

Rio Salado College

Dental Office Management Program Review

Review Conducted: AY2015-16

Degrees and Certificates

AAS in Dental Office Management

The Associate in Applied Science (AAS) in Dental Office Management program provides students with an understanding of both applied practice and front office management. The program equips students with office procedures and the supervision of personnel. In addition, students gain knowledge in insurance practices, billing and budget development.

Initial Vetting for Certificate CCL in Dental Front Office Management (see addendum).

Purpose and Mission of the Dental Office Management Program

N/A

Student Population of the Dental Office Management Program

The AAS in Dental Office Management served as one avenue for students completing the Certificate in Clinical Dental Assisting to receive an AAS degree. However, students completing the Certificate in Clinical Dental Assisting tend to complete their associates degree in Clinical Dental Assisting.

A further intent was to provide dental hygienists with another credential option for expanding their knowledge base to front office management. Analysis showed that dental hygienists currently complete close to two associates degrees with the required prerequisites, and that completing an additional associate's degree would not enhance marketability or financial gains in the workplace. There are no demographic data available.

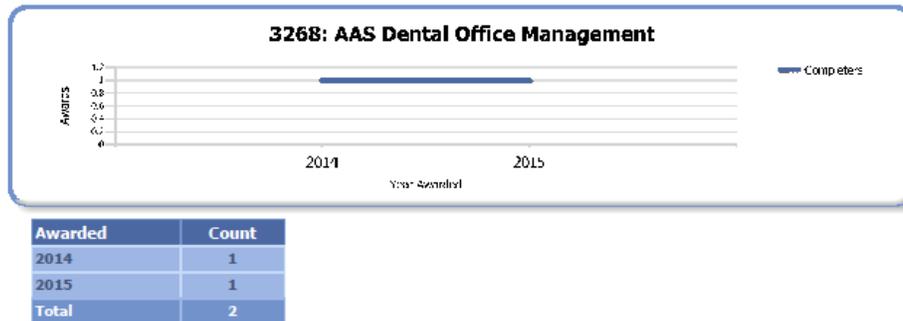
Enrollment Trends

The enrollment rate was extremely low. Initial analysis of the data from 2013 showed a possible fraudulent enrollment pattern linked to financial aid

malfeasance. Once the policy and procedure for elimination of financial aid fraud was implemented, enrollments declined.

Student Graduation Data

Program Plan Completer Information 3268: AAS Dental Office Management



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Program Decisions and Action Plans

Low enrollments and the rationale for implementing a previous program on moratorium led to a review of the AAS in Dental Office Management. Simultaneously, a proposal for a certificate program in Dental Front Office Management was added to the Dental Programs Advisory Council agenda in June, 2015. There was discussion regarding the potential value of a certificate. The initial process for vetting such a program was approved (see addendum).

After review of the vetting documentation, it was recommended to discontinue the plan for a certificate and to place the current AAS in Dental Office Management on moratorium. The recommendation was presented via an ad hoc session to the Dental Programs Advisory Council in spring, 2016. There was little discussion and no dissent. Accordingly, the Dental Office Management program was placed on moratorium in spring, 2016.

Initial Program Vetting Form

Date: 10/29/2015

Award:

Certificate of Completion in Dental Front Office Management

Proposed Program Title Certificate of Completion in Dental Front Office Management

Potential CIPS Code/Title: 51.0705 - Medical Office Management/Administration

Potential SOC Code/Title: 43-1011.00 - First-Line Supervisors/Managers of Office and Administrative Support Workers

Occupational Projection

The occupation of First-Line Supervisors/Managers of Office and Administrative Support Workers is the closest related BLS occupational code and expected to grow significantly in both the US and Arizona. With 12% and 24% growth projected prospectively. This accounts for over 52,000 job openings in this field over the next decade.

United States	Employment		Percent Change	Projected Annual Job Openings ¹
	2012	2022		
First-Line Supervisors of Office and Administrative Support Workers	1,418,100	1,589,600	+12%	50,800
Arizona	Employment		Percent Change	Projected Annual Job Openings ¹
	2012	2022		
First-Line Supervisors of Office and Administrative Support Workers	34,820	43,210	+24%	1,670

National Data Source: Bureau of Labor Statistics, Office of Occupational Statistics and Employment Projections
 State Data Source: Arizona Department of Economic Security - Research Administration

As this certificate is not exclusively designed for those managing staff, but perhaps managing office processes and procedures, a check of local currently posted positions yields 10 postings.

Typical Educational Attainment

These positions generally require a high school diploma or equivalent. In addition, many position desire or require two or more years' experience in the field.

Wage Estimates

Information culled from current open position postings indicates a range of between \$13 and \$18 dollars per hour (or \$27000 and 37500 annually), depending on experience. Payscale.com reports a median salary for Dental Office Managers at \$41000 in the Phoenix area, with N=45 reporting salaries.

Market Outlook

Per a Labor Insights report for Dental Office Managers, out of 40 current, unduplicated postings, only three made mention of an educational requirements, one for an Associate's Degree, and two for a Bachelor's.

Furthermore, in a review of ten current job postings in the state, six made no mention of educational requirements, three desired an Associate's degree, and two required a high school diploma at minimum. This demonstrates that a candidate seeking a position in a dental front office can apply without a certificate, and would likely be more successful in the pursuit with previous job experience.