



OAKLAND  
COMMUNITY  
COLLEGE

*Ghausia -  
Another great  
rept. A few  
minor leads  
suggestions.  
Let me know if  
any ?  
Nancy  
Great  
job!*

**Oakland Community College**  
**Dental Assisting Employer Survey**  
**Fall 2006**  
*Final Report*

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## Executive Summary

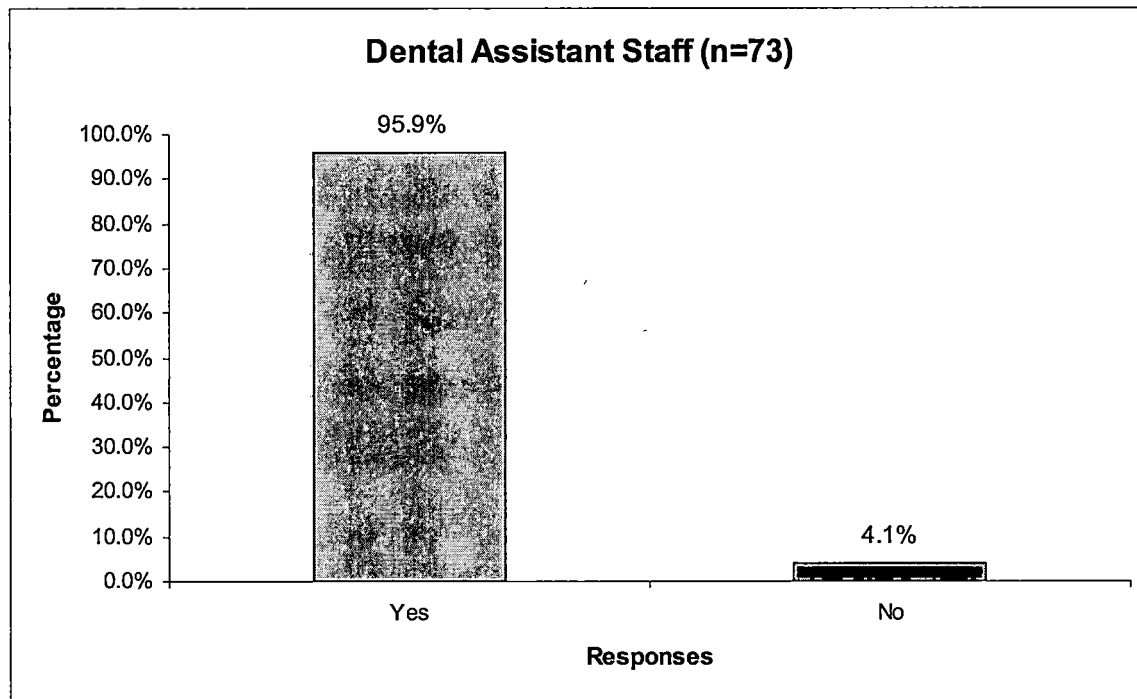
- A total of seventy-three (73) dental offices, mainly Office Managers, responded to the Dental Assisting Employer Survey in the Fall of 2006. The survey discussed information regarding Dental Assistants, their duties, and their occupational outlook. Of these offices, almost all (95.9%) currently have dental assistants on staff or within the past year. *Be consistent thru report of capitalization*
- When referring to administrative duties performed in the dental office, Dental Assistants are responsible ordering medical supplies (87.1%), scheduling appointments (51.4%), and ~~for~~ greeting patients (61.4%). *for*
- On the same respect, when speaking of the clinical duties performed in a dental office, the employers specified that Dental Assistants perform most clinical duties, such as sterilizing instruments (97.1%), taking dental x-rays (92.8%), and making casts of teeth (72.5%), with the exception of removing sutures (24.6%).
- Almost all of the respondents (94.0%) indicated that "on the job training" is an educational requirement for Dental Assistants, while 76.5% indicated a High School diploma as a requirement.
- For a preferred educational requirement, almost half of the employers (46.4%) mentioned a Certificate in Dental Assisting as a preferred educational requirement, while 27.5% indicated "on the job training."
- Dental offices indicated that they have more full-time dental assistants on staff (42.6%) than part-time dental assistants. *D A*
- According to the sample, future need for Dental Assistants is expected to stay the same (53.7%), with the need for Dental Assistants, in terms of the number of tasks, is expected to increase (53.6%), perhaps indicating more training to help with increases number of duties.
- According to the respondents, in the next three to five years, the short-term outlook for Dental Assistants is expected to stay the same (60.9%). *in the*
- Employers indicated the turnover rate for Dental Assistants is considered to be low (47.8%), with 21.7% indicating a higher turnover rate. Some reasons for the higher turnover rate are mainly due to family demands (66.7%). *Cited*
- Advancement opportunities do exist for Dental Assistants (57.4%), with Certified Dental Assistant (95.0%) and Dental Hygienist (95.0%) being two jobs available for advancement.

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- Dental offices do not appear to be interested in starting ~~an~~ apprenticeship programs for Dental Assisting or Office Administration with the U.S. Department of Labor Office of Apprenticeship (74.2%).
- According to CC Benefits, the demand for Dental Assistants is expected to increase in the state of Michigan over the next seven years (by 2,642), with "moderate on-the-job training" as being the preferred educational training for this occupation.

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**Chart 1: Dental Assistant Staff**

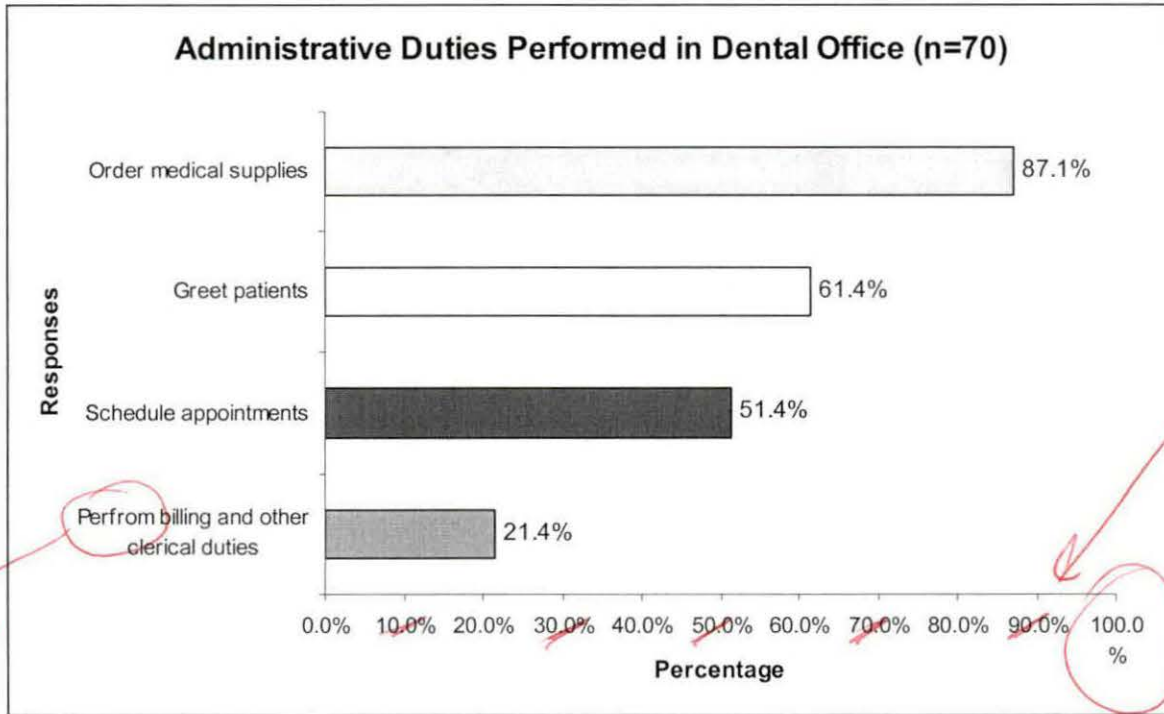


**Summary:**

- Almost all of the employers surveyed (95.9%) have Dental Assistants on staff at their offices.<sup>1</sup>

<sup>1</sup> Full listing of position/title is included in Appendix A.

**Chart 2: Administrative Duties Performed in Dental Office**



Respondents were allowed to choose more than one response.

**Summary:**

- Dental Assistants appear to perform the typical administrative duties in their dental offices, with ordering medical supplies (87.1%) as being the administrative duty most often performed.

**Table 1: Clinical Duties Performed in Dental Office (n=69)**

<b>Clinical Duties</b>	<b>Responses</b>	<b>Percent</b>
Prepare trays of instruments for dental procedures	68	98.6%
Sterilize/disinfect instruments	67	97.1%
Prepare materials for impressions and restorations	67	97.1%
Process x-ray film as directed by a dentist	65	94.2%
Take dental x-rays	64	92.8%
Instruct patients in postoperative and general oral health care	62	89.9%
Make casts of teeth	50	72.5%
Remove sutures	17	24.6%

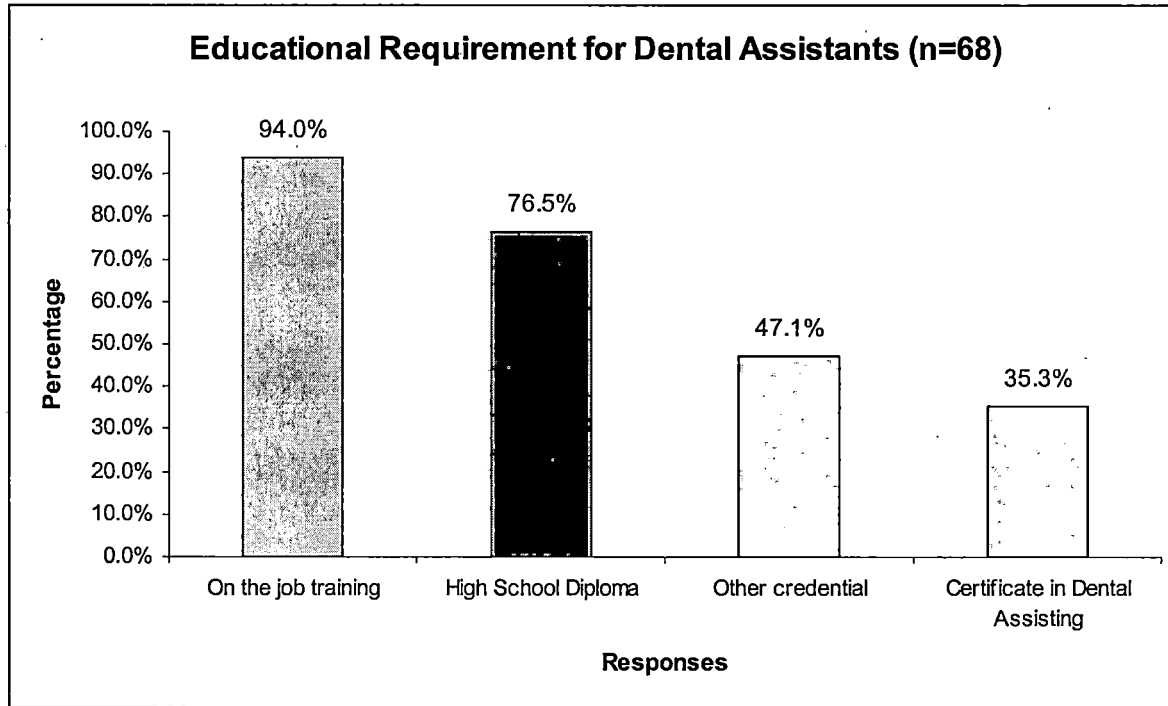
*Respondents were allowed to choose more than one response.*

**Summary:**

- Dental Assistants appear to perform ~~the~~ almost all of the clinical duties in their office, however fewer Dental Assistants (24.6%) removed sutures.



### Chart 3: Educational Requirement for Dental Assistants



*Respondents were allowed to choose more than one response.*

#### Summary:

- Almost all of the respondents (94.0%) indicated that “on the job training” is an educational requirement for Dental Assistants, while 76.5% stated that a high school diploma is an educational requirement.
- In terms of a preferred educational requirement, employers preferred a Certificate in Dental Assisting (46.4% or 32 out of 69 respondents) for Dental Assistants; 27.5% or 19 out of 69 respondents preferred “on the job training.”<sup>2</sup>

<sup>2</sup> Full listing of other educational and preferred educational requirements is included in Appendix B.

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**Table 2: Dental Assistants on Staff (Full and Part-time) (N=68)**

Full-Time (Number on Staff)	Responses	Percent		Part-Time (Number on Staff)	Responses	Percent
0	6	8.8%		0	48	70.6%
1	29	42.6%		1	10	14.7%
2	18	26.5%		2	7	10.3%
3	6	8.8%		3	1	1.5%
4	7	10.3%		4	0	0.0%
5	0	0.0%		5	1	1.5%
6	2	2.9%		6	1	1.5%

Table will not add up to 100% due to rounding calculations.

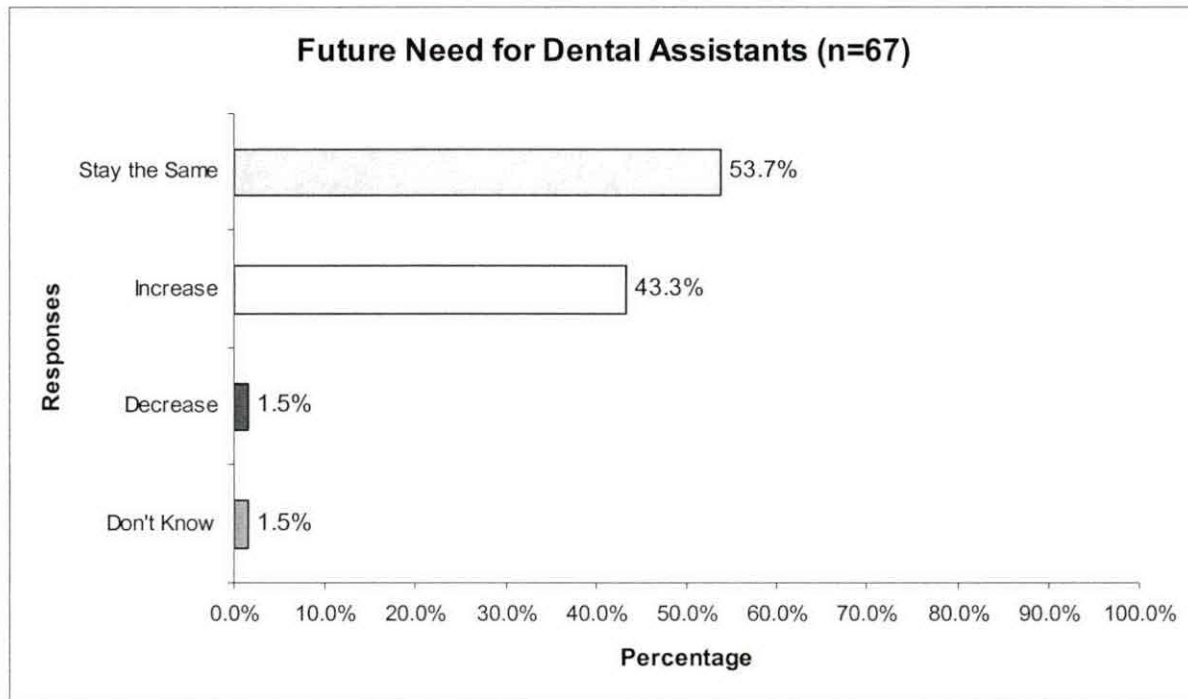
**Summary:**

- Dental offices appear to have more full-time dental assistants on staff (42.6%) than part-time dental assistants (123 full-time vs. 38 part-time).
- Full time Dental Assistants (n=123): Mean: 1.8; Median: 1.0; Mode: 1.0; Range: 6.0.
- Part-time Dental Assistants (n=38): Mean: 0.6; Median: 0.0; Mode: 0.0; Range: 6.0.
- One respondent mentioned that there is a need for more Dental Assistants than in the past.

*I think this (range) is correct from the table.*

*greater?*

### Chart 4: Future Need for Dental Assistants



### Summary:

- According to the employers, future need for Dental Assistants is expected to stay the same (53.7%).
- Future need for Dental Assistants, in terms of the number of tasks, is expected to increase (53.6%) *required*

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**Table 3: Average Pay Rate per Hour and Year (Hourly and Yearly)  
(N=68)**

**Without Certification:**

Hourly	Responses	Percent		Yearly	Responses	Percent
\$0.00	18	26.5%		\$8,000	1	1.5%
\$7.00	1	1.5%		\$10,000	1	1.5%
\$8.00	2	2.9%		\$14,000	1	1.5%
\$9.00	4	5.9%		\$15,000	2	2.9%
\$10.00	21	30.9%		\$16,000	2	2.9%
\$11.00	3	4.4%		\$17,000	1	1.5%
\$12.00	10	14.7%		\$18,000	6	8.8%
\$13.00	4	5.9%		\$19,000	1	1.5%
\$14.00	1	1.5%		\$20,000	9	13.2%
\$15.00	2	2.9%		\$21,000	1	1.5%
\$16.00	1	1.5%		\$22,000	3	4.4%
\$25.00	1	1.5%		\$23,000	1	1.5%
				\$25,000	3	4.4%
				\$30,000	1	1.5%
				\$33,000	1	1.5%
				\$45,000	1	1.5%

*Table will not add up to 100% due to rounding calculations.*

**Summary:**

- Without certification, almost one-third (30.9%) of the Dental Assistants earn \$10.00 an hour and less than quarter (13.2%) earn \$20,000 a year.
- On average, Dental Assistants without certification earn \$8.22 an hour and \$10,456 a year.

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**With Certification:**

<u>Hourly</u>	<u>Responses</u>	<u>Percent</u>		<u>Yearly</u>	<u>Responses</u>	<u>Percent</u>
0	19	27.9%		0	32	49.2%
8	1	1.4%		15,000	2	3.1%
9	1	1.4%		18,000	3	4.6%
11	3	4.1%		20,000	4	6.2%
12	12	16.4%		21,000	1	1.5%
13	6	8.2%		22,000	2	3.1%
14	2	2.7%		23,000	2	3.1%
15	8	11.0%		24,000	1	1.5%
16	2	2.7%		25,000	4	6.2%
17	3	4.1%		28,000	1	1.5%
18	2	2.7%		30,000	6	9.2%
19	2	2.7%		34,000	1	1.5%
20	6	8.2%		35,000	4	6.2%
24	1	1.4%		40,000	1	1.5%
				50,000	1	1.5%

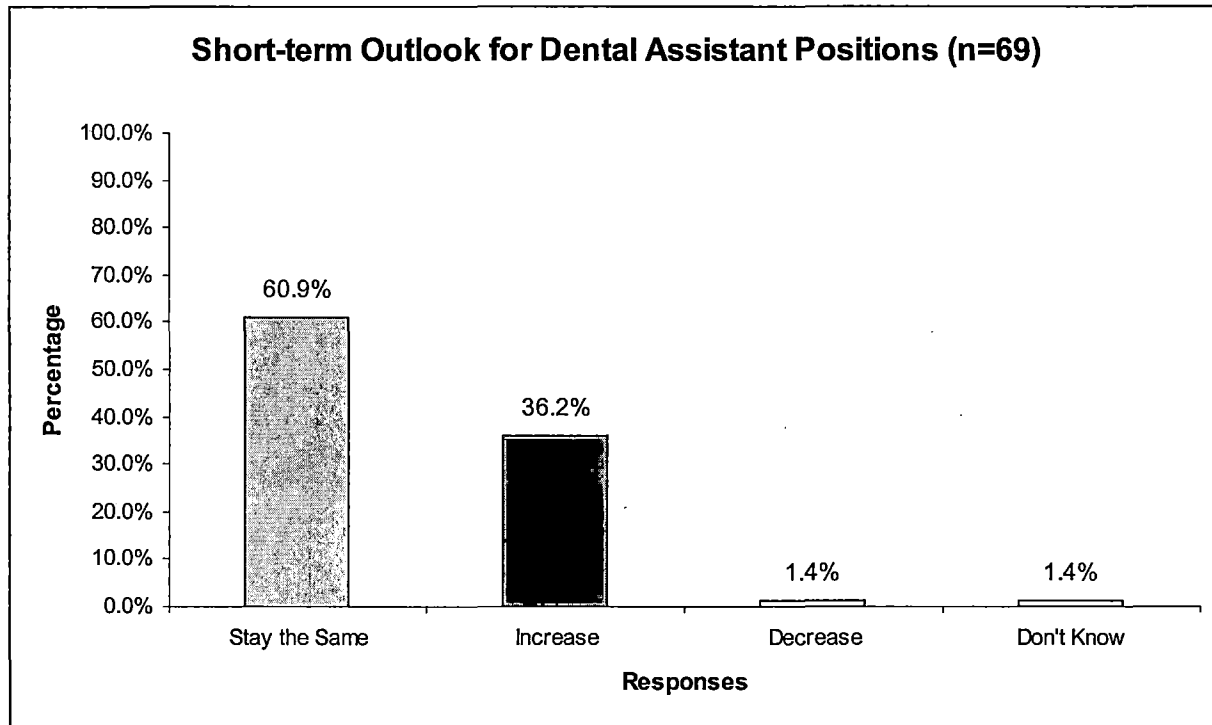
*Table will not add up to 100% due to rounding calculations.*

**Summary:**

- With certification, less than a quarter (16.4%) of Dental Assistants earns \$12.00 an hour and ~~less than quarter (9.2%)~~ *less than quarter (9.2%)* earn \$30,000 a year.
- On average, Dental Assistants with certification earn \$10.60 an hour and \$12,647 a year.

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### Chart 5: Short-term Outlook for Dental Assistant Positions

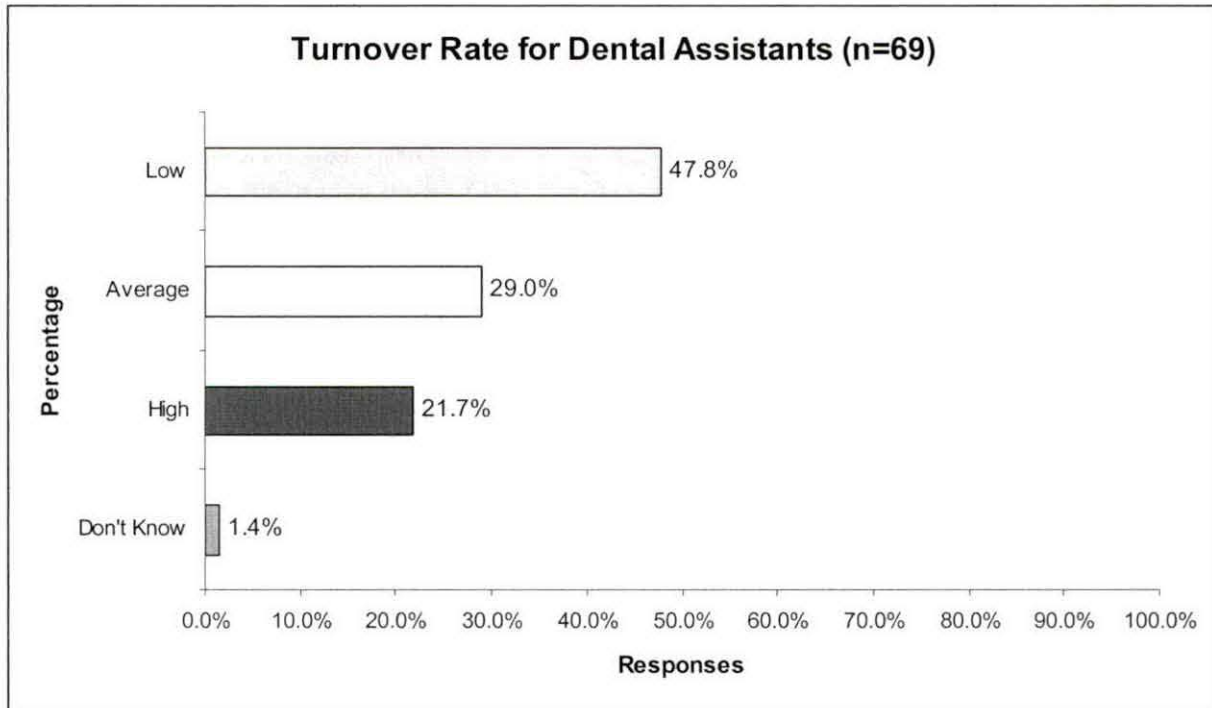


*Graph will not add up to 100% due to rounding calculations.*

#### Summary:

- According to the respondents, short-term outlook for Dental Assisting positions is expected to stay the same (60.9%) over the next three to five years.
- More than one-third of the respondents (36.2%) anticipated the short-term outlook for Dental Assisting positions to increase.

### Chart 6: Turnover Rate for Dental Assistants



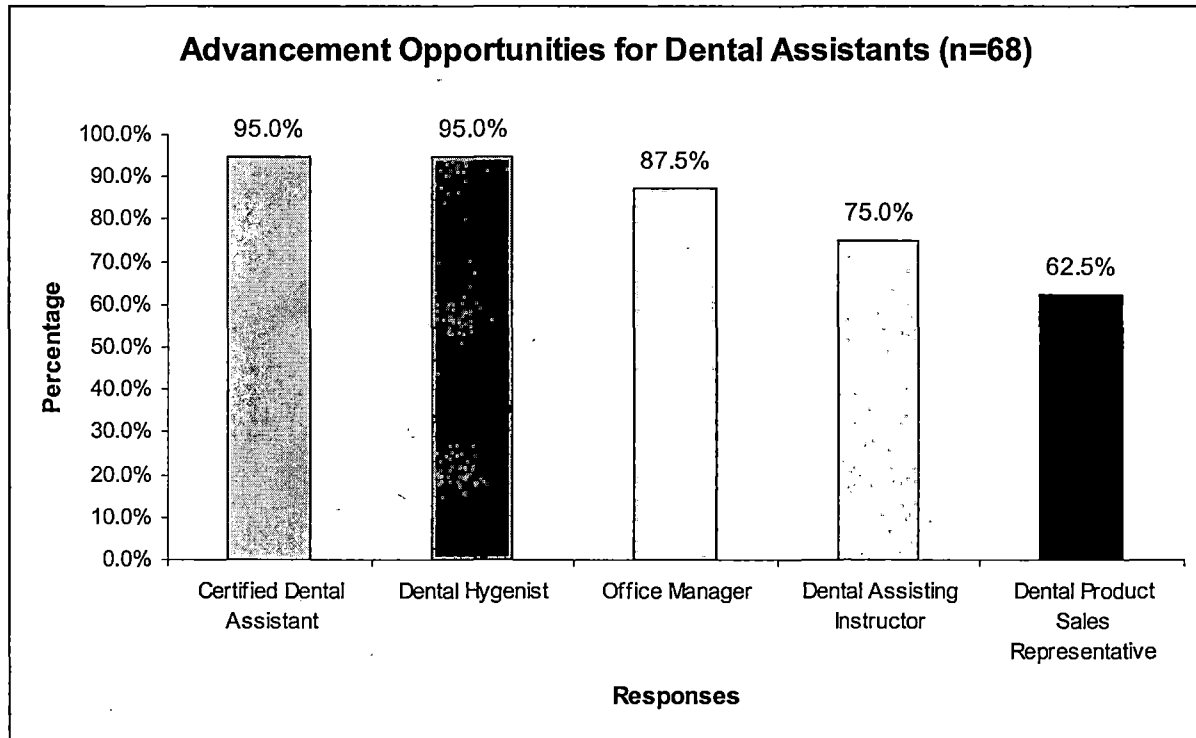
*Graph will not add up to 100% due to rounding calculations.*

### Summary:

- Almost half of the employers (47.8%) consider the turnover rate to be low for Dental Assistants.
- Less than <sup>ne</sup> third of the employers (29.0%) believed that the turnover rate high for Dental Assistants. Respondents attributed the high turnover rate to Dental Assistants deciding to leave the job market (53.3%) and family demands (66.7%) that may arise. <sup>is</sup>

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**Chart 7: Advancement Opportunities for Dental Assistants**



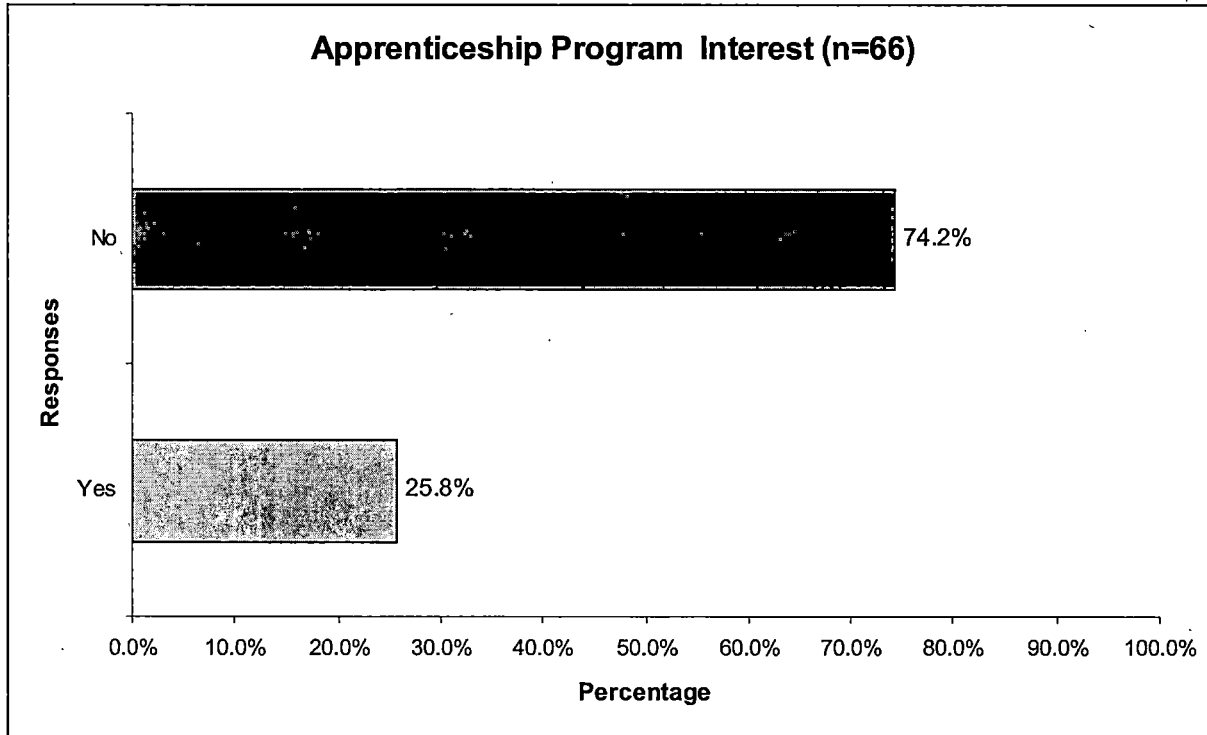
*Respondents were allowed to choose more than one response.*

**Summary:**

- More than half of the respondents (57.4%) believe that Dental Assistants have the opportunity for advancement. Opportunities for many Dental Assistants that are available for advancement are Certified Dental Assistant, Dental Hygienist, and Office Manager.



**Chart 8: Apprenticeship Program Interest**



**Summary:**

- Most of the employers (74.2%) did not express an interest in starting an Apprenticeship Program for Dental Assisting or Office Administration with the U.S. Department of Labor Office of Apprenticeship.

**Discussion:**

After careful analysis of the survey responses, the data suggests that, overall, there is a need for Dental Assistants, especially in the number of tasks.

The typical respondent works in a Dental Office, holds a title of Office Manager, and currently has Dental Assistants on staff.

The responses indicate that the future need and the short-term outlook for Dental Assistants are expected to stay the same, with the need for Dental Assistants, in terms of the number of tasks, expecting to increase. With a necessity for more Dental Assistants, arises the opportunities for advancement, which are also expected to increase.

A Certificate in Dental Assisting is the preferred educational requirement, with on the job training as being the educational requirement for Dental Offices. The potential training program may want to consider the findings, and the employers' desired qualifications as guidelines for developing a Dental Assisting curriculum.

**Appendix A: Other Position/Title (Full-Text) (N=14)**

*of Respondent  
(other than  
office  
manager)*

- Assistant Manager
- Clerical
- Dentist
- Doctor
- Front Desk
- Head Assistant to the Dentist
- Head Dental Assistant
- Hygiene Coordinator
- Owner (3)
- Receptionist
- Secretary
- Supervisor

**Appendix B: Other Administrative Duties (Full-Text) (N=52)**

- Calling the lab
- Insurance
- None (48)
- They help clean clients' teeth.
- They help with recall.

of  
Dental  
Assts

**Appendix C: Other Clinical Duties (Full-Text) (N=60)**

- Temporary crowns, x-rays, people skills.
- Making crowns
- Mount x-rays
- None (56)
- Recalling patients to remind them of appointments; certain practices, such as flossing teeth, etc.

*of Dental  
Assts*

**Appendix D: Other Educational Requirements (Full-Text) (N=59)**

- All Dental Assistants need to know CPR (2).
- Need to be computer literate and be certified in Radiography.
- None (30)
- RDA and x-ray certification are required here.
- They need to have a certificate in Radiology (2).
- They need x-ray credentials (19).
- They need to keep up their skills.
- We would like them to be certified.
- X-ray and Nitrous certification.
- Need to have the ability to process insurance paperwork.

**Appendix E: Other Preferred Educational Requirement (Full-Text)**  
**(N=57)**

- Ability to process insurance paperwork.
- Having experience (2)
- None (47)
- People skills
- Ability to take X-rays (2)
- X-ray certification (2)
- X-ray certification, good people skills, and be a team player.
- Registered Dental Assistant certificate is REQUIRED.

*of DAs*  
*consistent*

**Appendix F: Occupational Trends Related to Dental Assisting (Full-Text) (N=54)**

- Being able to do more “chair side” procedures, answer phone calls in a friendly and polite manner; be an all around team player.
- Being able to do bleaching and restorations of teeth.
- Being able to mix materials, anticipate the Doctor’s needs; think like a Dentist.
- Bleaching (2)
- Cosmetic Dentistry
- Dental Assistants need to be trained in sterilization techniques and in room readiness.
- Dental Assistants need to have a good personality to work with patients and have good grooming habits.
- Doing veneer crowns and whitening.
- Don’t Know (5)
- Experience, computer literacy. CPR, RDA.
- Flexibility and knowledge of office procedures are needed more than ever.
- Not able to answer the question
- I think implants and restorations are important things today.
- I think it has changed a great deal today.
- I think it is very difficult for the single parent to make a living on a Dental Assistant’s salary.
- In patient care, sterilization, and communication.
- It is very hard to find capable, experienced Dental Assistants.
- Keeping up with the new trends and techniques for the teeth.
- More expertise in technology and more being expected of Dental Assistant’s with respect to responsibility and initiative.



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- More is being expected for Dental Assistants such as, temporary crowns, placement of bands on the teeth.
- The need for Dental Assistants and the need for friendly, responsible people is increasing.
- No opinion (4) .
- None (3) .
- Seems to be a surplus of Dental Assistants due to practices and downsizing because of the Michigan economy.
- The Dental Assistants need to know how to clean a dental room thoroughly and how sterilize the equipment.
- The Dental Assistants need to keep current with the new procedures.
- The need for mask protection to prevent the spread of virulent diseases.
- The need for the assistants to do work independently for help doctors to be more available for more important functions. [to] ↓
- The need to be friendly to patient needs, be more patient-oriented, energetic, be a team player, and more willing to help.
- The need to know how to take impressions and to be certified in taking x-rays.
- The new dental assistants need to know how to make bridges and complete sets of teeth. D A
- The onslaught of changes in equipment and procedures almost monthly.
- There is not enough Dental Assistants.
- They are expected to know Radiology, sterilization, do fillings, and to be a RDA.
- They have to be computer literate.
- They need to keep up on new techniques because they are changing all of the time.
- They need to train more in specialty areas.

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- To be oriented towards promoting good dental care and regular visits. Need to be patient health oriented.
- To know the doctor and know their schedule so they can keep up with their schedule so you can keep up with the doctor.
- We are doing a lot of cosmetic procedures now that we never did before.
- We are now doing a lot of cosmetic dentistry and bleaching.
- We need to send them for refresher courses on the new procedures.
- We think dental assistants need to do extended duties, such as making crowns, fillings, and making temporaries that the Dentist usually does, so ~~he~~ he can see more patients.
- X-ray certification.

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**Appendix G: Other Reasons for High Turnover Rate (Full-Text) (N=37)**

- Going to school.
- None (29).
- Relocation out of state due to job climate in Michigan.
- Stress.
- The Dental Assistants are usually in a transitional stage of life and do not look upon Dental Assisting as a career.
- The Dental Assistants burn out soon.
- The long hours.
- The very high stress in some offices, especially for new Dental Assistants; the fast pace.
- They never get to work on time.

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**Appendix H: Other Advancement Opportunities (Full-Text) (N=33)**

- Dental Assistants are more needed today than ever.
- None (32)

**Appendix I: Suggestions for Education: Dental Assisting Program  
(Full-Text) (N=60)**

- A comprehensive education about the oral cavity, anatomy of the tooth, how to take impressions, making crowns.
- An overview of Anatomy, Chemistry, and Psychology courses.
- Being able to speak proper English, be x-ray certified and Dental Assistant certified.
- Certification in x-ray technology, lab instruction, and general classes in new technology.
- Cosmetic Dentistry (2).
- Courses in OSHA requirements, sterilization, and x-ray certification or Radiology.
- Dental Assistants need more business classes and more people skills.
- Experience is more important to us than education.
- Giving the Dentist a break by learning to make impressions, removing sutures, and making temporaries.
- High communication and people skills, basic emergency medical training such as CPR.
- High School diploma.
- Don't Know (4).
- Just keep up the growing trend.
- Knowledge of basic science.
- More knowledge and experience with technology and encouraging them to be team players.
- No opinion (3).
- None (13).
- Periodical education and knowledge of state of the art materials that are coming on the market.

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- Should have good people and communication skills, be computer literate. And have basic science background.
- Sterilization procedures and people skills.
- Surgery, computer, and dental knowledge and Radiography certified.
- The assistants need to learn patience and a rapport with the patients.
- The assistants need to learn to work with the public and work as a team with their office workers.
- The Dental Assistant needs to arrive on time and be good with patients.
- The Dental Assistants need more training in taking x-rays and sterilization techniques.
- The Dental Assistant needs to be current with OSHA.
- The Dental Assistant needs to be more computer savvy and know the Dentrex software.
- The Dental Assistants need to know how to run machines that makes crowns for patients.
- The Dental Assistant needs to know practical math!!
- The most important thing is on the job training so Dental Assistants will not need much training before they are hired.
- They need to be able to communicate with the patients.
- They do a good job now.
- They just need to make it all happen by finding out what is needed.
- They need more hands on training.
- They need to be well-rounded in the field; know the office procedures; hygiene, and all aspects of the dental field.
- They need to know the computer better and know their procedures.
- They need to know the computers.

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- They need to learn billing procedures.
- They need to learn digital x-rays, word, printing, and more computer skills.
- Would like to see some rudimentary accounting knowledge incorporated into the training.
- Would like to see them be more able to sell the dental treatments (implants, teeth, whitening treatments).
- X-ray certification, knowledgeable in the terminology, communication skills.

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**Appendix J: Respondents Interested in Apprenticeship Program  
(Full-Text) (N= 7)**

Name	Phone
Dr. Alan Cirilli	(248) 547-7700
Dr. Bruce Duchan	(248) 336-8478
Dr. Jerome Branham	(248) 723-4566
Dr. Marc Dwoskin	(248) 626-0772
Dr. Fares Elias	(248) 398-7880
Dr. Francine Greenfield	(248) 593-8356
Dr. Bruce Gursky (contact Coteen)	(248) 589-4950

Colleen ?



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## Appendix K: Original Survey

1. Can you please state your position or title? Are you...

Office Manager            1  
Other Position or Title    2

2. Other position or title: \_\_\_\_\_

3. Do you have any Dental Assistants on your staff or have you had any in the past year?

1 Yes  
2 No

4. If no, do you have another staff member who performs the clinical duties in your office?

1 Yes  
2 No (*If no, end questionnaire and thank respondent for their time*)

5. What is the position or title of this other staff member who performs the clinical duties in your office?

\_\_\_\_\_

**First, I'd like to ask you about some of the typical duties performed in a Dental Office. With this in mind, do Dental Assistants at your facility perform the following administrative duties on a regular basis? (*Read list below*)**

### **6. Administrative**

**Do they...**

(Circle yes or no for each duty listed)

Greet patients?	1 Yes	2 No
Perform billing and other clerical duties?	1 Yes	2 No
Schedule appointments?	1 Yes	2 No
Order medical supplies?	1 Yes	2 No

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7. Are there any other administrative duties they perform?

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**Now I'd like to ask you about various clinical duties which may be performed on a regular basis by Dental Assistants or another professional at your facility. Does the person at your facility . . . . (Read list below)**

8. Clinical – Dental Assistant

**Do they...**

(Circle yes or no for each duty listed)

Sterilize/Disinfect instruments?	1 Yes	2 No
Prepare trays of instruments for dental procedures?	1 Yes	2 No
Instruct patients in postoperative and general oral health care?	1 Yes	2 No
Prepare materials for impressions and restorations?	1 Yes	2 No
Take dental x-rays?	1 Yes	2 No
Process x-ray film as directed by a dentist?	1 Yes	2 No
Remove sutures?	1 Yes	2 No
Make casts of teeth?	1 Yes	2 No

9. Are there any other clinical duties they perform?

---



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10. At your facility, what are the educational requirements for Dental Assistants? **(Interviewer: Please do not read Don't Know)**

- 1 High school diploma
- 2 Certificate in Dental Assisting
- 3 On the Job Training
- 4 Other Credential
- 5 Other

---

88 Don't know/indifferent

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11. Are there any other educational requirements for Dental Assistants?

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12. Is there a **preferred** educational requirement for Dental Assistants?  
(Interviewer: **Please do not read Don't Know**)

- 1 High school diploma
- 2 Certificate in Dental Assisting
- 3 On the Job Training
- 4 Other Credential
- 5 Other

---

88 Don't know/indifferent

13. Are there any other **preferred** educational requirements or **preferred credentials**?

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**Next I'd like to ask for your general opinions about the Dental Assisting field.**

14. What are some of the most important trends and issues related to Dental Assisting as you see it today?

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**I'd like to ask you some questions about your facility.**

15. How many Dental Assistants do you now have or typically have on staff, full and part-time?  
(Interviewer: **Please do not read Don't Know**)

- 1 \_\_\_\_\_ full-time (**Record number given**)
- 2 \_\_\_\_\_ part-time (**Record number given**)
- 88 *Don't know/indifferent*

**Oakland Community College  
Dental Assisting Employer Survey  
Fall 2006**

16. In your opinion, will your future needs for Dental Assistants **increase, decrease or stay the same?** (Interviewer: **Please do not read Don't Know**)

- 1 *Increase*
- 2 *Decrease*
- 3 *Stay the same*
- 88 *Don't know/ indifferent*

17. In your opinion, will your future needs for Dental Assistants, in terms of number of tasks required, **increase, decrease or stay the same?**  
(Interviewer: **Please do not read Don't Know**)

- 1 *Increase*
- 2 *Decrease*
- 3 *Stay the same*
- 88 *Don't know/ indifferent*

18. What is the **average pay rate per hour** for Entry-Level Dental Assistants at your facility, excluding overtime **without certification?**

\$ \_\_\_\_\_ *per hour*  
(**Circle one**)  
88 *Don't know/ indifferent*

19. What is the **average salary per year** for Entry-Level Dental Assistant **without certification?**

\$ \_\_\_\_\_ *per year*  
(**Circle one**)  
88 *Don't know/ indifferent*

20. What is the **average pay rate per hour** for Entry-Level Dental Assistant **with certification?**

\$ \_\_\_\_\_ *per hour*  
(**Circle one**)  
88 *Don't know/ indifferent*

21. What is the **average salary per year** for Entry-Level Dental Assistant **with certification?**

\$ \_\_\_\_\_ *per year*  
(**Circle one**)  
88 *Don't know/ indifferent*

**Oakland Community College  
Dental Assisting Employer Survey  
Fall 2006**

22. What is the short-term (next three to five years) outlook for **Dental Assisting** positions at your facility? Will the number of positions...  
(Interviewer: Please do not read Don't Know)

- 1 *Increase*
- 2 *Decrease*
- 3 *Stay the same*
- 88 *Don't know/ indifferent*

23. Do you consider the turnover rate of Dental Assistants to be low, average or high?  
(Interviewer: Please do not read Don't Know)

- 1 *Low*
- 2 *Average*
- 3 *High*
- 4 *This is not an issue, not applicable*
- 88 *Don't know/ indifferent*

24. If response is high, ask: What are the reason or reasons for the higher turnover rate?  
(Interviewer: Please do not read Don't Know)

- 1 **Low pay**
  - 2 **Number of jobs available**
  - 3 **Employees returning to school**
  - 4 **Decide to leave job market**
  - 4 **Family demands**
  - 6 *Other*
- 
- 88 *Don't know/Indifferent*

25. Other reasons for the higher turnover rate?

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26. Do Dental Assistants have opportunities for advancement at your facility?

- 1 Yes
- 2 No

**Oakland Community College  
Dental Assisting Employer Survey  
Fall 2006**

27. If advancement opportunities do exist, what types of jobs are available for advancement?  
(Interviewer: Please do not read Don't Know)

- 1 Certified Dental Assistant
- 2 Office Manager
- 3 Dental-Assisting Instructor
- 4 Dental Product Sales Representative
- 5 Dental Hygienist
- 6 Other \_\_\_\_\_
- 7 All of the above
- 88 Don't know, indifferent (continue to question #15)

28. Are there any other jobs available for advancement?

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29. In your opinion, what are some areas of education that need to be incorporated into a Dental Assistant/Assisting program?

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30. Would you be interested in starting an apprenticeship program for Dental Assisting or Office Administration with the U.S. Department of Labor Office of Apprenticeship? The program is set up at no cost with a credential that is nationally recognized when complete.

- 1 Yes
- 2 No

**This concludes our survey**

**Thank you for taking the time to help us understand your opinion about the Dental Assistants you employ.**

# **OCC Dental Assisting Employer Survey**

**Office of Institutional Research**

**August 2006**

**Researcher: Ghausia M. Ali**

**Extension: 4526**



# Survey Overview

- Purpose: To gather information on the employment agencies in which Dental Assistants are employed.
- The data from the survey will provide information on the performance of Dental Assistants employed at these agencies, as well as, on the occupational outlook for future Dental Assistants.



# Population

- A sample of ~~610~~<sup>601</sup> agency contacts will be polled. Each agency has a contact person you can speak to.
- We are aiming to have 50 completes from the list of ~~610~~<sup>601</sup> contacts.



# The Survey

- The survey will be administrated through the Survey System's CATI system.
- Many questions require respondents to provide explanations to their responses.
  - This information is very important to our data analysis, so please be accurate in your documentation of these explanations.
  - Please take the time to reread these responses after completing each survey to make sure the information is documented clearly.
- There are few skip patterns that are easy to navigate through.
- Please spell check all open-ended responses.
- For numerical response questions, please pay attention to what you are typing.

# Please remember. . .

- Please read the survey just as it is written.
- *Italicized red items* are for your information, please do not read them to respondents.
  - Don't Know
- Please make sure options selected by respondents are marked correctly.



# Numerical Questions/Responses...

TRAINING MODE - Interview

Questionnaire: 0001      Question: 15

I'd like to ask you some questions about your facility:

How many Dental Assistants do you now have or typically have on staff, full and part-time?

*(Interviewer: Record number given)*

Full-time:

Part-time:

0 1 2 3 4 5 6 7 8 9

\* Please make sure to enter  
2-digits.

Ex) Instead of 2 enter 02.

< Previous    Next >    Skip...

start    In...    2...    T...    V...    M...    T...    Desktop    9:52 AM

# Don't Know...

The Survey System 9.0

TRAINING MODE - Interview

Questionnaire: 0001      Question: 10

At your facility, what are the educational requirements for Dental Assistants?


*(Interviewer: Please do not read "Don't Know")*

	Yes	No
High School diploma		
Certificate in Dental Assisting		
On the job training		
Other credential		
Other		
Don't know		

< Previous    Next >    Skip...

start    Inbo...    200...    The ...    Volu...    Micr...    TRA...    Desktop    12:05 PM

# Concluding...

TRAINING MODE - Interview: (248) 471-8554 Marge Hasler Administrator for Nu... 

Questionnaire: 0001 Question: 29

This concludes our survey.

Thank you for taking the time to help us understand your opinion about the OCC Nursing Graduates you employ.



**Once again...**



**Thank you for you help!!**







## Dental Assistant Employer Survey September 2006

1. Can you please state your position or title? Are you...

Office Manager            1  
Other Position or Title    2

2. Other position or title: \_\_\_\_\_

3. Do you have any Dental Assistants on your staff or have you had any in the past year?

1 Yes  
2 No

4. If no, do you have another staff member who performs the clinical duties in your office?

1 Yes  
2 No (*If no, end questionnaire and thank respondent for their time*)

5. What is the position or title of this other staff member who performs the clinical duties in your office?

\_\_\_\_\_

**First, I'd like to ask you about some of the typical duties performed in a Dental Office. With this in mind, do Dental Assistants at your facility perform the following administrative duties on a regular basis? (Read list below)**

6. Administrative

**Do they...**

(Circle yes or no for each duty listed)

Greet patients?	1 Yes	2 No
Perform billing and other clerical duties?	1 Yes	2 No
Schedule appointments?	1 Yes	2 No
Order medical supplies?	1 Yes	2 No

## Dental Assistant Employer Survey September 2006

7. Are there any other administrative duties they perform?

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Now I'd like to ask you about various clinical duties which may be performed on a regular basis by Dental Assistants or another professional at your facility. Does the person at your facility . . . . (Read list below)

8. Clinical – Dental Assistant

Do they...

(Circle yes or no for each duty listed)

Sterilize/Disinfect instruments?	1 Yes	2 No
Prepare trays of instruments for dental procedures?	1 Yes	2 No
Instruct patients in postoperative and general oral health care?	1 Yes	2 No
Prepare materials for impressions and restorations?	1 Yes	2 No
Take dental x-rays?	1 Yes	2 No
Process x-ray film as directed by a dentist?	1 Yes	2 No
Remove sutures?	1 Yes	2 No
Make casts of teeth?	1 Yes	2 No

9. Are there any other clinical duties they perform?

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10. At your facility, what are the educational requirements for Dental Assistants?  
(Interviewer: Please do not read Don't Know)

- 1 High school diploma
- 2 Certificate in Dental Assisting
- 3 On the Job Training
- 4 Other Credential
- 5 Other

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88 Don't know/indifferent

## Dental Assistant Employer Survey September 2006

11. Are there any other educational requirements for Dental Assistants?

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12. Is there a **preferred** educational requirement for Dental Assistants?  
(Interviewer: **Please do not read Don't Know**)

- 1 High school diploma
- 2 Certificate in Dental Assisting
- 3 On the Job Training
- 4 Other Credential
- 5 Other

---

88 Don't know/indifferent

13. Are there any other **preferred** educational requirements or **preferred credentials**?

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**Next I'd like to ask for your general opinions about the Dental Assisting field.**

14. What are some of the most important trends and issues related to Dental Assisting as you see it today?

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**I'd like to ask you some questions about your facility.**

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**Dental Assistant Employer Survey  
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**Dental Assistant Employer Survey**  
**September 2006**

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September 2006**

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