

**KAPI'OLANI COMMUNITY COLLEGE  
PROGRAM REVIEW**

**DENTAL ASSISTING  
2006**

*Based on data for Fall 2003 through Spring 2006*

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**Kapi'olani Community College  
Mission Statement 2003-2010**

Approved October 7, 2002 by KCC Faculty Senate

**Kapi'olani Community College...**

- is a gathering place where Hawai'i's cultural diversity is celebrated, championed and reflected in the students, faculty, staff, administration and curriculum.
- is a nurturing workplace of choice for strong and caring faculty, staff, and administrators committed to a shared vision and set of values.
- strives to be the first choice for education and training for Hawai'i's people.
- provides open access, and promotes students' progress, learning and success with low tuition and high quality instructional programs, student development and support services, and selective areas of excellence and emphasis.
- prepares students to meet rigorous baccalaureate requirements and personal enrichment goals by offering a high quality liberal arts program.
- prepares students to meet rigorous employment and career standards by offering 21st century career programs.
- prepares students for lives of ethical, responsible community involvement by offering opportunities for increased civic engagement.
- leads locally, nationally and internationally in the development of integrated international education through global collaborations.
- uses human, physical, technological and financial resources effectively and efficiently to achieve ambitious educational goals.
- builds partnerships within the University and with other educational, governmental, business, and non-profit organizations to support improved learning from preschool through college and lifelong.
- uses cycles of qualitative and quantitative assessment to document degrees of progress in achieving college goals and objectives.

The mission of the Health Education Unit is to develop and deliver student-centered health career programs that employ industry standards through partnerships with the healthcare community by:

- offering credit and non-credit programs to provide competent and qualified personnel to meet the needs of the healthcare industry in Hawaii,
- providing quality learning opportunities for maintaining worker competence and career mobility in a rapidly evolving healthcare field, and
- delivering friendly, courteous, individualized and student-centered instructional and related support services that promote the likelihood of student success.

The mission of the Dental Assisting Program is to provide an atmosphere in which students learn to respect others, to grow in their insight into ethical values and principles and to work cooperatively with others. Dental Assisting education is based on sound educational and scientific principles, emphasizing the development of critical thinking

leading to good decision-making. The educational experiences are primarily patient-oriented emphasizing involvement with hands-on activities.

All students are encouraged to experience continual personal growth through life-long learning.

## **Part I. Executive Summary of Program Status**

This is the first report of the newly developed three-year program review. There are no recommendations from previous reports to discuss at this time.

## **Part II. Program Description**

### HISTORY

The Dental Assisting Program was established in 1959 through the cooperative efforts of the Department of Education, the Educational Advisory Council of the Honolulu County Dental Society, and Kapiolani Technical School. The first class enrolled fifteen students and instruction was provided by a staff of fourteen dentists teaching part-time. Initially the program was part of the Business Education Division; then it became part of the Health Education Division. In 1965 the program was transferred to the University of Hawaii, Kapiolani Community College. Since 1984, classes have been offered at the Diamond Head campus in Kauila Building, which houses all of the Health Sciences programs.

The program was initially accredited in 1963 by the Council on Dental Education of the American Dental Association and reaccredited in 1970. In 1978 the status was changed to provisional accreditation based on recommendations from the site visit team in the Fall 1977; steps were taken to correct the deficiencies and the status was changed to conditional accreditation in 1978 and full accreditation in 1980. In the Fall 1987 a reaccreditation site visit took place and several recommendations were made regarding the curriculum. That same semester there was a drastic decline in enrollment, leading to an administrative decision to stop-out the program for one year, during which the community's need for dental assistants was evaluated. A shortened program was developed which is not eligible for accreditation but still meets the needs of the community.

The Dental Assisting Program is currently a one-semester program. The program is competency-based and offers a Certificate of Completion. Since the new program was initiated in the Fall 1989 a total 329 students have graduated, many of whom have taken jobs in the local dental community.

### PROGRAM GOALS

To provide graduates with the entry-level skills and knowledge necessary for performing the tasks of a dental assistant in dental offices, clinics, dental laboratories, insurance companies and dental product manufacturer/supply companies.

## Program SLOs

### Program: Dental Assisting

<b>Program Learning Outcomes</b>	<b>Courses Where Outcomes are Achieved and Assessed</b>	<b>Method of Assessment</b>	<b>Grading Rubrics or Benchmarks</b>	<b>Where Results are Available or Published</b>
Assist at the chair in diagnostic and operative procedures.	DENT 70L, 73L & 78	Observation and evaluation by clinical supervisor	70% or more pass rate	In possession of program in individual student files
Assist in the management of medical and dental emergencies and administer basic life support procedures, when indicated.	DENT 70	Observation and evaluation by clinical supervisor	70% or more pass rate	In possession of program in individual student files
Perform clinical supportive functions, including preparing and dismissing patients, manipulating dental restorative and impression materials and dental cements, sterilizing instruments and disinfecting equipment, providing postoperative instructions prescribed by the dentist, and preparing tray setups.	DENT 70L, 73L, 78	Observation and evaluation by clinical supervisor	70% or more pass rate	In possession of program in individual student files
Expose, process, and mount radiographs of such quality as to be clinically acceptable for diagnostic purposes according to standardized techniques and procedures.	DENT 76L, 78	Observation and evaluation by clinical supervisor	70% or more pass rate	In possession of program in individual student files
Complete laboratory procedures, including pouring, trimming, and study casts, fabricating custom impression trays from preliminary impressions.	DENT 73L, 78	Observation and evaluation by clinical supervisor	70% or more pass rate	In possession of program in individual student files
Exercise sound clinical judgment with awareness of values and attitudes as evidenced by appropriate performance in class, clinical, and laboratory experiences.	DENT 70L, 73L and 78	Observation and evaluation by clinical supervisor	70% or more pass rate	In possession of program in individual student files
Demonstrate communication skills by interacting with patients and colleagues with ease and effectiveness.	DENT 70L,78	Observation and evaluation by clinical supervisor	70% or more pass rate	In possession of program in individual student files
Provide oral health instruction including plaque control programs and basic dietary counseling.	DENT 70L	Observation and evaluation	70% or more pass rate	In possession of program in individual student files
Participate effectively in public health programs and continue professional education.	DENT 70L,	Observation and evaluation	70% or more pass rate	In possession of program in individual student files

## ADMISSION REQUIREMENTS

Students are admitted to the program each semester on a best-qualified first-admitted basis until the program quota of 16 is reached. Minimum qualifications for admission are high-school graduation or eighteen years of age and a reading grade equivalent of 12.1. Other requirements for admission are an interview before a panel, attendance at a program orientation session, a completed health form showing results of a complete physical examination including tuberculosis clearance and status of immunity to measles, chickenpox, and rubella, and payment of a fee for liability insurance coverage.

## CREDENTIALS, LICENSURES OFFERED

Graduates of the Dental Assisting program are awarded a Certificate of Completion.

## CERTIFICATE REQUIREMENTS

### Certificate of Completion

	<i>Credits</i>
DENT 70, Essentials of Dental Assisting	3
DENT 70L, Essentials of Dental Assisting Lab	3
DENT 73, Dental Materials	1
DENT 73L, Dental Materials Lab	2
DENT 75, Dental Sciences	2
DENT 76, Dental Radiography	1
DENT 76L, Dental Radiography Lab	1
DENT 78, Clinical Rotations; Seminar	3
<i>TOTAL CREDITS</i>	<i>16</i>

In the state of Hawai'i there is currently no requirement of certification for dental assistants, however certification by exam is obtainable through the Dental Assisting National Board. Program graduates are eligible to take the Infection Control exam and Radiation Health and Safety exam immediately upon completion of the program, however they will need 2 years of work experience as a dental assistant to be eligible to take the Certified Dental Assistant examination.

## FACULTY AND STAFF

### **Regular Faculty**

Sheila T. Kitamura, R.D.H.; B.A., Program Director, teaching 13 credits per semester

### **Lecturers**

James R. K. Higa, D.D.S., teaching 3 credits per semester

## **Adjunct Faculty (serve as volunteer guest lecturers as needed)**

Gayle Chang, RDH, BS  
Todd Haruki, D.D.S., M.D.  
Karen Hu, D.D.S.  
Myron "Skip" Kawakami, D.D.S.  
Ben Kawasaki, D.D.S., M.S.  
Mark K. Kitamura, D.D.S., M.S.  
Ann Kiyabu, CDA  
Kay Kusumoto, RDA  
Susan Tengan, R.D.H.  
Mr. Earl Terao, CDT

## **Support Staff**

Shannon Oberle, Lab assistant

## **RESOURCES**

The program staff includes one full-time faculty designated as program director and one lecturer who teaches the Dental Radiography and lab classes. If resources allowed one other lecturer could be hired to teach the Dental Materials and lab class. Currently the Program Director receives overload assistance in the form of a part time assistant.

The program has all classes and labs in a dedicated classroom/laboratory. Additional operatory facilities would allow for an increase in program capacity. Laboratory equipment is aging and needs to be replaced gradually. Major items include dental chairs and dental x-ray machines in two operatories, a donated panoramic x-ray machine in a third operatory, and film developing equipment.

Most dental practices would spend in one month the amount the program is allocated for an entire year of operation. The program has relied heavily on the donations from dentists and dental product vendors. These donations are not consistent.

## **ARTICULATION AGREEMENTS**

Currently there are no agreements for affiliation in place with any other institutions.

## **COMMUNITY CONNECTIONS**

### **ADVISORY COMMITTEE (as of Fall 2004)**

The program advisory committee meets formally once a year to discuss curriculum, recruitment, and other matters and advise us. Recently it has played a key role in raising funds to provide scholarships for Dental Assisting students. The members also solicit various forms of support from the dental community for our program.

**Mrs. Gayle Chang, RDH**  
1060 Young St., #305  
Honolulu, HI 96814

**Ms. Ann Kiyabu, C.D.A.**  
1209 Ala Alii St.  
Honolulu, HI 96818

**Dr. John I. Kotake**  
1150 S. King St., #406  
Honolulu, HI 96814

**Mrs. Ann Nakahara-Higaki**  
1580 Makaloa St. #940  
Honolulu, HI 96814

**Mr. Ron Nishiki**  
Global Medical and Dental Supply  
91-968 Papapuhi Pl.  
Ewa Beach, HI 96796

Dental practices have been very supportive and regularly offer opportunities to students for clinical training and externships. At least 30% of students have been hired by the practice at which they received training.

The program has received support from the Hawaii Dental Association to promote program activities to its membership. The HDA has also provided the program with complimentary booth space at their annual scientific sessions to promote the program and provide educational opportunities to program students at no cost.

The Hawaii Dental Service Foundation has been very generous to the program. They have donated a total of \$15,000 to date to the program's foundation account.

The program director was involved in developing a handbook for Career Pathways for Middle schools, and secondary schools of the Department of Education for the state.

### OFF CAMPUS PROGRAMS

The Dental Assisting program is being offered at the Waianae Health Academy in Spring 2006, with the same program capacity as the Diamond Head program. Instructors are from the Dental Care Centers in Waianae and the Waianae Coast Comprehensive Health Center.

**Part III. Quantitative Indicators for Program Review**

**DENTAL  
Demand**

<b>Enrollment / Admission</b>	F05	Sp05	F04	F04-F05 Diff	% Change
Number of majors	14	9	16	5	55.56
Number of new majors	14	9	16	5	55.56
Number of applicants	36	11	32	25	227.27
Number of FTE majors	21.50	16.00	13.00	6	34.38
Number of FTE faculty	1.13	1.13	1.13	0	0.29
Number of student semester hours	258	256	208	2	0.78

<b>Employment Opportunities</b>	
Current positions	1,050
Projected positions	1,080
Average openings per year	40

**Effectiveness**

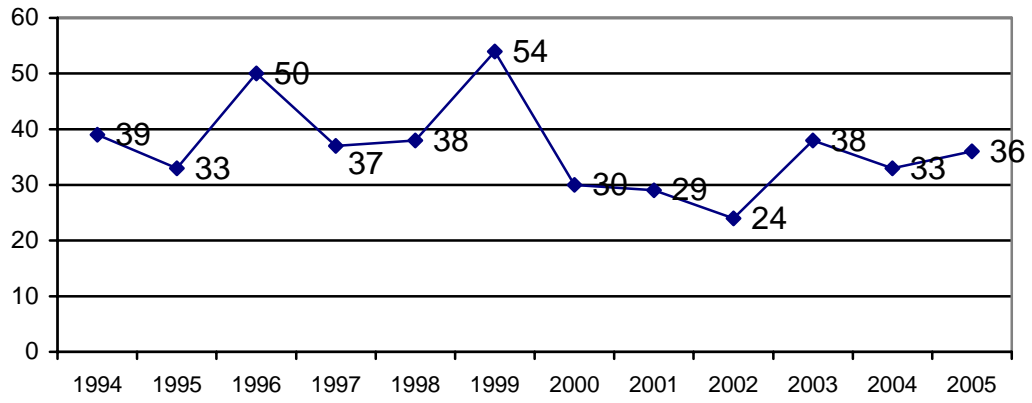
<b>Satisfaction</b>	
Students	3.40
Employers	4.00

<b>Program</b>	Cohort F05	Cohort Sp05	Cohort F04	F04-F05 Diff	% Change
Cohort graduation rate	100.00%	88.90%	81.25%	11	12.5
Number of certificates awarded	14	8	13	6	75.0

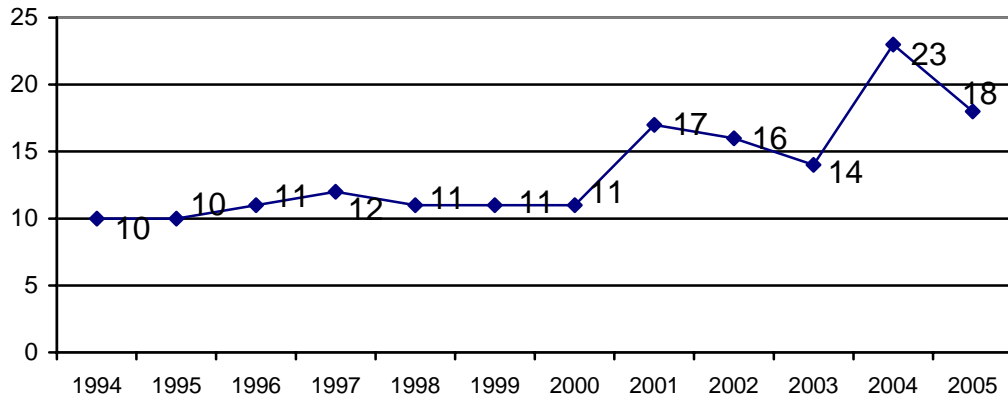
**Efficiency**

<b>Program</b>	F05	Sp05	F04	F04-F05 Diff	% Change
FTE students per FTE faculty	15.55	11.25	20.00	4	38.22
Average class size	14.00	9.00	16.00	5	55.56
Occupancy rate	87.50%	56.25%	100.00%	0.31	0.56

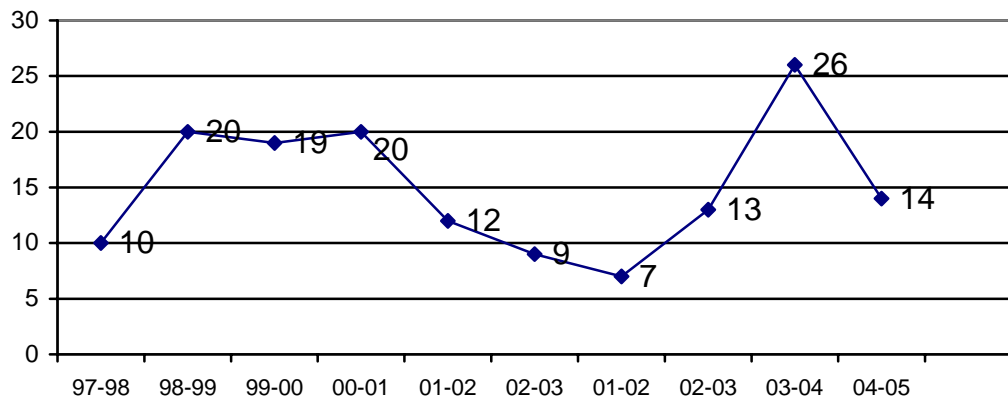
## Applications



## Majors



## Graduation



**More Data for Program Review  
DENTAL ASSISTING**

***Demand***

<b>Enrollment</b>	AY '05 - '06	AY '04 - '05	AY '03 - '04
Semester Hours for Program Majors in All Program Classes	485	381	368
Student Semester Hours for All Program Classes	510	381	348
Number of Classes Taught	26	18	18
Semester Hours Taught	50	34	34

***Effectiveness***

<b>Program</b>	AY '05 - '06	AY '04 - '05	AY '03 - '04
Persistence of Majors (Fall to Spring)	14.29%	6.67%	36.36%
Transfer Rates (for Fall Cohorts)	NA	NA	NA
Success at Another UH 4-Year Campus (for Fall Cohorts)	NA	NA	NA

***Efficiency***

<b>Program</b>	AY '05 - '06	AY '04 - '05	AY '03 - '04
Semester Hours Taught by Lecturers	15		
Percent of Classes Taught by Lecturers	26.92%	0.00%	0.00%
FTE Workload	1.85	1.26	1.26

## ***Demand***

### **Enrollment/Admission**

**Number of Majors** – 39 students were accepted as majors into the program during Fall 2004, Spring and [Fall 2005](#) as of [March 2006](#).

Source: [SCT Datamart](#)

**Number of New Majors** – There were 39 new students who are registered for 1 semester hour or more and who have been accepted into the program during [Fall 2004, Spring and Fall 2005](#) as of [March 2006](#).

Source: Prior data: [Department Statistics](#)

Current data: [SCT Datamart](#)

**Number of Applicants** – There were 49 new students selecting this major on the common application form for [Fall 2004, Spring and Fall of 2005](#) as of [March 2006](#).

Source: [Department Statistics](#)

**Number of FTE Majors** – There were 52 total student semester hours in this program during [Fall 2004, Spring and Fall of 2005](#) as of [March 2006](#).

Source: [SCT Datamart](#)

**Number of FTE Faculty** – There were 41.6 course-semester hours taught in this program during [Fall 2004, Spring and Fall 2005](#) as of [March 2006](#).

Source: [SCT Datamart](#)

**Number of Student Semester Hours (SSH)** -- The sum of semester hours taken by all students who are majors of this program in all regular credit courses [Fall 2004, Fall and Spring of 2005](#) was 624 as of [March 2006](#).

Source: [SCT Datamart](#)

### **Employment Opportunities**

**Current Positions** -- The number of current statewide jobs in the category for which students in this program are being trained is 990.

Source: State of HI Employment Outlook for Industries & Occupations, [1996 - 2006](#)

**Projected Positions** -- The estimated number of statewide jobs in [2006](#) in the category for which students are being trained is 1060.

Source: State of HI Employment Outlook for Industries & Occupations, [1996 - 2006](#)

**Average Openings Per Year** -- The estimated number of job openings in this category is 30 per year. The number of openings includes both those resulting from turnover in existing jobs and from expansion of the industry.

Source: State of HI Employment Outlook for Industries & Occupations, [1996 – 2006](#)

### Effectiveness

#### **Program**

**Cohort Graduation Rate** -- The proportion of majors who enrolled for the first time in the program in [Fall 2005](#) and who graduated by [December 2005](#). Majors counted are those new students who are registered for 1 semester hour or more and who have been accepted into the program plus those continuing students who are registered for 1 semester hour or more and who change their major to this one. DENT is a one semester program, whose majors almost always complete in one semester.

Source: [SCT Datamart](#)

**Number of Certificates Awarded** -- The total number of degrees and certificates awarded to students of this program in each of the semesters. In this case, [Fall 2005](#).

Source: Prior data: [SCT Datamart](#)

Current data: [MAPS Reports](#)

### Efficiency

**FTE Students per FTE Faculty** -- The number of the total student-semester hours (numerator) divided by 12 as of [March 2006](#) over the number of course-semester hours offered in the program (denominator) divided by 15 as of [March 2006](#).

Source: FTE Students: [SCT Datamart](#)

FTE Faculty: [SCT Datamart](#)

**Average Class Size** -- The sum of the number of students registered in each program course divided by the number of courses offered in the program as of [March 2006](#).

Source: [SCT Datamart](#)

**Occupancy Rate** -- The total number of students registered in each program course divided by the sum of the number of openings for these courses as of [March 2006](#). For these indicators, the upper and lower cutoff points are set at 80% and 65% universally.

Source: [SCT Datamart](#)

#### **Part IV. Assessment Results Chart for Program SLO's**

The Dental Assisting program has stated outcomes that are measurable. As the outcomes grid in Part II-Program Description indicates, outcomes are assessed by clinical supervisors through observation in the courses required for the

program, and students who graduate are deemed to have achieved the outcomes:

<b>Program</b>	<b>Cohort F05</b>	<b>Cohort Sp05</b>	<b>Cohort F04</b>
Cohort graduation rate	100.00%	88.90%	81.25%
Number of certificates awarded	14	8	13

Employer satisfaction (4.0 on a 5.0 scale) with the students' level of preparedness for the job is another indication that programs outcomes have been met.

Grading rubrics are currently being developed to achieve accuracy and consistency in evaluation of clinical skills.

## **Part V. Curriculum Review and Revision**

A proposal for curriculum changes will be submitted in the Fall of 2006. Course numbering of Dental Assisting courses will be changed from the current 70's series to 100 series numbering. The textbook used for all coursework is written at higher than 12th grade reading level without the technical terms. The reading level was established by the Microsoft Word evaluation and documented through Holomua.

This change in course numbering will establish the courses as college level and could assist students when applying for programs in a career laddering series, such as dental hygiene programs, dental technician programs or even dental schools.

Development and refinement of student learning outcomes for the program is ongoing. Student learning outcomes for courses, as well as rubrics for course competencies are also under development.

## **Part VI. Survey Results**

### Student Satisfaction

On a scale of 1 to 4 with 4 being the highest, the mean for the issue of overall satisfaction with the program, based on a survey conducted by the Office of Planning & Institutional Research and the Career Personal Development Unit. Source: Graduate Follow-Up Survey of 1999 Vocational Students

### Occupational placement in jobs

Request for program graduates by employers is excellent; number of positions to number of graduates is about 4:1. Compensation for the graduates has

increased almost 20% compared to 2 years ago. Employers continue to seek out program graduates.

#### Employer satisfaction

On a scale of 1 to 5 with 5 being the highest on the item dealing with overall performance.

Source: Department Surveys

The program sent out Employer Feedback Surveys in June 2004 and got favorable responses. Most employers were highly satisfied with the level of preparedness the students received from the program. Program curriculum is constantly being updated in response to employers' expressed needs. Another Employer Feedback survey is planned for June 2006.

#### Graduate/Leaver

The Fall 2005 class had a graduation rate of 100%. The Spring 2005's rate was 89%. The Fall 2004 had a graduation rate of 81%.

### **Part VII. Analysis of Program**

#### Alignment with mission

The program aligns itself well with the missions of the college and the Health unit. Student population is diverse, and curriculum strives to address diversity of learning styles, and academic levels. Students' growth occurs in workplace skills and general citizenship. Students are assessed by a variety of qualitative and quantitative means.

#### Strengths and weaknesses based on analysis of data

Overall demand for program remains high despite slight decline in applicants during Spring semesters. Fall semesters generally have had larger applicant pools than Spring semesters. We continue to accept non-qualified students with reading scores as low as 64 on a space available basis in attempt to fill program capacity of 16 students. The main reason cited by students for non-enrollment after being accepted was the low compensation upon completion of program relative to other entry level positions. Hawaii is in its second year of record low unemployment; other industries have increased their rate of compensations in order to attract workers. This is not reflected in the dental profession.

#### Evidence of quality

Employer survey results are favorable and demand for graduates remains high. There continues to be a ratio of about five to one in terms of positions listed to program graduates. The program receives inquiries about availability of graduates on a consistent basis.

#### Evidence of student learning

Students must achieve a grade of "C" or higher in order to receive their Certificate of Completion. Graduation rates have not dropped below 81%.

Students receive favorable evaluations from clinical supervisors during externship phase of training and have gotten numerous letters of recommendation for future employment. Surveys administered to employers of graduates have yielded favorable feedback as well.

#### Resource sufficiency

Annual budget allocations fall grossly short of meeting program need for even basic student supplies. The bulk of program supplies are donated by vendors or purchased with monies from the Dental Assisting foundation account. The program has also received generous equipment donations from private dentists. The program fees that students will be assessed starting Fall 2006 should help to cover some of their laboratory supplies.

#### Recommendations for improving outcomes

Adult learners seem to be greatly affected by their lives outside of school. It is essential to give constant support and remediation throughout their learning experience. Health Science counselors support instructors in addressing student needs in this area. The clearer expectations that competency rubrics provide should make student learning easier to assess, once those are put into place.

### **Part VIII. Action Plan**

To address the low numbers of applications to the program, more aggressive marketing efforts are slated for 2006. The Hawai'i Dental Association has promised funding for a project to develop marketing brochures to attract people to the field of dental assisting and students to the KCC Dental Assisting Program. The brochures will be distributed to high school guidance counselors as well to participants at career fairs. The HDA is also planning television commercial spots to highlight the field of dental assisting and establish a link with KCC to training for a career in dental assisting.

For the first time competition has increased because of Dental Assisting programs at Heald College and Maui Community College. The Heald Program is a six-quarter associate degree program at a cost of \$21,000. Maui Community College's program is a 2 semester program. Both programs are applying for accreditation by the American Dental Association. (The accredited ten-month program at Kapiolani was discontinued many years ago due to low enrollment and reconfigured as a one-semester program that does not meet the 2-semester minimum required for accreditation; there are no plans to go back to the longer format to seek accreditation.)

Wages for program graduates have increased approximately sixty percent over the last five years, but still fall short of other entry-level positions. Attempts will be made to educate employers on the value of hiring trained dental assistants and equip them with ways to measure their assistants' skill levels and compensate them accordingly.

**Part IX. Budget Implication**

The above mentioned actions will require funding from outside sources, like the Hawaii Dental Association or the Dental Assisting Foundation account. In addition, a \$100 per student per semester program fee will start to be collected in Fall 2007. A priority list of equipment to be replaced has been developed and these additional resources will be used to shorten the list.