

Program Assessment

Putting it All Together

Devra Harris- Front Office Manager



Quarterly Report is
off by \$500.00!!!!

2 Problems!!!

1. End of year revenue goal will be off
2. She states that there were 32 open appointments the last 3 months

WHY All the Open Appointments??

- Students need to practice
- If they don't have a patient to practice on, they won't complete requirements
- If they don't complete clinic requirements they won't graduate
- If they don't graduate they can't take Florida State Board Exam
- If they don't take FSBE they can't get a license

Program Concern Identified	We need to improve
College Mission	States that we are: "...dedicated to providing a learning-centered environment through quality programs, training, and services." <i>Are we doing that?</i>
Strategic Plan	States that we are using: "...Institutional core values of integrity, service, community, learning, excellence, accountability, and responsibility...." <i>Are we doing that?</i>
Institutional Effectiveness Tools	Data on Dudley and Dental Program Surveys: Patient Satisfaction Survey Graduate Survey Employer Survey
Faculty Input	Ideas for improvement-Brainstorming
EPA	Enter Program Outcome in Dudley to track progress
UAP	Budget for equipment or other institutional support

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North Carolina Community College
Academic Excellence
presented to
Darlene S...
for outstanding academic achievement
Achieve the Dream
May 2011

South Florida Community College

Darlene Saccuzzo

- Dental offices in Asheville NC are offering spa services
 - Hand and Foot Massages
 - Aroma Therapy
 - Lavender Eye Pillows
 - Soothing Music





Dr. Milliken

- \$500-\$1000 grant from HCDA
- Treat Patients from HC Rescue Mission
- Right Degree of Difficulty





Bob Sconyers



Silver Recovery
X-ray Fixer
Machine

\$999.00

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Assessment

**Exit Assessment
Application**

Assessment Main Menu

EPA Outcomes/Measures

Educational Programs (EPA) Data Entry Form

2009-2010

EPA Mission

Assessment Report

Step 1: Educational Program **DENTAL - DENTAL HYGIENE - AAS**

Save Record



Delete

Step 2: Outcome Number

4

Step 4: Performance Measure Statement

Step 3a: Student Learning Outcome Statement

Arrange patient treatment schedule with adequate number of clinical sessions for completion of clinic requirements

a. Description

1 Student will plan clinic sessions so that there is a patient in the chair for as many sessions as possible

b. Standard

1 100% of students will appoint and treat patients for 90% of assigned clinic sessions
2 100% of students will use the call list to acquire a patient least 80% of open appointment episodes

c. Data Sources

1 Clinic patient appointment book
2 Student clinic attendance record

e. Data Collection Period

Each semester

Step 3b: Select a related Strategic Goal

Step 5: Performance Results

Step 6: Analysis of Results

Performance Met?

No

Step 7: Faculty/Staff

1
2
3
4
5
6

Step 8: Performance Improvement Activities

Step 9: Activities Follow-up

UAP 6 Month
Dec

 Needs Improvement

Step 10: Follow-up Report

Step 11: Follow-up Month

Month

Year

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DENTAL

Use Navigations buttons on the lower left hand corner to add new objective or move

Select a "Unit" by clicking on the arrow above.

2009-2010 Unit Action Plan

Objectives start with initiatives. An initiative is a new development; a fresh approach to something; a new way of dealing

Step 1: Select a source for initiative. Step 2: Briefly describe the initiative.

Departmental/Unit Project Assuring adequate patient pool to keep appointment book full.

Step 3: Select a sequential objective number. 0 (NOTE: Objective numbers must be unique for each unit.)

Step 4: Describe an objective that will describe how your unit will seek to support the success in meeting this initiative.

a. Create a soothing enjoyable experience for patients seeking care in the dental clinic so they will return and promote our clinic to friends and family.

Step 5: Describe one or more activities that will be used to accomplish and/or fulfill this unit objective. Label each activity with a letter "a" to "z."

- a. Install speakers attached to an ipod to pipe in soothing music during clinic hours
- b. Develop a CWE course to teach faculty and students how to massage hands

Step 6: Describe the measures, and their data sources used to evaluate success in meeting this Objective. Each activity identified in Step 5 should include a measure. Letter measures the 5 to correlate to each activity.

- a. Purchase and install ipod and speakers by end of Spring Term so music can be played starting in Summer Term
- b. Contact CWE department and inform of desire to conduct CWE on hand massage for community professionals and students

Step 7: Describe the resources (financial, physical, etc.) that will be needed to accomplish the objective describe in Step 4 above.

- a. Financial assistance needed to purchase \$750 worth of audio equipment for dental clinic music system
- b. Administrative support needed to develop, advertise, locate speaker, and facilitate CWE program on hand massage.

09-10 UAP Report

This section is to be completed upon fulfillment of the Objective or at the end of the activity year, which ever comes first.

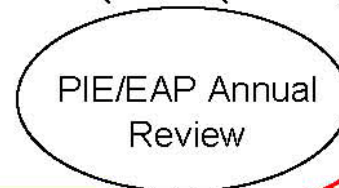
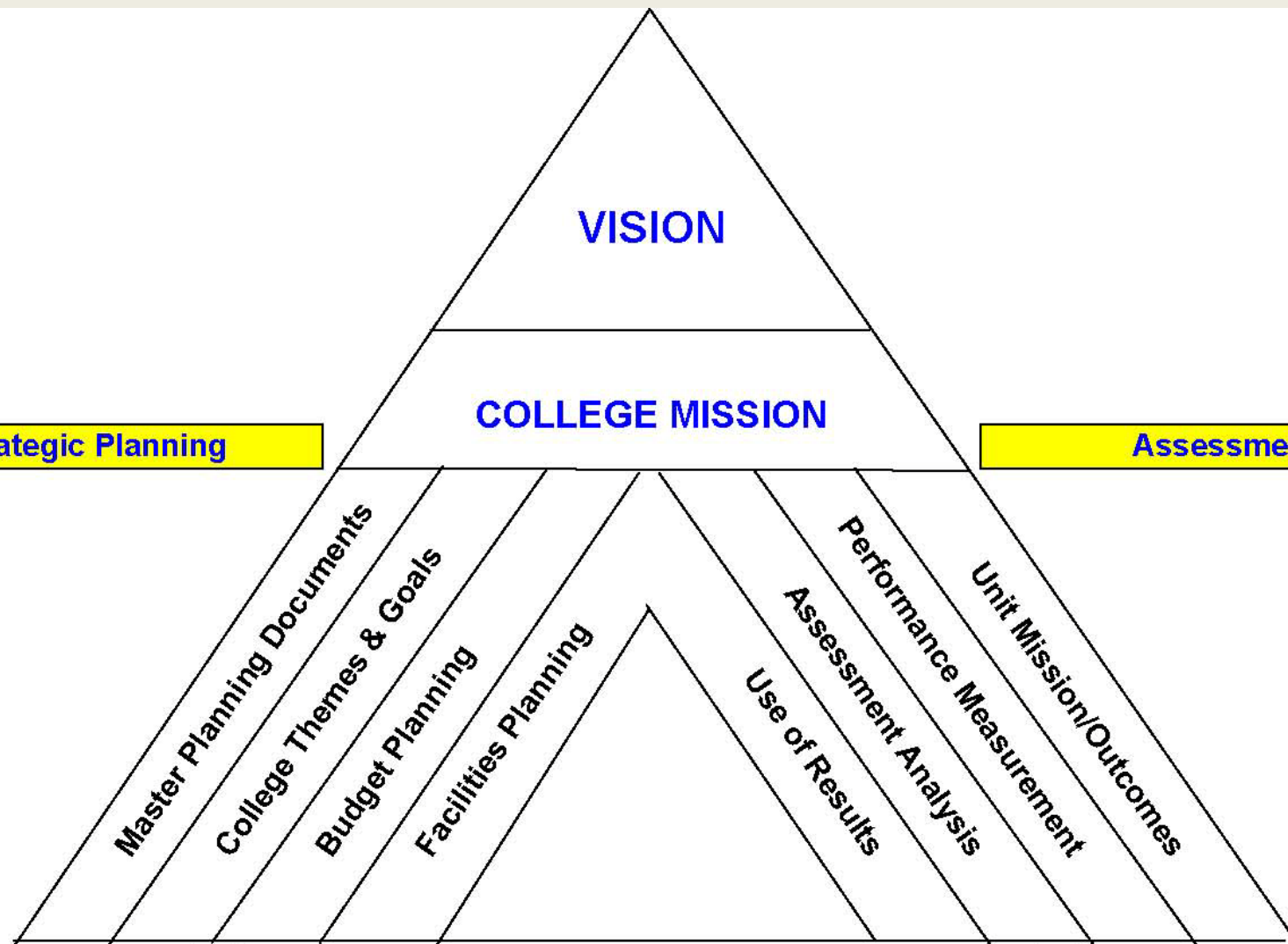
No Response Step 8: Select "Met," "In-Progress," "Not Met," or "Discontinued" to indicate the status of the objective described in Step 3. "No Response" is the default. Each objective response and a summary review of success.

Step 9: If the above objective has been "Met," describe the measurable results that have been achieved in support of meeting the objective.

Step 10: If the objective has "Not" been "Met", Discontinued, or is "In-Progress," describe why and provide a brief statement as to what actions will be necessary to successfully complete objective has been "Met," briefly summarize the impact the success has on the related initiative.

Use the navigation buttons below to create new objective or move through objectives. Objective will automatically save as you move to a new objective.

Objective 3 of 3 No Filter Search



What's Next

- PMs have been tasked with going back to their classrooms with instructors for their area to enter data for 2007-08 and 2008-09
- Then brainstorm ways to improve your educational areas
 - Identify weaknesses
 - Discuss ways to turn good into excellent

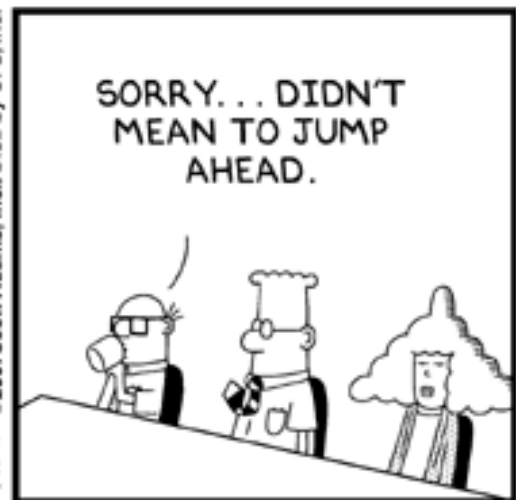
Time to Get Serious



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Challenge for the Afternoon.....

Develop well written EPA and
APA outcomes to make what is
already good.....better.