determine the number of students entering the program. And the final roster is used to determine the number of students graduating from the program.. One student withdrew during the first semester due to personal reasons. Two students did not pass the English Comp I requirement as required. Benchmark not met. 2/1/18 Update: Of the two students who were unsuccessful in English, one is currently enrolled in English Comp I at ANC. The other student completed English Comp I at an out of state college and we are waiting on an official transcript. Once degree requirements are met, the update retention rate is projected at 89% which will meet benchmark.</p> <p>Enrollment numbers are down from the projected 14 approved for admission. Discussed with Advising Board and are working to recruit qualified students into DA Program.</p>	<p>1. Encourage students to complete English Comp I prior to admission into DA Program as appropriate.</p> <p>2. Advise students closely in the Fall semester when English Comp I is scheduled (helping to obtain tutoring and other services as necessary).</p> <p>3. Students not completing the English Comp I component in the Fall Semester of the program must meet with DA program director and request an exception with a developed plan for repeating in Spring term.</p> <p>4. Continuing annual evaluation of admission/enrollment criteria to enhance the student success.</p> <p>5. Identify and pre-advise prospective DA students prior to Fall admission to identify barriers to success working with the Allied Health Admissions Advisor.</p> <p>6. Develop a recruiting plan to target local high schools.</p>
<p><b>CDA Exam</b></p> <p>DA Students who choose to test will demonstrate success on the certification exam offered through the Dental Assisting National Board (DANB)</p>	<p>1. Eighty five percent (85%) of all students graduating and applying to take the certification exam through the Dental Assisting National Board will be successful the first time taking the exam.</p>	<p>1. There were no 2017 graduates who applied to take the CDA Exam. In the past 5 years only one applicant took and passed their CDA and another attempted but failed. Graduates are not applying or obtaining for the CDA because it is not required to practice as a Dental Assistant in AR. Proposed revisions of the DA Program Outcome, Goal and Means of Assessment will provide a more realistic opportunity to</p>	<p>1. Submit recommendations with assessment data to the DA Advisory Committee to revise the Program Outcome, Goal and Means of Assessment for official implementation with the Class of 2017-2018. Continue to monitor successful completion of CDA.</p>

Competency Name Program Goals	Means of Assessment/Course(s) & Data Collection Plan	Results/Analysis	Action Plan/ Follow-up
<p><b>Proposed Program Goal: Exit Exams and RDA License</b></p> <p>DA Students will demonstrate success on the HESI Exit Exams and successfully meet requirements for the RDA.</p>	<p>Refer to Proposed Goal <b>Added Means of Assessment</b> 2. Eighty five (85%) of all students will pass HESI Exit Exam in: General Chairside, Radiation Health &amp; Safety, and Infection Control with a score of 75% or higher. <i>Successful Completion of all DA</i></p>	<p>evaluate the both the HESI Exit Exams and the successful completion of the requirements for the RDA to practice in AR. Data collected for the Class of 2017 on the proposed changes to PO, Goals and Means of Assessment are to follow. Refer below to piloted Means of Assessment for of 1) meeting benchmark for HESI Exit Exams and 2) successfully meeting requirements for RDA.</p> <p>2. One hundred percent (100%) or 9 of 9 students passed all three components of the HESI Exit Exam with a score at 75% or higher. This is the second year the HESI Exit Exams has been utilized to determine end of program readiness to test for the CDA and provide a benchmark to determine competency in the three major DA areas. The HESI was first administered in June 2016 as noted on the HESI Table below. The scores were very low and were not associated with a grade in the Dental Clinical Experience III course. The HESI Exit Exams were introduced into course's Syllabus/FDH as 10% of the final course grade in Clinical Experience III in the 2017 Class. The comparison table indicates this may have had a significant impact on 2017 results.</p>	<p>2. Benchmark met. We will continue to use the HESI Exit Exams throughout the Clinical Experiences, with the grades being evaluated in Dental Clinical Experience III course The exit exam will count as 10% of the final course grade in Dental Clinical Experience III.</p>

Competency Name Program Goals	Means of Assessment/Course(s) & Data Collection Plan	Results/Analysis	Action Plan/ Follow-up												
<p><b>Post-Graduate Survey Results</b> DA Graduates will demonstrate satisfaction with the DA Program educational experience and overall program satisfaction.</p>	<p>3. Ninety percent (90%) of the DA graduates will complete the Application process and successfully pass the jurisprudence exam to obtain their Registered Dental Assisting (RDA) license to practice as a DA in Arkansas.</p> <p><i>Successful Completion of all DA Courses &amp; Program Completion</i></p> <p>1. One hundred percent (100%) of graduates returning the Post-Graduation survey will rate the Dental Assisting Program at a 3.5 or higher on a 1 to 5 scale with 1 being the lowest and 5 being the highest related to educational experience and preparedness for the DA workforce.</p> <p><i>Successful Completion of all DA Courses &amp; Program Completion Requirements</i></p>	<p style="text-align: center;"><b>HESI Exam Results Table</b></p> <table border="1" data-bbox="999 289 1419 503"> <thead> <tr> <th><i>HESI Exam</i></th> <th><i>2017</i></th> <th><i>2016</i></th> </tr> </thead> <tbody> <tr> <td><i>General Chairside</i></td> <td><i>100%</i></td> <td><i>73%</i></td> </tr> <tr> <td><i>Radiation Health &amp; Safety</i></td> <td><i>89%</i></td> <td><i>27%</i></td> </tr> <tr> <td><i>Infection Control</i></td> <td><i>89%</i></td> <td><i>9%</i></td> </tr> </tbody> </table> <p>3. One hundred percent (100%) or 7 of 7 students completed the application process and passed the jurisprudence exam obtaining their RDA to practice in the State of Arkansas. <i>Refer to Table 11.</i> The RDA is granted to a graduate of an Accredited DA program in the state of Arkansas upon completing the application process and passing an online jurisprudence exam. Benchmark met.</p> <p>1. One hundred percent (100%) or 7 out of 7 graduates returned the survey rated their experience and preparedness at a 3.5 or higher. Refer to Table 12.</p> <p>Post-graduate questionnaire is sent to all graduates six months after graduation, in December 2017, which focuses on educational experience, preparedness, their feeling of confidence and ability compared to other Dental Assistants and the perception of dental assisting at the time of the survey. The average score for educational experience was 4.85 and the average and the average score for preparedness for the DA workforce was 4.4. Benchmark Met.</p>	<i>HESI Exam</i>	<i>2017</i>	<i>2016</i>	<i>General Chairside</i>	<i>100%</i>	<i>73%</i>	<i>Radiation Health &amp; Safety</i>	<i>89%</i>	<i>27%</i>	<i>Infection Control</i>	<i>89%</i>	<i>9%</i>	<p>Benchmark met with no action required.</p> <p>Benchmark met with no action required.</p>
<i>HESI Exam</i>	<i>2017</i>	<i>2016</i>													
<i>General Chairside</i>	<i>100%</i>	<i>73%</i>													
<i>Radiation Health &amp; Safety</i>	<i>89%</i>	<i>27%</i>													
<i>Infection Control</i>	<i>89%</i>	<i>9%</i>													

Competency Name Program Goals	Means of Assessment/Course(s) & Data Collection Plan	Results/Analysis	Action Plan/ Follow-up
	<p>2. One hundred (100%) of the students returning the post-graduation survey will rate satisfaction of the Dental Assisting Program at a 3.5 or greater on a 1 to 5 scale with 1 being the lowest and 5 being the highest. The Post Graduate Surveys and Telephone surveys are used to obtain the post-graduation data.</p> <p><i>Successful Completion of all DA Courses &amp; Program Completion Requirements</i></p>	<p>2. One hundred percent (100%) or 7 of 7 graduates rated satisfaction with the DA program at a 3.5 or above. The average score was 4.85. Benchmark met.</p> <p>Comments and suggestions from students indicated students felt that participating in Mission of Mercy events in Memphis and Jonesboro enhanced their understanding of the dental assisting field.</p>	<p>Benchmark met with no action required.</p> <p>Continue to participate in Mission of Mercy events.</p>
<p><b>Employment Goals</b> DA Graduates will demonstrate success on meeting employment goals.</p>	<p>1. One hundred percent (100%) of the graduates will be employed in a dental office six (6) months post-graduation as indicated by the post-graduate survey.</p> <p><i>Successful Completion of all DA Courses &amp; Program Completion Requirements</i></p>	<p>1. A total of 6 of 7 graduates or 86% were employed in a dental office 6 months post-graduation. Refer to Table 13. One student started in a dental office upon graduation and returned to her former employment after 3 months in a dental office. Initially all 7 were employed in a Dental Office after graduation. Benchmark not met.</p>	<p>Benchmark not met.</p> <p>Action steps to increase employment in DA offices includes: The resume workshops and job interviewing skills to include mock interviews were established with the 2017 class. Survey those graduates who leave Dental Assisting and determine reasons for leaving.</p>
<p><b>Employer Satisfaction of DA Graduates</b> DA Graduates will demonstrate satisfactory job performance as reported from Employers of ANC entry-level Dental Assistants.</p>	<p>One hundred percent (100%) of all employers (Dental Offices) of graduates returning the employer survey 6 month post-graduation will rate job performance of the beginning Dental Assistant at an average of 3 or higher on a 1 to 5 scale with 1 being the lowest and 5 being the highest.</p> <p><i>Successful Completion of all DA Courses &amp; Program Completion Requirements</i></p>	<p>Five (5) of 5 employers returned the survey for a 100% Response Rate. Of the 5 employers surveyed there were 7 of 7 or 100% of graduates receiving a 3 or higher on the Post graduate survey. Benchmark met. Refer to Table 14</p> <p>The Employer Follow-Up Telephone Survey is utilized to obtain information from the Dental Offices where graduates are employed. Results are obtained approximately 6 months post-graduation. One office had hired two students.</p>	<p>Results of the 2017 graduating class indicate the continued increase in securing employment in the Dental Assisting field.</p>

**Table 1: Infection Control Competencies Results for Dental Science**

<b>Means of Assessment:</b> One hundred percent (100%) of Dental Assisting Students will demonstrate competency in Infection Control Procedures by achieving a 90% or greater on the pre-clinical instructor evaluations within the first three attempts in the Dental Science Course.					
<b>Dental Science Infection Control Competencies</b>	<b>First Attempt: Total Passing/Testing</b>	<b>Second Attempt: Total Passing/Testing</b>	<b>Third Attempt: Total Passing/Testing</b>	<b>% Meeting Competency First Attempt</b>	<b>% Meeting Competency in 3 Attempts</b>
Handwashing Before Gloving	8/9	1/1	-	88%	100%
Applying First Aid After an Exposure Incident	9/9	-	-	100%	100%
Applying Alcohol Based Hand Rub	9/9	-	-	100%	100%
Putting on PPE	8/9	1/1	-	88%	100%
Removing PPE	8/9	1/1	-	88%	100%
Disinfecting an Alginate Impression	8/9	1/1	-	88%	100%
Operating the Ultrasonic	7/9	1/2	1/1	77%	100%
Preparing & Autoclaving Instruments	7/9	1/2	1/1	77%	100%
Sterilizing Instruments with Chemical Sterilants	9/9	-	-	100%	100%
Biological Monitoring	9/9	-	-	100%	100%
Creating an Appropriate Label for a Secondary Container	9/9	-	-	100%	100%
Placing and Removing Surface Barriers	7/9	1/2	1/1	77%	100%
Performing Treatment Room Cleaning and Disinfection	7/9	1/2	1/1	77%	100%
Comments: Areas of lowest 1 <sup>st</sup> attempt success: Operating the Ultrasonic, Preparing & Autoclaving Instruments, Placing and Removing Surface Barriers & Performing Treatment Room Cleaning and Disinfection all at 77%.					

**Table 2: Infection Control Competencies Dental Radiology I**

<b>Means of Assessment:</b> One hundred percent (100%) of Dental Assisting Students will demonstrate competency in Infection Control Procedures by achieving a 90% or greater on the pre-clinical instructor evaluations within the first three attempts in Dental Radiology I.					
<b>Radiology I</b>	<b>First Attempt:</b>	<b>Second Attempt:</b>	<b>Third Attempt:</b>	<b>% Meeting</b>	<b>% Meeting</b>
<b>Infection Control Competencies</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Competency</b>	<b>Competency in</b>
	<b>Passing/Testing</b>	<b>Passing/Testing</b>	<b>Passing/Testing</b>	<b>First Attempt</b>	<b>3 Attempts</b>
Practicing Infection Control During Film Exposure	8/9	1/1	-	88%	100%
Practicing Infection Control in the Darkroom	7/9	2/2	-	77%	100%
Practicing Infection Control with Use of Daylight Loader	6/9	2/3	1/1	66%	100%
Practicing Infection Control with Digital Sensors	8/9	1/1	-	88%	100%
Comments: Areas of lowest 1 <sup>st</sup> attempt success: Practicing Infection Control with Use of Daylight Loader at 66% and Infection Control in the Dark Room at 77%.					

**Table 3: Infection Control Competencies Dental Clinical Experiences**

<b>Means of Assessment:</b> One hundred percent (100%) of Dental Assisting Students will demonstrate competency in Infection Control Procedures by achieving 3 or greater on a 1 – 4 scale with 1 being the lowest and 4 being the highest on clinical evaluations completed by supervising dentist/preceptor in the dental assisting offices in Dental Clinical Experience III.				
<b>Dental Clinical Experiences (DCE)</b>	<b>DCE I (2.5)</b>	<b>DCE II (2.75)</b>	<b>DCE III (3.0)</b>	<b>% Meeting</b>
<b>(Minimum Passing Grade)</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Competency</b>
<b>Infection Control Competencies</b>	<b>Passing/Testing</b>	<b>Passing/Testing</b>	<b>Passing/Testing</b>	
#1 Operatory Preparation Before Patient	8/9	9/9	9/9	100%
#2 Observance of all Infection Control Policies and Procedures	8/9	9/9	9/9	100%
#21. Operatory Preparation After Patient	8/9	9/9	9/9	100%
#23 Sterilize & disinfect instruments-Autoclave and Chemical Solution	8/9	9/9	9/9	100%
Comments: Students are also evaluated in Dental Clinical Experience I and II demonstrate progression through the Dental Clinical Experiences meeting the higher benchmark score of 3 in the last Clinical Experience course. All students met competency in Dental Clinical Experience III.				

**Table 4: Crown & Bridge and Bleaching Tray Competencies Dental Materials II**

<b>Means of Assessment:</b> One hundred percent (100%) of students will demonstrate competency in the fabrication of temporary crown and bridge restorations and bleaching trays by achieving a 90% or greater on the pre-clinical instructor evaluations within the first three attempts in Dental Materials II.					
<b>Dental Materials II Crown &amp; Bridge Bleaching Tray Competency</b>	<b>First Attempt: Total Passing/Testing</b>	<b>Second Attempt: Total Passing/Testing</b>	<b>Third Attempt: Total Passing/Testing</b>	<b>% Meeting Competency First Attempt</b>	<b>% Meeting Competency in 3 Attempts</b>
Fabricating a Custom Acrylic Provisional Crown & Bridge	7/9	1/2	1/1	81.8%	100%
Constructing a Vacuum-Formed Custom Bleaching Tray	6/9**	3/3	-	66%	100%
Comments: *Students missed class during lab demonstration of Bleaching Trays.					

**Table 5: Crown & Bridge and Bleaching Tray Competencies Dental Clinical Experiences**

<b>Means of Assessment:</b> One hundred percent (100%) of students will demonstrate competency in the fabrication of temporary crown and bridge restorations and bleaching trays by achieving the target score of 3.0 or greater on a 1 to 4 scale with 1 being the lowest and 4 being the highest on clinical evaluations completed by supervising dentist/preceptor's in the dental assisting offices for Clinical Experience III.					
<b>Dental Clinical Experiences (DCE) (Minimum Passing Grade) Crown and Bridge, Bleaching Tray Competencies</b>	<b>DCE I (2.5) Total Passing/Testing</b>	<b>DCE II (2.75) Total Passing/Testing</b>	<b>DCE III (3.0) Total Passing/Testing</b>	<b>DEC III (NA) Total not provided Opportunity</b>	<b>% Meeting Competency</b>
Fabricating a Custom Acrylic Provisional Crown	3/3	3/3	4/4 or 100%	5/5	4/9 = 44.4%
Constructing a Vacuum-Formed Custom Bleaching Tray	3/3	4/4	4/4 or 100%	5/5	4/9 = 44.4%
Comments: Not all Students had the opportunity to perform these competencies in Clinical Experiences. Based on Discussions with the Dental Advisory Committee, we are creating a clinical experience check list and stressing the critical competencies with preceptor and dentist. The preceptor packet will be updated for the Class of 2017-2018 to include the student checklist and expectations.					

**Table 6: Radiology Competencies Dental Radiology II**

<b>Means of Assessment:</b> One hundred (100%) of the students will demonstrate competency in traditional and digital radiography exposing, processing and mounting by achieving a 90% or greater the instructor evaluation forms within the first three attempts in Dental Radiology II.					
<b>DA 19102 Dental Radiology Radiology Competencies</b>	<b>First Attempt: Total Passing/Testing</b>	<b>Second Attempt: Total Passing/Testing</b>	<b>Third Attempt: Total Passing/Testing</b>	<b>% Meeting Competency First Attempt</b>	<b>% Meeting Competency in 3 Attempts</b>
Exposing Traditional Radiographs	7/9	1/2	1/1	77%	100%
Exposing Digital Radiographs	8/9	1/1		88%	100%
Developing Traditional Radiographs	8/9	1/1		88%	100%
Mounting Traditional Radiographs	6/9	1/3	2/2	66%	100%
Mounting Digital Radiographs	9/9			100%	100%
Comments: Radiograph Mounting is the weakest area-evaluate mounting techniques, quality of radiographs selected to mount.					

**Table 7: Radiology Competencies Dental Clinical Experiences**

<b>Means of Assessment:</b> One hundred (100%) of the students will demonstrate competency in dental radiography exposing, developing and mounting by achieving a 3.0 or greater on the 1 to 4 scale with 1 being the lowest and 4 being the highest, on the supervising dentist/preceptor's evaluation in Clinical Experience III.				
<b>Dental Clinical Experiences (DCE) (Minimum Passing Grade) Radiology Competencies</b>	<b>DCE I (2.5) Total Passing/Testing</b>	<b>DCE II (2.75) Total Passing/Testing</b>	<b>DCE III (3.0) Total Passing/Testing</b>	<b>% Meeting Competency by Clinical Experience III</b>
Exposing and developing traditional radiographs using XCP during dental procedures and initial exam.	3/4	4/4	3/3	100%
Exposing Digital Radiographs using XCP during dental procedures and initial exam	5/5	5/5	6/6	100%
Mount radiographs correctly for dental procedures.	8/9	9/9	9/9	100%
Total Passing/Testing	8/9=88%	9/9=100%	9/9=100%	9/9=100%
Comments: Students are rotated in different offices to gain experience in traditional and digital as three offices have not moved to digital and five offices are totally digital.				

**Table 8: Coronal Polish and Sealants Preventative Dentistry and Chairside II**

<b>Means of Assessment:</b> One hundred (100%) of students will demonstrate competency in the Coronal Polish and Sealants by achieving a 90% or greater on the instructor evaluation within the first three attempts in Preventative Dentistry and Chairside II.					
<b>Preventive Dentistry</b>	<b>First Attempt:</b>	<b>Second Attempt:</b>	<b>Third Attempt:</b>	<b>% Meeting</b>	<b>% Meeting</b>
<b>Coronal Polish and Sealant Competencies</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Competency First</b>	<b>Competency</b>
	<b>Passing/Testing</b>	<b>Passing/Testing</b>	<b>Passing/Testing</b>	<b>Attempt</b>	<b>in 3 Attempts</b>
Rubber Cup Coronal Polish DXTR (Preventive)	7/9	1/2	1/1	77%	100%
Application of Dental Sealants	8/9	1/1		88%	100%
<b>Chairside II</b>	<b>First Attempt:</b>	<b>Second Attempt:</b>	<b>Third Attempt:</b>	<b>% Meeting</b>	<b>% Meeting</b>
<b>Coronal Polish Competencies</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Competency First</b>	<b>Competency</b>
	<b>Passing/Testing</b>	<b>Passing/Testing</b>	<b>Passing/Testing</b>	<b>Attempt</b>	<b>in 3 Attempts</b>
Rubber Cup Coronal Polish Patient	8/9	1/1	-	88%	100%
Application of Dental Sealants	8/9	1/1	-	88%	100%
Comments:					

**Table 9: Coronal Polish and Sealants Dental Clinical Experiences**

<b>Means of Assessment:</b> One hundred (100%) of the students will demonstrate competency in coronal polish and sealants by achieving a 3.0 or greater on the 1 to 4 scale with 1 being the lowest and 4 being the highest, on the supervising dentist/preceptor's evaluation in Clinical Experience III.				
<b>Dental Clinical Experiences (DCE)</b>	<b>DCE I (2.5)</b>	<b>DCE II (2.75)</b>	<b>DCE III (3.0)</b>	<b>% Meeting</b>
<b>(Minimum Passing Grade)</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Competency</b>
<b>Coronal Polish and Sealant Competencies</b>	<b>Passing/Testing</b>	<b>Passing/Testing</b>	<b>Passing/Testing</b>	<b>by Clinical</b>
				<b>Experience III</b>
Coronal Polish to Include Polish, Floss and Fluoride	8/9	9/9	9/9	100%
Give Oral Hygiene Instructions to individual patients based on the patient's oral care habits.	8/9	9/9	9/9	100%
Application of Dental Sealants	NA	NA	NA	NA
Comments: Sealants were not completed in Dental Offices by students. This will be included in the 2017-2018 Clinical Competency and preceptor/dentist training and packet.				

**Table 10: Program Outcomes-Dental Assisting Program Completion/Retention Rates**

Year	Total Beginning Program	Total Returning Students	Total Students Competing	Completion/Retention Rate (150% of Program length)	Total Program Retention Rate
<b>2017-2018 Class of 2017</b>	10	-	7 2 pending Eng. Comp. I	-	<b>70% 90% pending</b>
<b>2016-2017 Class of 2016</b>	12	-	11		<b>91.67%</b>
<b>2015-2016 Class of 2015</b>	13	-	11	-	<b>84.6%</b>
<b>2014-2015 Class of 2014</b>	13	-	13	-	<b>100%</b>
<b>2013-2014 Class of 2013</b>	15	-	14	-	<b>93.33%</b>
<b>2012-2013 Class of 2012</b>	14	-	12	-	<b>85.71%</b>

**Table 11: DA Credential Obtainment-Registered Dental Assistant and CDA**

Graduating Class/ Criteria	2017	2016	2015	2014	2013	2012
-Added after approval from Advising Committee 6/2017 Ninety percent (90%) of the DA graduates will complete the Application process and successfully pass the jurisprudence exam to obtain their Registered Dental Assisting (RDA) license to practice as a DA in Arkansas. Students are encouraged to complete the CDA. -Those obtaining CDA	RDA = 7/7 or 100%	RDA =11/11 or 100%	RDA = 11/11 or 100%	RDA = 13/13 or 100%	RDA = 14/14 or 100%	RDA = 12/12 or 100%
	CDA = 0	CDA =0	CDA = 0	CDA = 0	CDA = 1	CDA = 0

**Table 12: Dental Assisting Graduate Survey Results**

**Program Outcome:** One hundred (100%) of the students returning the post-graduation survey will rate satisfaction of the Dental Assisting Program at a 3.5 or greater on a 1 to 5 scale with 1 being the lowest and 5 being the highest. The Post Graduate Surveys and Telephone surveys are used to obtain the post-graduation data.

<b>Graduating Class/ Criteria</b>	<b>2017 Score: 3.5 or &gt;</b>	<b>2016 Score: 3.5 or &gt;</b>	<b>2015 Score: 3.5 or &gt;</b>	<b>2014 Score: 3.5 or &gt;</b>	<b>2013 Score: 3.5 or &gt;</b>	<b>2012 Score: 3.5 or &gt;</b>
<b>Employment Experience</b>						
1. Number of Graduates Employed	7/7= 100%	10/11 = 90%	10/11 = 90%	12/13 = 92%	11/14 = 79%	10/12 = 85%
2. Working either Full or Part-time	6/7 = 86%	10/11 = 90%	10/11 = 90%	12/13 = 92%	11/14 = 79%	10/12 = 85%
3. Position Title	6/7 = 86%	DA = 10/11 or 90%	DA = 10/11 or 90%	DA = 12/13 or 92%	DA = 11/14 or 79%	DA = 10/12 or 85%
4. Credentials	7/7= 100% CDA = 0	RDA =11 CDA =0	RDA = 11 CDA = 0	RDA = 13 CDA = 0	RDA = 14 CDA = 1	RDA = 12 CDA = 0
<b>Graduate Evaluation of Employment Preparation Criteria (3.0 or &gt;)</b>						
5. How would you rate your feeling of confidence in your current DA position?	7/7= 100%	10/10 = 100%	11/11 = 100%	13/13 = 100%	14/14 = 100%	12/12 = 100%
6. How do you feel compared with other new Dental Assistants at your office?	7/7= 100%	10/10 = 100%	11/11 = 100%	13/13 = 100%	14/14 = 100%	12/12 = 100%
7. Are you provided an opportunity for continuing education and training by your employer?	1 = yes Revise next survey	10/10 = 100%	11/11 = 100%	13/13 = 100%	14/14 = 100%	12/12 = 100%
8. How do you feel about Dental Assisting at this time?	7/7= 100%	10/10 = 100%	11/11 = 100%	13/13 = 100%	14/14 = 100%	12/12 = 100%
<b>Graduate Evaluation of ANC's DA Program (3.0 or &gt;)</b>						
9. Rate ANC's Dental Assisting education experience for providing the basic essentials necessary to obtain the RDA or pass the CDA	7/7= 100%	11/11 = 100%	11/11 = 100%	13/13 = 100%	14/14 = 100%	12/12 = 100%
10. Rate your level of preparation for entering the Dental workforce in the role of a DA.	7/7= 100%	11/11 = 100%	11/11 = 100%	13/13 = 100%	14/14 = 100%	12/12 = 100%
11. Rate your overall satisfaction with your experience as a DA student.	7/7= 100%	11/11 = 100%	11/11 = 100%	13/13 = 100%	14/14 = 100%	12/12 = 100%
<b>Total Graduates/Surveys Returned = Response Rate Results as of 2/2018</b>	7/7= 100%	11/11 = 100%	11/11 = 100%	13/13 = 100%	14/14 = 100%	12/12 = 100%

**Table 13: Dental Assisting Program Positive Employment Placement Rates**

Academic Year	Total Completing Program	Total Obtaining Registered Dental Assisting License in AR	Total Employed 6 months – 1 yr Post-Graduation
2016-2017 Class of 2017	7	7	6/7 = 86% in DA 1 employed in other field
2015-2016 Class of 2016	11	11	10/11 = 91%
2014-2015 Class of 2015	11	11	10/11 = 91%
2013-2014 Class of 2014	13	13	12/13 = 92%
2012-2013 Class of 2013	14	14	11/14 = 79%
2011-2012 Class of 2012	12	12	10/12 = 83%

**Table 14: Dental Assisting Employer Satisfaction Survey Summary Table**

<b>Employer Surveys of Graduates (100% at 3.0 or &gt;) using a 1 – 5 Scale with 1 being the lowest and 5 being the highest</b>	<b>2017 Survey Results Score 3 or &gt;</b>	<b>2016 Survey Results Score 3 or &gt;</b>	<b>2015 Survey Results Score 3 or &gt;</b>	<b>2014 Survey Results Score 3 or &gt;</b>	<b>2013 Survey Results Score 3 or &gt;</b>	<b>2012 Survey Results Score 3 or &gt;</b>
<b>General Knowledge/Skills/Professionalism</b>						
1. Communication Skills	5/5 = 100%	10/10 = 100%	10/10 = 100%	12/12 = 100%	11/11 = 100%	10/10 = 100%
2. Reading Skills	5/5 = 100%	10/10 = 100%	10/10 = 100%	12/12 = 100%	11/11 = 100%	10/10 = 100%
3. Problem Solving Skills	5/5 = 100%	10/10 = 100%	10/10 = 100%	12/12 = 100%	11/11 = 100%	10/10 = 100%
4. Interpersonal/People Skills	5/5 = 100%	10/10 = 100%	10/10 = 100%	12/12 = 100%	11/11 = 100%	10/10 = 100%
5. Work Attitude/Habits	5/5 = 100%	10/10 = 100%	9/10 = 90%	12/12 = 100%	11/11 = 100%	10/10 = 100%
<b>Technical Knowledge/Skills</b>						
6. Chairside Skills	5/5 = 100%	10/10 = 100%	10/10 = 100%	12/12 = 100%	11/11 = 100%	10/10 = 100%
7. Radiography Technique	5/5 = 100%	10/10 = 100%	10/10 = 100%	12/12 = 100%	11/11 = 100%	10/10 = 100%
8. Lab Work	5/5 = 100%	10/10 = 100%	9/9 = 100% 1 = NA	12/12 = 100%	11/11 = 100%	10/10 = 100%
9. Infection Control	5/5 = 100%	10/10 = 100%	10/10 = 100%	12/12 = 100%	11/11 = 100%	10/10 = 100%
10. Business Office Skills	5/5 = 100%	10/10 = 100%	3/3 = 100% 9 = NA	12/12 = 100%	11/11 = 100%	10/10 = 100%
11. Knowledge of Dental Materials	5/5 = 100%	10/10 = 100%	10/10 = 100%	12/12 = 100%	11/11 = 100%	10/10 = 100%
<b>-Total Agencies surveyed/Returned surveys = Agency Response Rate</b>	5/5 = 100%	10/10 = 100%	9/9 = 100%	8/8 = 100%	6/6 = 100%	8/8 = 100%
<b>-Employed as DA</b>	6/7 Employed	10/11 Employed	10/11 Employed	12/13 Employed	11/14 Employed	10/12 Employed
<b>-Total Graduates Evaluated/ Total Graduates = % of Graduates Evaluated</b>	7/7 = 100%	11/11 = 100%	11/11 = 100%	12/12 = 100%	11/11 = 100%	10/10 = 100%