

Program Learning Outcomes Assessment Summary Report

Date: September 2014

Program Name: Dental Assisting

Coordinator/ Faculty Member Completing Report: Kerin Hamidiani

<p>Outcome(s) Assessed</p>	<p>18. Effectively communicate with patients, family members and other members of the healthcare team.</p> <p>19. Exhibit professional conduct including reliability, responsibility, honesty and ethical behavior.</p>
<p>Date(s) of Assessment</p>	<p>May and June 2014</p>
<p>Method(s) Used</p>	<p>Dental Assisting Practicum Evaluation Form</p>
<p>Findings</p>	<p>LO 18 & 19: One hundred percent (100%) of the students received a score of 3(<i>good</i>) or 4(<i>excellent</i>) on the items used for assessment of Objective 18 and 19. When comparing that to the results for AY 2010-11, overall student performance improved in all areas rated. Students were able to effectively communicate and exhibit professional conduct in the dental office environment.</p> <p>In 2010-11 we found that dentists often awarded an “NA” under the heading “gives pre and post-operative” instructions. In 2014 faculty encouraged dentists to provide students with more opportunities to give post-operative instructions. Students demonstrated competency in this skill.</p>
<p>Next Steps/ Action Plans</p>	<p>1. Continue to present the results of LO18 and 19 to the class at the Practicum Orientation each year and challenge them to meet or exceed the results demonstrated.</p> <p>2. Continue to encourage dentists and their staff members to offer students increased opportunities to communicate with patients and office staff.</p> <p>Learning Outcomes will be re-assessed in 2017.</p>