

Course Assessment Report
Washtenaw Community College

Discipline	Course Number	Title
Dental Assisting	212	DEN 212 11/21/2016- Dental Practice Management
Division	Department	Faculty Preparer
Health Sciences	Allied Health	Kathleen Weber
Date of Last Filed Assessment Report		

I. Assessment Results per Student Learning Outcome

Outcome 1: Demonstrate effective methods of written communication.

- Assessment Plan
 - Assessment Tool: Written assignments
 - Assessment Date: Fall 2015
 - Course section(s)/other population: All
 - Number students to be assessed: All
 - How the assessment will be scored: Departmentally-developed rubric.
 - Standard of success to be used for this assessment: 85% of the students will score 80% or higher.
 - Who will score and analyze the data: DA Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2016, 2015, 2014

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
42	41

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

One student withdrew from the course in S/S 2015.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students were assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

A rubric is used indicating a list of objectives for each assignment. Each assignment is scored on the basis of exemplary performance, at or above performance, below performance, and low performance. It is expected that students will achieve at least 80% on each assignment.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

For 2014, 88% of the students scored 80% or higher - standard of success was met.

For 2015, 85% of the students scored 80% or higher - standard of success was met.

For 2016, 91% of the students scored 80% or higher - standard of success was met.

Overall, all 88% of the students scored 80% or higher - standard of success was met for 2014-2016.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Given the data, students displayed effective professional written communication.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

While overall students met the standard of success, it should be noted that the student's attention to detail is an ongoing issue and one that the faculty will continue to monitor.

Outcome 2: Perform basic procedures and processes for office management.

- Assessment Plan
 - Assessment Tool: Written assignments
 - Assessment Date: Fall 2015
 - Course section(s)/other population: All
 - Number students to be assessed: All
 - How the assessment will be scored: Departmentally-developed rubric.
 - Standard of success to be used for this assessment: 85% of the students will score 80% or higher.
 - Who will score and analyze the data: DA Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2016, 2015, 2014

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
42	41

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

1 student withdrew from S/S 2015

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students that completed the course were assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The assignments are rated with numerical scores based on a departmentally developed rubric. Scores are added to obtain a total.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

In 2014, 100% of the students that completed the assignments scored 80% or higher - standard of success was met.

In 2015, 100% of the students that completed the assignments scored 80% or higher - standard of success was met.

In 2016, 91% of the students that completed the assignments scored 80% or higher - standard of success was met.

Overall, for 2014-2016, 97% of the students that completed the assignments scored 80% or higher - standard of success was met.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Given the data, the students were able to perform basic procedures and processes for office management.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

While overall students met the standard of success, it should be noted that the student's attention to detail is an ongoing issue and one that the faculty will continue to monitor.

Outcome 3: Prepare documents in preparation for the interviewing process.

- Assessment Plan
 - Assessment Tool: Portfolio of job search related materials
 - Assessment Date: Fall 2015
 - Course section(s)/other population: All
 - Number students to be assessed: All
 - How the assessment will be scored: Departmentally-developed rubric.

- Standard of success to be used for this assessment: 85% of the students will score 80% or higher.
- Who will score and analyze the data: DA Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2015, 2014, 2016

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
42	41

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

1 student withdrew from the course in S/S 2015
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4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students that completed the course were assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The assignments are rated with numerical scores based on a departmentally developed rubric. Scores are added to obtain a total.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: <u>Yes</u>
In 2014, 100% of the students scored 80% or higher - standard of success was met.
In 2015, 100% of the students scored 80% or higher - standard of success was met.
In 2016, 100% of the students scored 80% or higher - standard of success was met.

Overall, for 2014-2016, 100% of the students scored 80% or higher - standard of success was met.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Given the data, the students displayed a clear understanding of what is expected in preparing professional appearing documents for the interviewing process.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

While overall students met the standard of success, it should be noted that the student's attention to detail is an ongoing issue and one that the faculty will continue to monitor.

We will continue to require the students to use the resources of Career Services.

II. Course Summary and Action Plans Based on Assessment Results

1. Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

The students displayed the written communication and basic practice management skills necessary to obtain an entry-level position in a dental practice. Their performance was not a surprise however, attention to detail still remains an issue.

2. Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

The faculty meet regularly and will discuss the results of this assessment at the next meeting.

3. Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
No changes intended.			

4. Is there anything that you would like to mention that was not already captured?

Upon reviewing the program's student exit surveys, the students indicate that the course was valuable. However, the students want to be done at this point in their

final semester of the program and feel as though this course is busy work while they are trying to complete clinical rotations and preparing for their Board exam. Attention to detail is a skill required of a dental assistant. Given all that is going on this final semester, attention to detail often suffers.

III. Attached Files

[Assessment Data](#)

Faculty/Preparer:	Kathleen Weber	Date: 11/21/2016
Department Chair:	Connie Foster	Date: 11/22/2016
Dean:	Valerie Greaves	Date: 12/12/2016
Assessment Committee Chair:	Ruth Walsh	Date: 01/09/2017

**Course Assessment Report
Washtenaw Community College**

Discipline	Course Number	Title
Dental Assisting	212	DEN 212 06/04/2013- Dental Practice Management
Division	Department	Faculty Preparer
Math, Science and Health	Allied Health	Kristina Sprague
Date of Last Filed Assessment Report		

I. Assessment Results per Student Learning Outcome

Outcome 1: Demonstrate effective methods of written and verbal communication.

- Assessment Plan
 - Assessment Tool: Review of performance ratings using criteria
 - Assessment Date: Spring/Summer 2009
 - Course section(s)/other population: all
 - Number students to be assessed: all
 - How the assessment will be scored:
 - Standard of success to be used for this assessment:
 - Who will score and analyze the data:

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2012

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
19	19

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students were included.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students of the only section offered were included in this assessment.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

A rubric is used indicating a list of objectives for each assignment. Each assignment is scored on the basis of exemplary performance, at or above performance, below performance, and low performance. It is expected that students will achieve at least 80% on each assignment.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

100% of the students obtained at least 80%. The standard of success was met for this outcome.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

The students continue to struggle with attention to detail. This is especially true with spelling dental terms.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

We will continue to stress the importance of reviewing their assignments prior to submission and not relying on spell check for dental terms.

Outcome 2: Identify basic procedures and processes for office management.

- Assessment Plan
 - Assessment Tool: Review of performance ratings using criteria
 - Assessment Date: Spring/Summer 2009
 - Course section(s)/other population: all
 - Number students to be assessed: all

- How the assessment will be scored:
- Standard of success to be used for this assessment:
- Who will score and analyze the data:

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2012

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
19	19

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students from 2012 Summer were assessed.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students were included.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The final exam was scored in BlackBoard and an item analysis was generated.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes
 100% of the students passed at 89% or higher. The standard of success was 80% and thus was more than met.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

The students have a clear understanding of basic office procedures and processes.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Frequently missed questions on the final exam will be reviewed for student comprehension.

Outcome 3: Prepare documents in preparation for the interviewing process.

- Assessment Plan
 - Assessment Tool: Review of performance ratings using criteria
 - Assessment Date: Spring/Summer 2009
 - Course section(s)/other population: all
 - Number students to be assessed: all
 - How the assessment will be scored:
 - Standard of success to be used for this assessment:
 - Who will score and analyze the data:

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
		2012

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
19	19

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students from Summer 2012 were assessed.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

All students were assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

A rubric is used indicating a list of objectives for each assignment. Each assignment is scored on the basis of exemplary performance, at or above performance, below performance, and low performance. It is expected that students will achieve at least 80% on each assignment.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

100% of the students obtained at least 80%. The standard of success was met for this outcome

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students displayed a clear understanding of what is expected in preparation for the interviewing process.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

We will continue to require the students to use the resources of Career Services.

II. Course Summary and Action Plans Based on Assessment Results

1. Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

Nothing about their performance was a surprise. The students seemed to grasp the material and have the basic skills necessary to obtain an entry level position in the business office of a dental practice.

2. Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

The faculty meet on a regular basis and were involved in this assessment process. The action plan will be discussed at our next meeting.

3.

Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
Assessment Tool	We will be changing Outcome #2 to read "perform" instead of "identify" basic procedures and processes for office management.	The students have performed well on the current assessment tool for this Outcome. They have not performed as well with some of their assignments of performing basic procedures and processes. The students have shown difficulty with attention to detail regarding spelling and basic math skills. Reviewing these activities may give us a better understanding on how we can better assist the students.	2014

4. Is there anything that you would like to mention that was not already captured?

III. Attached Files

[Assessment data](#)
[Rubric](#)

Faculty/Preparer: Kristina Sprague

Date: 6/5/13

Department Chair: Connie Foster

Date: 6/9/13

Dean: Martha Showalter

Date: 6/13/13

Assessment Committee Chair: Michelle Garey

Date: 7/17/13

COURSE ASSESSMENT REPORT

I. Background Information

1. Course assessed:
 Course Discipline Code and Number: **DEN 212**
 Course Title: **Dental Practice Management**
 Division/Department Codes: **Health and Applied Technologies (HAT)**

2. Semester assessment was conducted (check one):
 Fall 20__
 Winter 20__
 Spring/Summer 20__08_

3. Assessment tool(s) used: check all that apply.
 Portfolio
 Standardized test
 Other external certification/licensure exam (specify):
 Survey
 Prompt
 Departmental exam
 Capstone experience (specify):
 Other (specify):

4. Have these tools been used before?
 Yes
 No

If yes, have the tools been altered since its last administration? If so, briefly describe changes made.
No

5. Indicate the number of students assessed/total number of students enrolled in the course.
There were 17 students enrolled in 1 section and all students were assessed.

6. Describe how students were selected for the assessment.
All students were assessed.

II. Results

1. Briefly describe the changes that were implemented in the course as a result of the previous assessment.
A evaluation rubric was created for the objectives pertaining to Outcome #3.

2. State each outcome (verbatim) from the master syllabus for the course that was assessed.
 1. **Demonstrate effective methods of written and verbal communication.**
 2. **Identify basic procedures and processes for office management.**
 3. **Prepare documents in preparation for the interviewing process.**

3. Briefly describe assessment results based on data collected during the course assessment, demonstrating the extent to which students are achieving each of the learning outcomes listed above. *Please attach a summary of the data collected.*
Outcome 1: 59% of the students scored at 85% or above
Outcome 2: 65% of the students scored at 85% or above
Outcome 3: 100% of the students scored at 97% or above

4. For each outcome assessed, indicate the standard of success used, and the percentage of students who achieved that level of success. *Please attach the rubric/scoring guide used for the assessment.*
Outcome 1: Standard to be used is 90% of students will pass at 85%.
Outcome 2: Standard to be used is 90% of students will pass at 85%.

Outcome 3: Standard to be used is 90% of students will pass at 85%.

See attached BlackBoard grade sheet

5. Describe the areas of strength and weakness in students' achievement of the learning outcomes shown in assessment results.

Strengths: In preparing documents for the interviewing process (Outcome #3), students did extremely well. They work closely with Employment services in preparing these documents.

Weaknesses: Student weaknesses in Outcomes 1 and 2 were due to their lack of detail and reading instructions thoroughly.

III. Changes influenced by assessment results

1. If weaknesses were found (see above) or students did not meet expectations, describe the action that will be taken to address these weaknesses.

Outcome 1: The rubric will be revised to better outline the expectations of the assignment, stressing the importance of attention to detail.

Outcome 2: Frequently missed questions on the final will be reviewed and additional questions added to the post tests to test the level of comprehension and better prepare students for the final

2. Identify intended changes that will be instituted based on results of this assessment activity (check all that apply). Please describe changes and give rationale for change.

- a. Outcomes/Assessments on the Master Syllabus

Change/rationale: **Redefine the standard of success. The grading scale is 80% passing rather than the elevated success of 85%.**

- b. Objectives/Evaluation on the Master Syllabus

Change/rationale:

- c. Course pre-requisites on the Master Syllabus

Change/rationale:

- d. 1st Day Handouts

Change/rationale: **In the first day handouts, a note will be added regarding attention to detail and the importance of following directions. "After graduation, all written and verbal communication is a reflection of your profession and your office of employment."**

- e. Course assignments

- f. Course materials (check all that apply)

Textbook

Handouts

Other:

- g. Instructional methods

Change/rationale: **As mentioned above, the post tests and final as well as the rubric used in evaluating assignments will be revised.**

- h. Individual lessons & activities

Change/rationale:

3. What is the timeline for implementing these actions? **Changes to the post tests and final were addressed immediately. A revised rubric was also created and is attached.**

IV. Future plans

1. Describe the extent to which the assessment tools used were effective in measuring student achievement of learning outcomes for this course.

COURSE ASSESSMENT REPORT

The assessment tools were found to be effective. It forced the faculty to weigh whether our standard of success was too high or whether our scoring was too aggressive. A combination of the two was found.

2. If the assessment tools were not effective, describe the changes that will be made for future assessments.
N/A

3. Which outcomes from the master syllabus have been addressed in this report?

All X Selected _____

If "All", provide the report date for the next full review: Fall 2011

If "Selected", provide the report date for remaining outcomes: _____

Submitted by:

Name: Kathleen Weber / Kathleen Weber Date: 9/29/08
Print/Signature

Department Chair: [Signature] Date: 10/1/08
Print/Signature

Dean: [Signature] Date: 10/2/08
Print/Signature