# **Course Assessment Report Washtenaw Community College**

Discipline	Course Number	Title
Dental Assisting		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
  - o Assessment Tool: Review of performance ratings using criteria
  - o Assessment Date: Spring/Summer 2009
  - o Course section(s)/other population: all
  - o Number students to be assessed: all
  - o How the assessment will be scored:
  - o 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.
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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 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

o 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

- o How the assessment will be scored:
- o 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
  - o Assessment Tool: Review of performance ratings using criteria
  - Assessment Date: Spring/Summer 2009
  - o Course section(s)/other population: all
  - Number students to be assessed: all
  - o How the assessment will be scored:
  - o Standard of success to be used for this assessment:
  - o 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.
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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 SpragueDate: 6/5/13Department Chair:Connie FosterDate: 6/9/13Dean:Martha ShowalterDate: 6/13/13Assessment Committee Chair:Michelle GareyDate: 7/17/13

#### **COURSE ASSESSMENT REPORT**

I. B	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. 1 1.	Results  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.
	<ol> <li>Demonstrate effective methods of written and verbal communication.</li> <li>Identify basic procedures and processes for office management.</li> <li>Prepare documents in preparation for the interviewing process.</li> </ol>
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. <i>Please attach a summary of the data collected</i> .  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%.

### COURSE ASSESSMENT REPORT

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

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	T.C. 1	and the states
1.	II weaknesses were for	nd (see above) or attidents 111
	tolore 4 11 4	de (see above) of students did not meet expectations, describe the action of
	taken to address these	nd (see above) or students did not meet expectations, describe the action that will be
	_	
	Outcome 1:	he rubric will be and the second

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 rationals for changes
	a. Outcomes/Assessments on the Master Syllabus
	Change/rationals: Dodoff 1

	Change/rationale: Redefine the standard of success. the elevated success of 85%.	The grading scale is 80% passing rather than
b.	Objectives/Evaluation on the Master Syllabus Change/rationale:	
c.	Course pre-requisites on the Master Syllabus Change/rationale:	

d. X 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)
	☐ Handouts		
	Other:		

g. X 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.

#### **WASHTENAW COMMUNITY COLLEGE**

#### **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 Kathken When Kathtan 218200 Date: 9/29/08

Department Chair:

Print/Signature

Date: 10/1/08

Dean: Print/Signature Date: 7 / 08