Program Write-up with Task Force Comments

DLTP Dental Lab Tech

Program Summary

Task Force: Thank you for the work that went into this report. Through the USAP process, we are working to create at IPFW a culture of continuous improvement, and we think that setting specific and measurable goals is an important part of getting individuals and units at IPFW to think differently about planning and the future. Your plan shows a clear sense of your new direction in expanding your degree offerings to include a bachelor’s degree. For the next USAP report, as you update us on progress toward your goals, we urge you to refine these plans to make them ever more concrete and measurable.

Criterion: #1: Mission - How does your unit support the mission of the university? This may include your mission and vision statements. (no more than 200 words)

Question: Mission - How does your unit support the mission of the university? This may include your mission and vision statements. (no more than 200 words)

The mission of the Dental Laboratory Technology (DLT) program is to educate qualified individuals for careers as dental technologists. The program is committed to excellence in the theory and practice of dental technology to educate individuals in the fabrication of dental prostheses by prescription authorization of the dentist in a dental laboratory or dental office.

Criterion: #2: Accomplishments - Please list significant accomplishments from the last three years as they align with Plan 2020 goals

Question: I. Foster Student Success - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area I: Foster student success.

- Students started the IPFW Dental Technology Association to promote the program and to engage current and future students in a wide range of activities and fundraisers
- Second year students participate in seven week internships in laboratories throughout the Midwest region as well as fabricating complete and partial dentures for low income patients from Matthew 25
- Participated in the Perkins Marketing Campaign with the Office of Diversity and Multicultural Affairs
- Recruitment activities for the Fort Wayne Boys and Girls Club, Anthis Career Center, Fort Wayne Girls Rock, Northeast Indiana Area Health Education Center (NEI-AHEC) Health Career Exploration Academy, and Muncie Area Career Center
- 95% or higher graduation rate each year since 2012
- 85% of 2014 graduates had a job within two months of graduation
- 2014 graduates received jobs in Indiana, Michigan, Missouri, Alaska, and Texas

Question: II. Creation of Knowledge - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area II: Promote the Creation, Integration, and Application of Knowledge.

N/A
Question: III. Regional Hub - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area III: Serve as a Regional Intellectual, Cultural, and Economic Hub for Global Competitiveness.

- Worked with Dental Laboratories throughout the Midwest to create new internship opportunities
- Ranked 3rd (2013) and 4th (2014) in the country for National Board Certification (NBC) Exams for Dental Laboratory Technology programs

Question: IV. - Create a Stronger Univ - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area IV: Create a Stronger University through Improving the Support of Stakeholders and the Quality and Efficiency of the Organization.

N/A

Question: Other Accomplishments - Please list any other significant accomplishments from the last three years that do not align with Plan 2020.

- The DLT Program has received three $5000 grants from the Foundation for Dental Laboratory Technology (2011, 2013 and 2014) to help pay for equipment updates

Criterion: #3: Accreditations - Program specific accreditation and status

Question: Accreditations - What program-specific accreditations and status do you have, if any?

- American Dental Association Commission on Dental Accreditation ADA CODA

Question: Constraints/Benefits - How do these accreditations constrain or benefit the work of your unit, if applicable?

N/A

Criterion: #4: Laws and Mandates - Federal and state laws or mandates that your unit addresses

Question: Federal and State Laws - What federal and/or state laws or mandates do you address, if any?

N/A

Question: Constraints/Benefits - How do these federal and state laws or mandates constrain or benefit the work of your unit?

N/A
**Criterion:** #5: Inefficiencies - Activities that you spend resources on inefficiently or in ways that do not support the mission.

**Question:** Inefficient use of resources - On what activities, if any, do you spend resources (money, time, people, etc.) inefficiently or in ways that do not support the mission of your unit or the university? List as many as apply.

N/A

**Criterion:** #6: IR and Budget Review - Review of your department profile and budget

**Question:** Contextualize IR data - Upon review of your IR Department Profile (for academic units) and FY 14-15 Budget information, are there any data you want to correct or contextualize? To view your profile or budget visit the Office of Institutional Effectiveness website: http://www.ipfw.edu/offices/ir/profiles/

N/A

**Criterion:** #7: Goal One - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**
1. Comment on the specificity of the goal:

The goal is clear and already underway. Action step is vague (“continue working with” the entities you have been working with), but this is mitigated by providing a clearer sense of what needs to be done in the “metrics” section.

2. Comment on the goal's measures:

QUESTION: Generally clear and specific. Some could have improvements in specificity: how many students are you aiming to have in the first cohort? What is the desired increased number of internship opportunities? How will you know you have succeeded in “gain[ing] national recognition” for the bachelor’s program? It will be helpful for you to have a stronger sense of what you are aiming at for these.

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

Needs a faculty member – search approved for 2015-2016 school year.

4. Comment on the goal’s relevance:

The goal seems highly relevant to IPFW’s desire to distinguish itself at the regional and national levels, because it will be the only bachelor’s degree offered in this field in the United States.

5. Comment on the timeline of the goal:

Timeline is included in “metrics” section.

Possible opportunities for collaboration or suggestions for addressing a gap:

**Question:** Unit Goal - What is your unit goal?

Obtain approval to begin a Bachelor of Science in Dental Technology (BSDT) degree program

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.
I.A.1. Improve quality and fidelity of assessment process of degree/certificate programs, General Education program, and Baccalaureate Framework with dedicated resources.

I.A.2. Use assessment data to improve student learning.

I.B.1. Increase opportunities for engaged and experiential learning including service learning and internship programs.

I.E.1. Identify and develop signature programs that respond to regional needs, build on faculty expertise, and uniquely distinguish IPFW from other institutions.

I.E.4. Promote majors and programs with strong job placement opportunities in the region and beyond.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

High

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

Continue working with IPFW, Indiana University, and the Indiana Commission on Higher Educations (ICHE) to implement the degree

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Year 1 (FY15)**

- Approval of BSDT by ICHE
- Increase number of internship opportunities throughout Indiana and the Midwest
- Maintain ADA CODA accreditation and annual reporting

**Year 2 (FY16)**

- Start first BSDT cohort

**Year 3 (FY17)**

- Maintain a 90% retention rate
- Gain national recognition as only Bachelor degree in the nation
- Recruitment of DLT associate degree graduates from other programs
- Students will begin working with local dental research facilities
Question: Resources - Are you able to accomplish this unit goal with your current resources?

No

Question: Needed Resources - If you don't have enough resources, what additional resources do you need to accomplish this unit goal?

An additional full time faculty member as requested in the BSDT proposal

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

N/A

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

The degree should be approved in 2015

Criterion: #8: Goal Two - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

Task Force:
1. Comment on the specificity of the goal:

QUESTION: It would be helpful to have a clearer picture of the desired end result: how many new laboratories and work spaces do you need? What and how much updated technology? In the action step, what will “collaborat[ing] with” CHHS involve? We assume that this goal relates to anticipated future needs caused by the transition from offering only an associate’s degree to offering a bachelor’s degree as well, but spelling this out clearly will help in thinking about the resource needs and the timeline.

2. Comment on the goal’s measures:

Not all of the metrics are related to the stated goal (out-of-region/state internships do not immediately seem related to creating more lab and work spaces; providing free continuing ed courses seems like something that you will be able to do when you have more space, not something that would contribute to accomplishing the goal of getting space, but it may be that we do not fully understand these connections). Developing a more detailed plan with regard to what you need and when you need it will make it easier to identify specific metrics of success for completing particular steps of the process.

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

The unit’s ability to meet this goal is not clear, because it’s not clear how much space and money are needed, and how much money is available (e.g., “grant monies” are mentioned under “metrics,” but it’s not clear whether this is a grant you have already received or if you still must apply for it).

4. Comment on the goal’s relevance:

Assuming that this expansion is needed to accommodate anticipated growth caused by transition to the bachelor’s degree, this seems highly relevant.

5. Comment on the timeline of the goal:

“3-8 years” is pretty fuzzy. After you develop a clearer picture of what is needed, consider creating timeline checkpoints with deadlines for specific parts or action steps of the plan.

Possible opportunities for collaboration or suggestions for addressing a gap:

**Question:** Unit Goal - What is your unit goal?

Build new laboratories and work spaces with updated equipment and technologies

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

I.A.1. Improve quality and fidelity of assessment process of degree/certificate programs, General Education program, and Baccalaureate Framework with dedicated resources.

I.E.4. Promote majors and programs with strong job placement opportunities in the region and beyond.

III.D. Provide non-credit enrichment experiences for the community.
**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

High

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

Collaborate with College of Health and Human Services and IPFW to acquire additional laboratory space and new equipment for updated technologies.

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Year 1 (FY15)

- Implement Computer Aided Design (CAD) system
- Use grant monies to purchase new equipment

Year 2 (FY16)

- Work with local and national companies to provide free continuing education courses for students, local laboratories, and Dentists on a yearly basis

Year 3 (FY17)

- Place 20% of students in out of region/state internships
- Continue planning and design of new laboratory facilities

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

No

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

- Physical space for the increase in students
- Larger working areas and student benches
- Increase storage for supplies, equipment, and personal storage for student kits (locker room)

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

N/A

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

3-8 years for new facilities
**Criterion:** #9: Goal Three - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #10: Goal Four - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.
**Unit Goal** - What is your unit goal?

**IPFW Goal** - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Priority Level** - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Actions** - What action(s) does your unit plan to take to support this unit goal?

**Metrics** - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Resources** - Are you able to accomplish this unit goal with your current resources?

**Needed Resources** - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Challenges** - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Timeline** - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion** - #11: Goal Five - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Unit Goal** - What is your unit goal?

**IPFW Goal** - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.
Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Question: Resources - Are you able to accomplish this unit goal with your current resources?

Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Criterion: #12: Goal Six - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

Question: Unit Goal - What is your unit goal?

Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.
#13: Goal Seven - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write "NA" or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
Question: Resources - Are you able to accomplish this unit goal with your current resources?

Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Criterion: #14: Goal Eight - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

Question: Unit Goal - What is your unit goal?

Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Question: Resources - Are you able to accomplish this unit goal with your current resources?
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**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #15: Goal Nine - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?
**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #16: Goal Ten - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?
Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?