

**Assessment Rubric for Dental Assisting
Outcomes Assessment: AY 07/08**

Student Number _____

DENTAL PRACTICE MANAGEMENT

Spring 2008

	Needs Improvement 1 points	Satisfactory 2 points	Excellent 3 points	Rating
Outcome 11: Demonstrate basic computer skills including word processing, email, and the use of the Internet.				
1. <i>Word processing</i>	Student has difficulty formatting editing and saving a document or letter.	Student can format, edit and save a document or letter with minor assistance.	Student can independently format, edit and save a document or letter.	
2. <i>Email</i>	Student cannot send an email.	Student can send an email, with attachments and copies to other recipients with minor assistance.	Student can independently send an email, with attachments and copies to other recipients.	
3. <i>Use of the Internet</i>	Student cannot search and find information using the internet.	Student searches and finds topics using the internet. Student cannot execute a more detailed search.	Student accurately searches and finds topics using the internet. Student can execute a more detailed search.	

	Needs Improvement 1 points	Satisfactory 2 points	Excellent 3 points	Rating
Outcome 12: Use a computer to control appointments, perform financial transactions, complete insurance reimbursement forms, manage inventory and recall systems.				
<i>1. Control Appointments</i>	Student cannot use software to make an appointment.	Student can make a basic appointment but needs to improve on dovetailing and allocating appointment time.	Student can prioritize and appoint from a treatment plan, is proficient in appointment and time management control.	
<i>2. Perform Financial Transactions</i>	Student cannot perform basic math computations to perform financial transactions.	Student is able to compute and perform basic mathematic computation to perform financial transactions, but work needs to be checked.	Student competently completes basic financial transactions.	
<i>3. Complete Insurance Reimbursement Forms</i>	Student has difficulty completing insurance forms.	Student understands most insurance terminology, can complete most forms, but may need some assistance to ensure accuracy.	Student understands insurance terminology, can gather proper information, and correctly code and complete insurance forms independently.	
<i>4. Manage Inventory</i>	Student does not understand inventory control or how to create and manage an inventory system.	Student understands concepts of inventory management, and can create and manage a basic inventory system.	Student understands the concepts of inventory _____, lead time, and the impact that training has on the rate of use. editing and saving independently	
<i>5 Manage Recall Systems</i>	Student cannot manage a computerized recall system.	Student understands the meaning of a recall system, but may need assistance to create and manage a recall system.	Student understands the systemic impact on both the patient and the practice of an effective recall system and can create and manage a recall system. editing and saving independently	

	Needs Improvement 1 points	Satisfactory 2 points	Excellent 3 points	Rating
Outcome 13: Manage telephone calls and operate basic business equipment.				
<i>1. Manages outgoing and incoming telephone calls.</i>	Student seems unsure and does not employ proper telephone etiquette.	Student is pleasant, exercises good telephone skills, but may need support to gain confidence.	Student is professional, confident, articulate, polite and conscious of privacy laws.	
<i>2. Operates FAX, copier and scanner.</i>	Student is not familiar with office equipment.	Student can navigate basic office equipment with assistance.	Student can independently and accurately operate fax, copier and scanner.	
Total:				

Instructor Comments: