

**STUDENT OUTCOMES COMMITTEE OF THE  
BOARD OF TRUSTEES**

**MINUTES**

**Thursday, January 5, 2012**

**1:30 p.m. – M2-34**

**Presiding:** Dr. James Roebuck, Jr.

**Present:** Dr. Stephen Curtis, Ms. Varsovia Fernandez, Dr. Judith Gay, Dr. Samuel Hirsch,  
Ms. Dorothy Sumners Rush

**Guests:** Dr. Mary Anne Celenza, Ms. Theresa Grady, Mr. Brenton Webber

**(1) Executive Session**

There was a discussion of Honorary Degree nominations submitted by Board members.

**(2) Public Session**

**(a) Approval of Minutes of December 1, 2011**

The minutes were accepted.

**(b) Modified Program Audit: Dental Hygiene Program**

Dr. Celenza presented positive highlights reflected in the modified Dental Hygiene Program Modified Audit: (1) faculty attention to student retention; (2) faculty attention to curricular revision; (3) faculty attention to program accreditation standards; and, (4) faculty attention to the community. Dr. Celenza also mentioned a recent development, not reflected in the audit – a discussion about having a series on CCPTV. Finally, Dr. Celenza identified the next steps for the program: (1) increase efforts to help students persist; and, (2) increase the use of technology.

Board members wanted to know how people find out about the program. Ms. Grady responded that some are dental assistants who want to move up to the position of dental hygienist. Some approach the College thinking that the program is for dental assisting. Not many come to the program straight out of high school. Ms. Grady said that she has found through high school visits that it is not initially seen as an attractive career field by students. Dr. Hirsch stated that that when potential students visit the College, they do a rotation through the health career labs and have an interactive experience of making a model. That approach has been helpful. Ms. Grady was also asked about other career opportunities for dental hygienists. She responded that some dental hygienists practice on their own and some go into areas like sales.

Dr. Curtis mentioned that two things that stand out in his mind about the dental hygiene program are the free dental clinic that the program operates and the alumni survey showing that the average salaries of graduates tend to be at the top of the list.

There was a discussion about student persistence in the program – do students fail to complete the program because they do not need to graduate to practice? Ms. Grady stated that in order to sit for the credentialing exam, students must complete an accredited program; after getting a license, there is a requirement for continuing education to maintain it. The program is challenging and life circumstances sometimes interfere with program completion. Faculty, however, are very engaged in thinking about student success and constantly survey students to check on them.

**Motion: The Student Outcomes Committee recommends that the Board of Trustees accept the Dental Hygiene Modified Program Audit and re-certify the Dental Hygiene Program for five years.**

**(c) Math Audit Update**

Dr. Celenza stated that Department Head Brenton Webber would report on the follow up to the follow up report that the Mathematics Department last provided to the Student Outcomes Committee of the Board. Mr. Webber stated that the department had completed the follow up to all of the recommendations from the audit that are currently due, including: (1) creation of an enrollment management plan; (2) creation of a faculty improvement plan; (3) creation of an assessment plan; and, (4) completion of course documentation.

There was a discussion of Math 263, which has been low-enrolled in the past. According to Mr. Webber, the Department now has a dual enrollment effort for Math 163 and 263 with Masterman High School. Other ways to attract enrollment were discussed including: College advertisements; the Colonial Math Challenge sponsored by the Department for high school students; speaker series; encouraging students to consider getting a joint degree. Also, some students who have participated in a supplemental instruction initiative have re-discovered an interest in mathematics. Other ideas from the Student Outcomes Committee included partnering with businesses to sponsor events and connecting with students through events like the City-wide chess tournament.

**Action: The Student Outcomes Committee recommends accepting the Mathematics Audit follow up report and recommends that the Board of Trustees require a follow-up report Spring 2013 on implementation of the enrollment management plan and the assessment plan.**

**(d) Presentation of Student Outcomes at Board Retreat**

This topic was not discussed.

The meeting was adjourned.

**(3) Next Meeting**

The next meeting of the Student Outcomes Committee of the Board is February 2, 2012 at 1:30 p.m. in conference room M2-34.

**Attachments**

Minutes of December 1, 2011

Modified Program Audit: Dental Hygiene Program

Mathematics Audit Update Report

**COMMUNITY COLLEGE OF PHILADELPHIA**  
**STUDENT OUTCOMES COMMITTEE OF THE**  
**BOARD OF TRUSTEES**

**MINUTES**  
**Thursday, December 1, 2011**  
**1:30 p.m. – M2-34**

**Presiding:** Ms. Stacy Holland  
**Present:** Ms. Helen Cunningham, Dr. Stephen Curtis, Ms. Varsovia Fernandez,  
Dr. Judith Gay, Dr. Samuel Hirsch, Dr. James Roebuck, Ms. Lydia  
Hernández Vélez  
**Guests:** Dr. Mary Anne Celenza, Ms. Sally Rensch, Ms. Deborah Rossi,  
Mr. Brian Seymour, Dr. Sharon Thompson

**(1) Executive Session**

No Executive Session was held.

**(2) Public Session**

**(a) Approval of the Minutes of November 3, 2011**

The minutes were accepted.

**(b) Academic Program Audit: Liberal Arts – Honors Option Program  
(Action Item)**

Dr. Thompson and Mr. Seymour gave an overview of the Liberal Arts – Honors Option Program. The Honors Program became a curriculum in 2006. The goals are to expand the program by offering it at other sites and to increase persistence to graduation. Among the unique aspects of the program are: students who have not traditionally been thought of as “honors” students become successful in the program; the program has an emphasis on getting students to communicate effectively, both in writing and orally; students can participate in the program part-time after a full-time semester; students who are not in “honors” can take an honors section of some courses.

There was a discussion about what is necessary to increase enrollment and persistence to graduation. Mr. Seymour mentioned marketing as one important need. He believes the program creates a learning community within the College that is appealing to students and that can be marketed to potential students. The program uses high impact practices. Enrollment is now at about 120 students. Enrollment is actually at capacity for the current main campus

facility. They have tried to expand the program to the Northeast Regional Center but have not been successful. Four year colleges sometimes make attractive offers to students before they graduate. We need to give students a reason to stay. Recently a student club and an alumni club were started.

**Action:** The Student Outcomes Committee of the Board agreed to recommend the following to the Board of Trustees: Accept the academic program audit for the Liberal Arts – Honors Option Program and approve the Program for five years.

**(c) Modified Academic Program Audit: Diagnostic Medical Imaging Audit (Action Item)**

Dr. Celenza gave an overview of the program which she described as excellent. The Program provides a quality education and is careful in monitoring and supporting students. She cited the exceptional certification exam results for graduates, the strong advisory committee and the fact that the program has had an assessment plan in place since 2003. The one issue of concern is student retention. A unique aspect of the College's program is that we do not just teach x-ray. Students learn a broad range of imaging modalities.

Ms. Fernandez asked if the College has a relationship with St. Christopher's Hospital. Ms. Rensch said that St. Christopher's has its own program. The College uses Children's Hospital of Philadelphia (CHOP).

Ms. Fernandez asked whether the College has formed any partnerships such as with General Electric (GE) to get equipment. Ms. Rensch stated that the College has tried to get off line equipment in the past but has not been successful. The College has used Perkins funding to obtain equipment. Currently the program does not have a desperate need for equipment.

There was a discussion of new avenues for the program. Currently they are interested in CT and MR training. According to Ms. Rensch, there are jobs in the area of women's imaging. The advisory committee suggested that this is a good area for growth. Dual certification may be possible for some students. Each modality requires another certification exam, however. Ms. Rensch also mentioned that as of 2014, people will need an associate's degree to work in the field.

Ms. Fernandez asked to have a tour of the facility. The Dean will make the arrangements.

**Action:** The Student Outcomes Committee of the Board agreed to recommend the following to the Board of Trustees: Accept the modified program audit for

the Diagnostic Medical Imaging Program and approve the Program for five years.

### **Next Meeting**

The next meeting of the Student Outcomes Committee is scheduled for **Thursday, January 5, 2012** at **1:30 p.m.** in M2-34.

### **Attachments**

Minutes of November 3, 2011  
Liberal Arts – Honors Option Program Audit  
Diagnostic Medical Imaging Audit

**Community College of Philadelphia**  
**Division of Mathematics, Science and Health Careers**

*Modified Academic Program Audit*

*Dental Hygiene Program*

**Authors: Francesca DiRosa**

**Theresa Grady**

**November 17, 2011**

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## **I. DESCRIPTION OF THE PROGRAM**

The Dental Hygiene Program prepares graduates to be competent oral health clinicians and educators with the ability to develop effective oral health programs that can be utilized in private practice sites, schools and alternative practice settings in the community. The clinical training is conducted on campus in a 16-chair, free dental hygiene clinic. Students have the opportunity to treat diverse patient populations, many with advanced periodontal disease.

The Dental Hygiene Program is designed so that students, upon matriculation, can complete the program in 24 consecutive months. To qualify for the Associate in Applied Science (A.A.S.) degree in Dental Hygiene, students must complete 83 credit hours as prescribed and must maintain an overall 2.50 GPA and no grade below a “C” in any course.

Graduating Dental Hygiene students are eligible to take the Northeast Regional Board Examination and the National Board Dental Hygiene Examination.

### **Accreditation:**

The Dental Hygiene Program is accredited by the Commission on Dental Accreditation of the American Dental Association, a specialized accrediting body recognized by the Council on Post-Secondary Accreditation and the U.S. Department of Education.

## **II. MISSION AND GOALS**

The Dental Hygiene Program provides low cost, high-quality, integrated, collegiate level, academic and professional education, to a diverse student population. Dental Hygiene students are educated and trained to serve as dental hygienists who provide dental care and dental education to individuals in the community. They also learn how to function as integral members of the dental team so that they can provide ethical, quality patient care which is assessed, planned, implemented and evaluated in a safe and service oriented environment. Students are also encouraged to be life-long learners who review the current research, which will enable them to make informed decisions regarding patient education, quality patient care and service to a multicultural community.

## **III. PROGRAMATIC STUDENT LEARNING OUTCOMES:**

Upon successful completion of the Dental Hygiene Program, graduates will be able to:

- Qualify for all national and regional examinations required to obtain licensure as a Registered Dental Hygienist (RDH) in the Commonwealth of Pennsylvania.
- Work effectively as a team member and make decisions regarding dental hygiene services that reflect critical thinking and problem solving.
- Demonstrate quality patient care and disease prevention for patients with a variety of oral health needs while using the phases of assessment, planning, implementation and evaluation in a safe and service-oriented environment.

- Review contemporary scientific literature in the dental hygiene field which will enable the graduate to remain mindful of current trends.
- Formulate informed decisions using evidenced-based patient-centered dental hygiene care for all.
- Manage patient treatment and information, ensuring confidentiality and compliance with relevant legislation and ethical responsibilities.

#### **IV. PREVIOUS PROGRAM AUDIT ACTIONS**

In 2000 an internal program audit was completed for the Dental Assisting Hygiene Program (now known as the Dental Hygiene Program). The findings from that DAH audit were as follows:

**Recommendation 1:** Since a number of students were entering the Program with dental assisting experience they will be given the opportunity to apply for Advanced Standing. Candidates for Advanced Standing must pass the Dental Assisting National Board Examination and have current Certified Dental Assistant status. Advanced Standing students will be given the opportunity to receive credit by examination for DAH 101: Basic Dental Sciences, DAH 151: Clinical Dental Assisting I, DAH 152: Clinical Dental Assisting II, DAH 105: Practice Administration and DAH 171: Preventive Dentistry. The program will be implemented in Summer 2001.

**Outcome:** The Advanced Standing Program was created and students were able to test out of certain DAH courses. This program lasted from Summer 2001 until Summer 2004. The initiative ended due to the elimination of the Dental Assisting portion of the Program.

**Recommendation 2:** DAH students will be surveyed to measure the academic climate and to assess the effectiveness of the academic support program that has been initiated.

**Outcome:** Rather than surveying the students at the end of the semester, the faculty decided to measure the success of the academic support program by utilizing the rate of student success in the clinic courses. A number of initiatives have been implemented to address the concerns of students which center mostly on completing the required tasks on time. For example, the FLAG program as described on the next page and the addition of a practice session for students to review their mastery of certain dental hygiene skills have been instrumental in establishing a supportive and encouraging environment for the students. Recently the retention rate has increased and pass rates continue to be excellent. The academic support program and the assessment of student outcomes is ongoing.

**Recommendation 3:** Course competencies will be evaluated at the end of each semester according to the curriculum plan. If curriculum modifications are needed, a plan will be developed by Spring 2001.

**Outcome:** Course competencies are evaluated at the end of every semester at the faculty meeting. Outcome measures are reviewed and discussions as to needed changes occur. One example of outcome of this review is the fact that the curriculum underwent a major change in 2004.

**Recommendation 4:** The Program will continue to work with Educational Support Services to focus on recruitment efforts that target minority students at the high school level. The Program will invite Culture, Science and Technology students with a dental interest to a DAH Program Information Session. An advising and mentoring program will be developed in Spring 2001 and initiated in Fall 2001.

**Outcome:** In order to recruit students to the program, faculty participated in lunch-time table information sessions, high-school visits, and open houses. In addition the Curriculum Coordinator has developed a power-point presentation which highlights key aspects of the program. Also, the Dean and the Department Head have worked with Admissions to produce information for recruiters which enable them to better explain Allied Health programs to potential students. Dental Hygiene faculty also host a student table clinic session each year. During this event dental hygiene students present their research on a particular aspect of dental care to the College community. The number of minority students accepted into the dental hygiene program has increased from Fall 2009 to Fall 2010 by an average of 10%.

The faculty have also created an advising and mentoring program whereby each faculty member is responsible for a certain number of students. This program enables the faculty to have frequent contact with students outside of the classroom so that they can monitor their progress, alert students to potential problems in time for them to be remedied and provide support for the students as they navigate a challenging program. Full-time faculty also participate in the academic advising of dental hygiene students. In addition, faculty have implemented the FLAG system (Feeling Lucky about your Goal), a stress reduction workshop, and have instructed students to write a daily goal to focus their attention on tasks that need to be completed. Retention in the program has changed from 72% in 2010 to 83% in 2011.

**Recommendation 5:** The DAH faculty will submit DAH 247 and DAH 248 to the Written and Scientific Committees in Spring 2001 so that one multidimensional general education requirement will be met by the program.

**Outcome:** These courses were submitted and accepted by the committees. However, the General Education curriculum was changed in Fall 2009 and the former General Education requirements are no longer active.

## **V. RECOMMENDATIONS AND HIGHLIGHTS OF RECENT ACCREDITATION VISITS**

### **A) 2002 REAPPROVAL RECOMMENDATIONS AND ACTIONS TAKEN**

In 2004, the Dental Program implemented a curriculum revision that eliminated the Dental Assisting Certificate Program (Phase I) from what, to that point in time, was the Dental Assisting Hygiene Curriculum. “The proposed revision was rooted in results of the 2000 Dental Assisting Hygiene Curriculum Academic Audit and the April 2002 Accreditation Site Visit from the Commission on Dental Accreditation of the American Dental Association.” (Dental Assisting Hygiene Curriculum Revision Proposal; 2004; Pg.1)

During the Accreditation Site visit, team members observed that the Dental Assisting portion of the Dental Assisting Hygiene Curriculum (Phase 1) was not meeting its program goals. It was not graduating Dental Assistants who were entering the workforce. The Dental Assisting graduates were applying to the Dental Hygiene Program (Phase II) and continuing their education. Retention and academic performance data, from Spring 1994 to Spring 2000, indicated that out of the 150 graduates of the Dental Assisting Program, 130 (85.6%) entered the Dental Hygiene Program. In addition, a number of students entering the program already had received informal, on the job training as a Dental Assistant. Although not a formal recommendation from the visiting committee, the Dental Assisting phase as a ladder to the Dental Hygiene Program was deleted from the Program two years after the site visit based on a review of the data collected. This change in curriculum design resulted in appropriate course content being integrated into existing courses and new courses being proposed to meet the needs of the evolving profession. Hence, PC Applications CIS 103 was added to the curriculum to prepare students for usage of the technology presented in the clinical courses and licensing examinations. Introduction to Biochemistry (CHEM 118) as a separate course was deleted given that the accreditation body (ADA) had decreased the emphasis on Biochemistry in the Dental Hygiene National Board examination. Finally, the existing Nutrition in Dentistry (DAH 165) was redesigned as Nutrition and Biochemistry (DAH 165) to focus more attention on the integration of biochemistry and nutrition as is mandated by the accreditation agency. A complete description of the course revisions, deletions, and additions can be found in the April 23, 2004 Curriculum Revision Proposal.

In the April 2002 Accreditation Draft Report, the only recommendation rendered was related to Standard 5-1: Health and Safety Provisions.

**Recommendation:** “Policies on blood-borne and infectious diseases be made available to all applicants for admissions.”

**Program Response:** At the time of the site visit, the related policies were given only to the students who were admitted into the Dental Assisting Hygiene Program, not to applicants. In response, the College and Program policies for blood-borne and infectious

diseases were placed on the College's Dental Assisting Hygiene Web Page for applicants, students, and patients to peruse. Also, the Counseling staff, and the Welcome Center, Information Center, and Career Center staff were all informed of the existence of the web-page. These Offices also posted a hard copy of the policies for applicants' review. As a result of the quick action taken, the Program was reapproved with no further reporting requirements.

## **B) 2009 REAPPROVAL RECOMMENDATIONS AND ACTIONS TAKEN**

In the Fall 2008, the Dental Hygiene Program carried out a self study and had its re-approval accreditation site visit on February 12-13, 2009. After review of the self study and the subsequent on-site visit, the visiting Committee "determined that the first year dental hygiene students did (sic) not receive sufficient clinical practice time and learning experiences." At that time, the Dental Hygiene pre-clinical experience consisted of two 15- week semesters, totaling 4 hours of lecture and 9 hours of preclinical experience. During the Fall semester, the preclinical course (DH 191) included 2 hours of lecture and 3 hours of preclinical experience; in the Spring semester, the second pre-clinical course (DH 192) consisted of 2 hours of lecture and 6 hours of pre-clinical experience. The Committee found this clinical practice distribution to be insufficient to meet Standard (2-14) and recommended the following:

**Recommendation:** "The number of hours of clinical practice scheduled must ensure that the students attain clinical competence and develop appropriate judgment. Clinical practice must be distributed throughout the curriculum."

**Intent:** "Sufficient practice time and learning experiences should be provided during preclinical and clinical courses to ensure that students attain clinical competence. The number of hours devoted to clinical practice time should increase as the student's progress toward the attainment of clinical competence."

The pre clinical course should have at least six hours of clinical practice per week. As the first- year students begin providing dental hygiene services for patients, each student should be scheduled for at least eight to twelve hours of clinical practice time per week. In the final pre- licensure year of the curriculum, each second-year student should be scheduled for at least twelve to sixteen hours of practice with patients per week in the dental hygiene clinic.

**Program Response:** Based upon this recommendation, the Program added an additional pre-clinic session to DH 191, revising the course to consist of 2 hours of lecture and 6 hours of pre-clinical experience. A course and curriculum revision was submitted to the appropriate College committees.

On the basis of the 2009 accreditation site visit report and the College's response to this report, on July 30, 2009, the Commission on Dental Accreditation determined that the recommendations cited in the report were met and adopted a resolution to grant the Dental Hygiene Program accreditation status of "approval without reporting requirements". No additional information was requested at that time and the next site visit for the program is scheduled for 2016. (See Appendix A)

## **VI. CURRENT CURRICULAR DEVELOPMENT AND ACTIVITIES**

In December 2009, Title 49, Professional and Vocational Standards of the State Board of Dentistry, was amended to revise the scope of practice, permitting Dental Hygienists to administer local anesthesia in the State of Pennsylvania. In response to this amended legislation, in February 2011, the Dental Hygiene Program submitted a proposal for a Program revision resulting in the following curricular changes:

- Addition of DH 210: Local Anesthesia to the Dental Hygiene Program as one of the core program course requirements
- Increased the total credits needed to graduate with an A.A.S. degree from 80 to 83
- Minor adjustments were made in the Program's sequence ( Appendix B)

**Status:** DH 210: Local Anesthesia was approved by the Curriculum Committee on July 27, 2011. The Program revision was approved by the Institutional Wide Committee on September 26, 2011.

The faculty is constantly looking for different avenues to improve student success, both, while in the Program and in post graduation endeavors. Toward this end, the Program has introduced new initiatives, such as, the stress reduction workshops conducted by the Counseling Department, team meetings where students and faculty discuss clinical and didactic issues, and a comment box for anonymous student comments and concerns.

In conjunction with Corporate Solutions, the faculty has also implemented a non-credit workshop to instruct practicing Dental Hygienists in the administration of local anesthesia. At the completion of the 32 hour course participants are eligible to apply for a Pennsylvania Local Anesthesia permit from the Pennsylvania State Board of Dentistry. The workshop has successfully run twice (Fall 2010 and Spring 2011). The faculty has also worked with Corporate Solutions to offer graduating dental hygiene students the opportunity to take the Northeast Regional Board Examinations (NERB) for Dental Hygienists at Community College of Philadelphia. This initiative has been successfully offered in August 2010 and August 2011.

## VII. PROGRAM EFFECTIVENESS

### Program Outcome Percentage Goals

Below are the key factors and targeted percentage rates by which the Dental Hygiene Program measures their degree of effectiveness relative to standards set forth by the accreditation body.

Graduates Associates Degree in Applied Science:	80%
Pass National DH Board Exam:	75%
Pass NERB Slide Exam:	80%
Pass NERB Clinical Exam:	80%
Employed as a Licensed Dental Hygienist or Pursuing Education Nine Months after Graduation:	80%

The outcome measures utilized by the Dental Hygiene Program include course grades, graduation rates, graduate survey information, employer survey information, and board examination results. Relative to the standards set for program effectiveness, the Program has met or exceeded all of the above goals with the exception of program graduation rates for 2004-2005 and 2006-2007.

The goal is to graduate 80% of Dental Hygiene students with an Associate Degree in Applied Science; however, graduation rates were deficient by 5% in 2004-2005 (75%) and 36.3% in 2006-2007 (43.75%) (Dental Hygiene Self-Study, 2009).

### Actions Taken

The Program applied and was awarded a one-year retention grant (Fall 2005-2006) which involved Dental Hygiene faculty identifying students who were presenting with difficulty in their courses, laboratory, or clinical work. The goal was to design student enrichment plans that would provide targeted intervention and remediation, wherever necessary, in an effort to improve individual and overall student academic performance for the following academic year.

Graduation rates improved by 5% for the 2005-2006 academic year thus meeting the 80% graduation goal.

In an effort to address the 36.3% decline in 2006-2007 graduation rates, the Program implemented the following program changes. These implemented changes resulted in a graduation rate improvement by 36.9% for the 2007-2008 academic year, meeting the 80% graduation goal.

- Mandatory two hour practice sessions for preclinical courses DH 191 and DH 192;

- Assigned faculty managers for each second- year student along with the implementation of the “FLAG” (Feel Lucky about Your Goal) early alert system. These additional strategies alerted faculty as well as students to clinical and didactic inconsistencies.

The outcome measures from the assessment plan resulted in program improvement in areas of course development and program course revisions. For example, the mandatory practice sessions noted above started in the Fall 2007 semester and were a response by faculty to improve upon the declining task analysis being seen in preclinical courses DH 191 and 192. The sessions assisted in increasing student confidence and skill levels and subsequently increased scores on task analyses. In addition, improved outcomes have been found to be a result of the implementation of the “Case Documentation” in DH 294, and the “mock” board examination in DH 295 that mirrors the National Dental Hygiene Examination and the Northeast Regional Board Examination.

As the following 2009-2011 effectiveness outcomes demonstrate, the program continues to meet and, in fact, exceeds the stated goals with the exception of retention to graduation for 2008-2009 and 2009-2010.

### **2009-2011 Program Outcomes**

<b>Category of Outcomes</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Entering Class	32	32	32
Graduates with an Associates Degree in Applied Science in Dental Hygiene	23	23	27
Retention	71.8%	71.8%	84.3%
Pass National DH Board Exam	94.4%	91.3%	100%
Pass NERB Slide Exam	95.4%	96%	100%
Pass NERB Clinical Exam	100%	96%	100%
Employed as a Licensed Dental Hygienist or Pursuing Education Nine Months After Graduation	100%	100%	NA

A recently (Spring 2011) completed Program Performance Indicator Report (see Appendix C) showed that the Program maintained high quality (3.8) out of a possible score of 4.0 and above average viability (score = 2.9). Lower retention scores and the expensiveness of the program were responsible for decreasing the viability score. Complete documentation related to outcomes assessment is contained in the Curriculum Management Binder and is available on site.



## **VIII. PROGRAM ALLIANCES**

The Dental Hygiene Program has an advisory committee (Appendix D) that includes representation from diverse communities of interests including dental assistants, dental hygienists, dentists, alumni and non-dental members. The committee has been effective in providing input into the Program's efforts related to job placement, recruitment, and outcomes assessment and competencies.

During the past five years a renowned periodontist from the surrounding area provided, at no cost to the Dental Hygiene Program, numerous continuing education seminars to students, faculty, and alumni as well as the dental community.

The Dental Hygiene program is involved with Community College of Philadelphia's Health Expo. This enables the Dental Hygiene Program to network with health agencies throughout the Delaware valley. Faculty and students have volunteered at the Health Expo by assisting in staffing dental related booths. Participation included discussing topics such as dental caries, prophylaxis and fluoride. As a volunteer, both faculty and students were eligible to partake in the numerous continuing education courses that were available at the expo.

The Program is also working toward becoming involved with "Bridging the Gap", a Community Health Internship program that includes medical and dental students from across the state of Pennsylvania. Bridging the Gap is a collaborative effort with the University of Pennsylvania dental students and the Community College of Philadelphia dental hygiene students. Table clinic presentations to the community on dental topics such as baby bottle decay and fluoride are some examples of the types of activities presented to the community.

Sealant Saturday, a cooperative effort with the Pennsylvania Dental Hygienist Association, has also been a factor in bringing many advisory committee members as well as the community members to the Community College of Philadelphia. Sealant Saturday is a state wide community volunteer event in conjunction with the Pennsylvania Dental Hygiene Association (PDHA) where dental sealants, which are a thin, clear coating, are placed on the occlusal surfaces of the primary teeth to help in the prevention of decay. This effort began in 2003 and to date has a total donated value of services of \$961,033. The Dental Hygiene Program at the college has been involved since the beginning and has donated approximately \$4,000 each year in treatment services which include dental sealants, nutritional education and oral hygiene care to the community. Participating in this endeavor also brings students in direct contact with some members of the Advisory Committee and also with Dental Hygiene Alumni.

## **IX. OPERATING COSTS AND FUNDING**

According to the Fall 2010 data, the Dental Hygiene Program is one of the five most costly programs at the College. There has been ongoing, stable, and adequate funding for the Program since its inception. Allocations for faculty salaries, benefits, and professional development initiatives are substantial and assure the Program's ability to recruit and retain qualified faculty. Current faculty salaries are comparable to those at other institutions.

Complete documentation related to budget and financial resources can be found in the 2009 Accreditation Standards Exhibit Binder.

## **X. CONCLUSION AND FUTURE RECOMMENDATIONS**

The Dental Hygiene Program is a scientifically oriented program that is rigorous and intensive. The goal is to have graduates complete an integrated college experience that encompasses both the Vision ideals set forth by the College and the standards set forth by the Commission on Dental Accreditation. The Program has and continues to accomplish this goal and graduates students who are competent and well-prepared to educate and deliver quality patient care to the individuals they serve. The Faculty, Curriculum Coordinator, and Advisory Board Members are continuously engaged in a cycle of planning, assessment, and curricular revision. Faculty professional development activities keep them current and or ahead of the curve in relation to the evolving theoretical and practical aspects of the field and manifest in stellar accreditation reports each re-approval cycle. This degree of faculty engagement has had tremendous impact on the standard of education students receive at the College and make graduates quite marketable, as is evident by the data shown previously. The addition of the Local Anesthesia course will be a significant addition to the curriculum and will raise the bar for the Program and for the students in terms of professional sophistication and competitiveness in the dental community.

Retention to graduation should continue to be monitored carefully. As additional program and course assessment measures are put into place emphasis will continue to be placed on identifying and addressing areas of weaknesses that can promote better retention rates. Retention data will be part of the next Performance Indicator Report due in Spring 2012. Any actionable items will be noted in the Program's assessment plan reports.

To remain a dynamic program the dental hygiene faculty have decided to focus on two new initiatives as described below:

- 1) To empower students to be more proactive in assuming responsibility for their learning, students will be asked to keep a record of daily goals, note how successful they were in completing the goals and determine a plan of action based on the outcomes of these goals. Faculty will report on this initiative by the end of the Fall 2012 semester.

- 2) To explore the use of incorporating the use of additional technology-based techniques into the Dental Hygiene Program. Some possible initiatives may be the use of an e-portfolio to assist students in tracking their goals and outcomes and the use of the Web Study platform to either enhance their teaching of material in classes or to develop hybrid courses for the Dental Hygiene Program. A report of their progress is due at the end of Summer 2012.

APPENDIX A

2009 ACCREDITATION APPROVAL LETTER

Commission on Dental Accreditation

July 31, 2009

Dr. Stephen Curtis  
President  
Community College of Philadelphia  
1700 Spring Garden Street  
Philadelphia, PA 19130

**RE: Dental Hygiene Program**

Dear President Curtis:

At its July 30, 2009 meeting, the Commission on Dental Accreditation considered the site visit report on the dental hygiene program sponsored by the Community College of Philadelphia. The Commission also considered the institution's response to the site visit report.

On the basis of this review, the Commission determined that the recommendations cited in the report have been met and adopted a resolution to grant the program the accreditation status of "approval without reporting requirements." The definitions of accreditation classifications are enclosed. No additional information is requested at this time from the program. The next site visit for the program is scheduled for 2016.

A copy of the Commission's site visit report is enclosed. One copy of this report and the related enclosures has also been sent to the chief administrative officer copied on this letter. The Commission requests that a copy of this report and the related enclosures be forwarded to the program director, chairpersons and appropriate faculty.

In taking this action, the Commission stipulated that it will expect the institution to keep the Commission informed as soon as possible of anticipated major changes in any approved educational program offered, particularly in the areas of administration, enrollment, faculty, facilities and curriculum. The Commission's policy and guidelines for reporting major program changes are enclosed.

The Commission has authorized use of the following statement by institutions or programs that wish to announce their programmatic accreditation by the Commission. Programs that wish to advertise the specific programmatic accreditation status granted by the Commission may include that information as indicated in italics below (see text inside square brackets); that portion of the statement is optional but, if used, must be complete and current.

The program in dental hygiene is accredited by the Commission on Dental Accreditation [*and has been granted the accreditation status of "approval without reporting requirements "*]. The Commission is a specialized accrediting body recognized by the United States Department of Education.

President Curtis July 31, 2009  
page 2

The Commission on Dental Accreditation can be contacted at (312) 440-4653 or at 211 East Chicago Avenue, Chicago, IL 60611.

The Commission wishes to thank you and the faculty and staff for their cooperation during the site visit. If this office can be of any assistance to you, please contact me at (800) 621-8099, extension 2695 or [wellingg@ada.org](mailto:wellingg@ada.org).

Gwen Welling, RDH, MS  
Manager, Dental Hygiene Education Commission on Dental Accreditation

*GW/kt*

Enclosures: CODA Accreditation Status Definitions (enclosed)  
Formal Report of the Site Visit (enclosed)

Enclosures sent via email to the program director: Reporting Major Changes in Accredited Programs  
Electronic Submission of Correspondence and Reports Accreditation Standards for  
Dental Hygiene Education Programs Evaluation Policies and Procedures manual

cc: Dr. Mary Anne Celenza, dean, Math, Science, Health Careers  
Ms. Theresa Grady, program director, Dental Hygiene  
Dr. James Koelbl, chair, Commission on Dental Accreditation (CODA)  
Dr. Anthony Ziebert, director, CODA

**APPENDIX B**  
**CURRICULUM REVISION FOR 2011-2012**

**Community College of Philadelphia**

*Proposal for a Revision to the*

**Dental Hygiene Program**

Writer: Theresa Grady

Facilitator: Lawrence MacKenzie

September 26, 2011



**I. Abstract**

In December 2009, Title 49, Professional and Vocational Standards of the State Board of Dentistry, was amended to revise the scope of practice, permitting Dental Hygienists to administer local anesthesia in the State of Pennsylvania. In response to this legislated change, the Dental Hygiene Program proposes that a new course, DH 210, Local Anesthesia, be added to the curriculum as a core program course.

Recently the Program has worked with Dr. Sean Boynes, who is the past Director of Anesthesia Research and Course Director for the local anesthesia curriculum at the University of Pittsburgh School of Dental Medicine. Dr. Boynes has been instrumental in this recent local anesthesia change for the State and is currently working with the Commission on Dental Accreditation to establish the new standards and dental hygiene program accreditation requirements. The proposed program revision will enable the Dental Hygiene Program at the Community College of Philadelphia to be concurrent with other dental hygiene programs in the State, and on a national level.

The Dental Hygiene Program is proposing the following curricular changes:

- Adding DH 210, Local Anesthesia to the Dental Hygiene Program as one of the core courses
- Increasing the total credits needed to graduate with an AAS degree from 80 to 83. The number of credits is comparable to other Dental Hygiene programs. The total number of required credits in these programs are dependent on whether or not they have added a Local Anesthesia course and the number of non-dental hygiene courses they require .

School	State	Total Credits	Local Anesthesia Course Included	Non-Dental Hygiene Courses
<b>Community College of Philadelphia</b>	PA	<b>83</b>	<b>Yes</b>	<b>33</b>
Harcum College	PA	85	Yes	30
Harrisburg Area Community College	PA	83	No	41
Luzerne County Community College	PA	78	No	26
Manor College	PA	86	No	40
Montgomery County Community College	PA	70	No	21
Northampton Community College	PA	74	Yes	30
Bergen Community College	NJ	71	No	37
Camden County College	NJ	78	Yes	29
Essex County Community College	NJ	87	No	35
Miami Dade Community College	FL	88	No	28

## **II. Description of the Program**

The Dental Hygiene Program provides a high-quality integrated collegiate level academic and professional education, to a diverse student population. Students develop competence in providing effective oral health care to individuals in the community and learn to serve as integral members of the dental team.

## **III. Effects of the Revision**

Students will take the additional required course, which will give graduates parity with graduates of comparable Dental Hygiene programs in the State and nation. Students will take DH210 after completing the second semester of the Program, in Summer Session I. In conjunction with this change, adjustments will be made in the Program's sequence. Students will take Biology 241 in Summer Session II and will take Math 118 or a higher level math course in the fourth semester. See revised curriculum grid, under "New Catalog Page".

## **IV. Course Changes**

The new course DH 210 will be described in the catalog as follows: "During this instructional course and subsequent lab, the Dental Hygiene student will be introduced to oro-facial pathology, anatomy, armamentarium and anesthesia treatment and application. Additionally, the student is expected to participate in hands-on application of oro-facial anesthesia administration in pre-clinic lab and clinical component settings."

Student Learning Outcomes:

Upon successful completion of DH 210, students will be able to:

1. orally and in writing explain the oro-facial anatomy, physiology and pathology and appropriate protocols including the necessary armamentarium for the local anesthetic appointment
2. describe and explain orally and in writing all standard oro-facial pain management techniques
3. perform competently the standard oro-facial pain management techniques
4. define in writing appropriate emergency management techniques and explain where they are used

## **New Catalog Page**

### **Dental Hygiene**

The Dental Hygiene Program prepares graduates to be competent oral health clinicians and educators with the ability to develop effective oral health programs that can be utilized in private practice sites, schools and alternative practice settings in the community.

The clinical training is conducted on campus in a 16-chair, free dental hygiene clinic. Students have the opportunity to treat diverse patient populations, many with advanced periodontal disease.

The Dental Hygiene Program is designed so that students, upon matriculation, can complete the Program in 24 consecutive months.

Graduating Dental Hygiene students are eligible to take the Northeast Regional Board Examination and the National Board Dental Hygiene Examination.

#### **Accreditation:**

The Dental Hygiene Program is accredited by the Commission on Dental Accreditation of the American Dental Association, a specialized accrediting body recognized by the Council on Post-Secondary Accreditation and the U.S. Department of Education. The Commission on Dental Accreditation can be contacted at (312) 440-2719 or at 211 East Chicago Avenue, Chicago, IL, 60611.

#### **Student Learning Outcomes**

Upon completion of this program graduates will be able to:

- Qualify for all national and regional examinations required to obtain licensure as a Registered Dental Hygienist (RDH) in the State of Pennsylvania.
- Work effectively as a team member and make decisions regarding dental hygiene services that reflect critical thinking and problem solving.
- Demonstrate quality patient care and disease prevention for patients with a variety of oral health needs while using the phases of assessment, planning, implementation and evaluation in a safe and service oriented environment.
- Review contemporary scientific literature in the dental hygiene field which will enable the graduate to remain mindful of current trends.
- Formulate informed decisions using evidenced-based patient-centered dental hygiene care for all.
- Manage patient treatment and information, ensuring confidentiality and compliance with relevant legislation and ethical responsibilities.

**Program Entry Requirements:**

Admission is selective and requires that potential students fulfill all admission requirements of the College. The requirements for admission to the Dental Hygiene Program are:

1. High school diploma or general education diploma (GED).
2. A minimum of one year of high school biology and chemistry or a four-credit biology college level course and college preparatory math, all with C or better grades, within the past ten years.
3. Applicants must demonstrate readiness for ENGL 101 and MATH 118 as determined by the College's placement tests or by successfully completing identified developmental course work.
4. Applicants with previous college experience must have a minimum of a 2.50 grade point average.
5. All applicants are required to participate in the pre-entrance Allied Health testing program. Students are admitted to the Program on a competitive basis as space allows.

**Conditions for Acceptance:**

1. Results of complete physical and dental examinations, including laboratory test results of a complete blood count, serology, urinalysis, tuberculin PPD test and immunizations must be on file in the Program office before the start of any dental course (September of starting year).
2. Verification of medical insurance is mandatory.
3. Applicants must attend a scheduled Program orientation prior to entry.
4. Students must purchase uniforms and a Dental Hygiene supply kit prior to the start of the program. (August of starting year)
5. Students must attend a Fall and Spring Study Skills Workshop.
6. Students must obtain a Criminal Record Check, FBI (federal) Clearance and a Child Abuse Clearance prior to entrance into the Program. This Dental Hygiene requirement is mandated by the Commonwealth of Pennsylvania per 24 P.S. 1-111 of the Pennsylvania Public School Code and 23 Pennsylvania C.S.A. 6355 of the Pennsylvania Child Protective Services Law.

The College, in its admission process, will consider information regarding criminal conviction and/or crimes of moral turpitude. Admission is conditional pending receipt and evaluation of a criminal background check, FBI (federal) clearance and child abuse clearance to determine whether there is any conviction which may bar the student from the Dental Hygiene Program and/or State Licensure. The following guidelines are used in making decisions about an applicant's criminal and child abuse background.

**Child Abuse Clearance**

Any record results in denial of admission into the DH Program.

**Criminal Background Check**

Any felony conviction within the past ten years results in denial of admission to the DH Program. Any felony conviction more than ten years old will be evaluated based on the nature of the offense, length of time since the offense and any explanatory letters/materials submitted by the applicant or student. Any misdemeanor will be evaluated based on the nature of the offense, length of time since the offense, and explanatory letter/materials submitted by the applicant or student. (Any punishment over one year indicates a felony according to federal sentencing guidelines.)

**Reconsideration:**

An applicant who believes that an error of fact has been made in terms of the information provided to the decision making committee can request reconsideration by the committee. This request must be made in writing within ten days from the date of the letter notifying the applicant of the decision. The reconsideration should address what the applicant considers to be errors of fact.

Following reconsideration by the decision making committee, the applicant can appeal the committee's decision to the Vice President for Academic Affairs whose decision is final.

Any official change or the initiation of any governmental proceeding affecting the information revealed by the required criminal or child abuse background check must be reported immediately to the DH curriculum supervisor.

Involvement in any incident which resulted in a disciplinary action against a student at Community College of Philadelphia or any post-secondary institution is considered in the admissions process. The DH Program reserves the right to deny admission to any applicant who has a history of violating College rules and regulations or who has been previously suspended or expelled from the College or any other post-secondary educational institution.

**Readmission:**

1. One time readmission into the Dental Hygiene program is permitted.
2. Students requesting a readmission must meet Program entry requirements, conditions for acceptance and are selected on a competitive basis as space permits.

3. Students may be required to retake dental or general education courses as determined by the program director.
4. Students who were dropped for unprofessional conduct or safety issues may not be considered for readmission.
5. The Program must be completed within 5 years of initial enrollment.

**Program of Study Requirements:**

1. Students exhibiting unprofessional conduct or violation of safety policies may be dropped from the curriculum pending review by the program faculty and the advisory committee.
2. To continue in the Dental Hygiene Curriculum, students must maintain an overall 2.50 GPA.
3. Students will not be permitted to continue in a clinical course without a yearly medical and dental exam and proof of medical insurance on file.
4. Dental Hygiene students must follow the curriculum sequence according to courses listed in each semester, unless approval is granted by the program director.
5. Dental Hygiene students must submit proof of two-year CPR certification prior to entering the first year's spring semester.

**Graduation Requirements:** To qualify for the Associate in Applied Science (A.A.S.) degree in Dental Hygiene, students must complete 83 credit hours as prescribed and must maintain an overall 2.50 GPA and no grade below a C in any course.

Course Number and Name	Prerequisites and Corequisites	Credits	Gen Ed Req.
<b>Summer Session II</b>			
(Summer II) CIS-Applied Computer Technology		3	Tech Comp
(Summer II) ENGL 101-English Composition I		3	ENGL 101
<b>FIRST SEMESTER</b>			
(Fall) DH 115 - Oral Head and Neck Anatomy	ENGL 101, CIS 103	3	
(Fall) DH 135 - Dental Radiology	ENGL 101, CIS 103	3	
(Fall) DH 150 - Dental Auxiliary Practices	ENGL 101, CIS 103	4	
(Fall) DH 191 - Clinical Dental Hygiene I	ENGL 101, CIS 103,CPR Certification	3	
(Fall) BIOL 109 - Anatomy and Physiology I		4	Science
<b>SECOND SEMESTER</b>			
(Spring) DH 165 - Nutrition and Biochemistry	BIOL 109, DH 115, 135, 150, 191	4	
(Spring) DH 192 - Clinical Dental Hygiene II	BIOL 109, ENGL 102, DH 115, 135,150,191	3	
(Spring) DH 121-Oral Histology and Embryology	BIOL 109, DH 115,135,150,191	2	
(Spring) BIOL 110 - Anatomy and Physiology II	BIOL 109	4	
(Spring) ENGL 102 - English Composition II	ENGL 101	3	ENGL 102 & Information Literacy
<b>Summer Session I</b>			
(Summer I) DH 210- Local Anesthesia	DH 121, 165,192, BIOL 110.	3	
(Summer I) PSYC 101 - Introduction to Psychology		3	Social Science

Summer Session II			
(Summer II) SOC 101 - Introduction to Sociology		3	Am/Glob Diversity  Writing Intensive & Interpretive
(Summer II) BIOL 241 - Principles of Microbiology	BIOL 109	4	
THIRD SEMESTER			
(Fall) DH 241- Oral Pathology	BIOL 110, DH 121 165,192,ENGL 102	2	
(Fall) DH 245-Dental Pharmacology and Pain Management	BIOL 110, DH 121 165,192,ENGL 102	2	
(Fall) DH 247-Periodontics	BIOL 110, DH 121 165,192,ENGL 102	4	
(Fall) DH 293-Clinical Dental Hygiene III	BIOL 110, DH 121 165,192,ENGL 102	6	
FOURTH SEMESTER			
(Spring) ENGL 115-Public Speaking	ENGL 101	3	Humanities
(Spring) DH 271-Community Dentistry	BIOL 241,DH 241,245,247,293 ENGL 115 which may be taken concurrently	3	
(Spring) DH 294-Clinical Dental Hygiene IV	BIOL 241,DH 241,245,247,293 ENGL 115 which may be taken concurrently	6	
(Spring) Math 118 or Higher		3	Mathematics
Summer Session I			
(Summer I) DH 295-Clinical Dental Hygiene V	DH 271,294, ENGL 115	2	
<b>MINIMUM CREDITS NEEDED TO GRADUATE</b>		<b>83</b>	

#### GENERAL EDUCATION REQUIREMENTS

All General Education requirements are met through required courses (as indicated above).

For More Information Contact: Division of Math, Science and Health Careers, Room W2-7, 1700 Spring Garden Street, Philadelphia, PA 19130, Telephone 215-751-8431; or the College Information Center, 215-751-8010.



APPENDIX C  
PERFORMANCE INDICATORS

**Community College of Philadelphia**  
**Academic Affairs**  
**PROGRAM PERFORMANCE INDICATORS**

Program: Dental

Date: October 25, 2010

Quality Indicators	SCORE						Comments
	4	3	2	1	0	NA	
<b>Student Learning Outcomes</b>	X						Each Fall and Spring semester the program requires the faculty that teaches a didactic course to complete program competencies- these relate to each specific course, its objectives and goals.
<b>Professional Development-Full Time Faculty</b>	X						The faculty are required by the licensing body to attend a specified amount of professional development hours, CE credits.
<b>Faculty Evaluation</b>	X						The program follows an evaluation plan and it is used for improvement.
<b>Faculty Engagement</b>			X				All faculty attend professional development at the college but some are not engaged in college wide committees.
<b>Accreditation</b>	X						During the past site visit, February 2009, the outcome was full accreditation without recommendations for seven years.
<b>Facility Oversight</b>	X						
<b>Program Alliances</b>	X						PDHA (Pennsylvania Dental Hygiene Association), TriState (minority dental hygiene association), St. Christopher's Mobile Dental Van, and the Dental Hygiene Advisory Board
<b>Academic Program Innovation</b>	X						Most recent was the Local Anesthesia Course for Licensed dental hygienists
<b>Strategic Planning</b>	X						The program strategic plan is developed and used for program decision making.

**PROGRAM PERFORMANCE INDICATORS**

Viability Indicators	SCORE						Comments
	4	3	2	1	0	NA	
<b>Documented Need</b>	X						
<b>Enrollment</b>	X						Do not have to use capacity data use only percent data unless you have capacity data.  The program is at full capacity. Accreditation states that each students requires a unit (16 units)=32 students
<b>Cost to Operate</b>					X		Program is expensive to operate
<b>Benefit</b>	X						Program can demonstrate 6-8 of the benefits listed.
<b>Fall to Fall Retention</b>		X					Do not use quartiles. Use only percent data.
<b>Fall to Spring Retention</b>		X					Do not use quartiles. Use only percent data.
<b>Graduation Rates</b>							Omit for Fall 2010 unless you have accurate data.
<b>Transfer Rates</b>							Omit for Fall 2010.
<b>Employment</b>							Omit for Fall 2010.
<b>Degrees Awarded</b>			X				

Department Head Signature \_\_\_\_\_ Date \_\_\_\_\_

Dean's Signature \_\_\_\_\_ Date \_\_\_\_\_

APPENDIX D  
ADVISORY COMMITTEE 2011-2012

**DENTAL HYGIENE PROGRAM**

**ADVISORY COMMITTEE**

**2011 - 2012**

Nicole Casella, RDH  
12 Penn Drive  
Sewell, NJ. 08080

Annette Cassidy, RDH  
245 S. Ridley Creek Road  
Media, PA. 19063

Judy Gelinis, RDH  
Director, St. Christopher's Foundation for Children  
Community Oral Health Initiatives  
3601 A. Street  
Philadelphia, PA. 19134

Suzanne Giorgio, RDH  
756 Wyngate Road  
Somerdale, NJ 08083

Jaclyn M. Gleber, RHD, EdD  
Director of Continuing Education  
Thomas Jefferson University  
Four Adelpia Lane  
Chester Springs, PA 19425

Angela Hall, RDH  
1636 Meribrook Lane  
Philadelphia, PA. 19151

Carol Hildebrand, DDS  
1500 Locust Street, Suite 1413  
Philadelphia, PA 19103

Jay Harry Hoffman, DDS  
Benjamin Franklin House  
Philadelphia, PA 19107

Anh N. Ly, CDA, RDH, DMD  
908 South 8<sup>th</sup> Street  
Philadelphia, PA 19147

Erin McGrath  
2820 Reynolds Street  
Philadelphia, PA 19137

Helen Raykhman  
R & H Dental Power  
1528 Walnut Street  
Suite 1802  
Philadelphia, PA 19102

Dr. Dennis Sharkey  
#3F  
Philadelphia, PA. 19107

Cynthia Sheehan  
704 Walnut Street  
Palmyra, NJ. 08065

Richard Weiss, DDS  
P. O. Box 552  
Stone Harbor, NJ 08247

LaVerna Wilson  
Past President of the Tri-State Dental  
Hygienists Society  
366 E. Gorgas Lane  
Philadelphia, PA 19119

Charlene Ziegler-Truex, RDH, MS  
6 Stafford Place  
Yardley, PA 19067

Community College *of* Philadelphia

# Mathematics Department

W2 - 7 • 1700 Spring Garden Street • Philadelphia, PA 19130 • 215 - 751 - 8430 • [faculty.ccp.edu/dept/math](http://faculty.ccp.edu/dept/math)

## ***Mathematics A.S. Audit Follow –up Report Addendum***

***Fall 2011***

***Prepared by***

***Mathematics Department Head Brenton Webber in coordination with the***

***Mathematics Department and the***

***Division of Math, Science and Health Careers***

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## Introduction

In August 2010, the Mathematics Associates in Science Degree Program underwent an audit conducted by the College in accordance with requirements of the Middle States Commission of Higher Education. The audit report was presented to the Mathematics Department in Fall 2010. The audit contained eight recommendations.

In April 2011, the Mathematics Department Head furnished an Audit Follow-up Report in response to the audit. Several of the recommendations were addressed in that report, but several were not completed. This report reflects a conclusion to all of the audit recommendations.

## Audit Recommendations and Actions Taken

The next few pages detail the audit recommendations and the actions taken by the Department. The Department welcomes any questions concerning these recommendations and actions.



## Recommendation / Action Matrix

Recommendation	Completion Date	Action Taken	Comment
<p>1. Create an Enrollment Management Plan that addresses program enrollment, recruitment and retention, curricular issues, faculty engagement, tracking of program graduates and enhancing student support that will be approved by the Dean by December 2010.</p>	<p>December 2011</p>	<p>The Department formed a Math A.S. Advisory Committee in early Fall 2011 with the Math A.S. Program Supervisor as Chair to address this recommendation. A Program Enrollment Management Plan was created and approved by the Department in December 2011.</p>	<p>The department intends to begin implementing the Enrollment Management Plan starting Spring 2012.</p>
<p>2. Present a follow-up report to the Board of Trustees on implementation of the plan and effects on enrollment by March 2011</p>	<p>(April 2011) December 2011</p>	<p>The Department presented an Audit Follow-up Report in April 2011. The Program Enrollment Management Plan had not been formed at that time. This report reflects that an Enrollment Management Plan has been created. Effects of the plan have yet to be measured.</p>	<p>The effectiveness of the plan will be monitored by the Math A.S. Advisory Committee and the Program Supervisor. Necessary changes to the plan will be made accordingly. The Department will create a Plan Evaluation at the end of Spring 2013. The Department will gladly share this evaluation with the Board of Trustees.</p>
<p>3(a). Address gaps in course documentation. Create an Act 335 Course Evaluation for Math 263 as it does not currently exist. Timeframe: Fall 2010.</p>	<p>December 2010</p>	<p>The Department created the Act 335 Form for Math 263 in Fall 2010 and it is now on file in the Curriculum Office.</p>	<p>Math 263 was created not much prior to the Math A.S. Audit. This was the first Act 335 evaluation of the course.</p>
<p>3(b). Address gaps in course documentation. Create course documents needed for Math 171 and Math 172, as they do not currently exist. Timeframe Fall 2010.</p>	<p>December 2011</p>	<p>The Department created course documents for Math 171 and Math 172 in Fall 2011. They are now on file in the Curriculum Office.</p>	<p>Act 335 Course Evaluation Forms for these courses already exist. These courses were created many years prior to the current documentation requirements. The documents previously on file met prior requirements but no longer meet them.</p>

<b>Recommendation</b>	<b>Completion Date</b>	<b>Action Taken</b>	<b>Comment</b>
4(a). Develop and implement a learning outcome assessment plan that includes: Development and implementation of assessment tools to determine whether course learning outcomes and program learning outcomes are being met. Timeframe: April 2010	December 2011	The Department created a Departmental Assessment Plan in Fall 2011. It details all of the recommended objectives.	The courses involved in the Math A.S. Degree and the Program Learning Outcomes will be assessed according to the Departmental Assessment Plan.
4(b). Develop and implement a learning outcome assessment plan that includes: Data collection on the results of the prerequisite tests that were developed for a number of courses including Math 163, 171, 172 and 271. Timeframe: May 2011	Not Applicable	No action.	The tests mentioned were designed as optional diagnostic instruments that instructors could use for purposes of course planning. These tests were not intended for data collection purposes and no data were collected.
5. Develop and implement an improvement plan for any faculty members who generate large numbers of negative comments and complaints in regards to maintaining a respectful and welcoming classroom environment and/or effective instructional practices. Timeframe: December 2010.	December 2011	The Department has revised its Faculty Evaluation Plan to include procedures for implementing improvement plans as needed.	According to the Faculty Evaluation Plan, improvement plans may arise for reasons in addition to student concerns or complaints.
6. Address issues related to classroom suitability for mathematics instruction through the Dean. Timeframe: December 2010.	May 2011 and ongoing	The Department, in coordination with the Dean, has provided to the College Scheduler a list of classrooms that sufficiently meet the Department's needs. Course sections have been relocated as needed.	The Department will continue to monitor classroom suitability and is working on formulating an optimal room use scheme.

<b>Recommendation</b>	<b>Completion Date</b>	<b>Action Taken</b>	<b>Comment</b>
7. Work with the Office of Academic Computing to review software needs of the program and to create a technology plan that addresses future needs and is related to capital budget requests.	June 2011	The Department recently purchased a three year software maintenance plan with Maplesoft to provide support for the <i>Maple XV</i> software package used by the Department. The package is being managed by the Office of Academic Computing.	All software needs of the Department are currently being met. If new needs arise, the Department will revisit this issue.
8. Determine if Math 263 will be required by the Computer Science program and if not, develop a plan to increase enrollment in the course. Timeframe: December 2010.	(April 2011) December 2011	The Computer Science program will not be requiring Math 263. The Math A.S. Enrollment Management Plan detailed in Recommendation 1 addresses the enrollment concerns regarding Math 263.	The Enrollment Management Plan has provisions to increase enrollment in Math 263.

## Conclusion

As before, the Department thanks the auditor for the opportunity to address these recommendations. It also wishes to thank the Board of Trustees for its patience as the Department adjusts to its new Department Head.

In the Department's goal to improve mathematics education at CCP and in particular the Math A.S. degree program we appreciate the time taken in reviewing this report. We will gladly discuss any questions or concerns regarding the matters presented in this report.

Thank you,

Brenton A. Webber

Assistant Professor and Mathematics Department Head