

# Comprehensive Program Review Report



## Program Review - Pharmacy Technician

### Program Summary

#### 2021-2022

**Prepared by:** Mitchell Andrews

**What are the strengths of your area?:** 1. The COS Pharmacy Technician Program has been awarded American Society of Health-system Pharmacists (ASHP) accreditation. The retroactive accreditation is for a seven-year period, 2020-2027, the maximum allowed by ASHP. ASHP accreditation allows access to the Pharmacy Technician Certification Board (PTCB) national certification exam for all graduates.

2. Enrollment increased with our ASHP accreditation announcement: 2019-2020: 16; 2020-2021: 8; current 2021-2022: 20.

3. Student Success rates in Pharm Tech courses (excluding EW grades): 2018-2019 93.5%; 2019-2020 83.1%; 2020-2021 80.6% The pass rate for 2020-2021 is slightly lower than previous years is related to the COVID pandemic which prevented access to the Pharmacy technician Skills alb equipment. Industry standards, affiliate expectations, and course rigor all remained unchanged over this time period. Student success is directly tied to several factors: the selection of updated, ASHP standard-focused, textbooks specifically designed with a Canvas-friendly practice environment to allow students to practice and learn pharmacy technician skills and knowledge; curriculum and externship support from the Pharmacy Technician Advisory Board.

4. Equity Perspective Student Success: COS is a Hispanic serving institution. The majority of enrolled students are Hispanic. The Hispanic student success rate for the Pharmacy Technician Program is very close to the average success rate. The overall 3-year average pass rate is 85.3% The success rate for Multi-ethnicity students: 94.7, Hispanic students: 83.2%, White students: 89.3%; there is only a 6 point spread between White and Hispanic students.

5. FTES: (excluding EW grades): 2018-2019: 10.50; 2019-2020: 30.39; 2020-2021: 17.77

2020-2021 enrollment was negatively impacted by COVID related EW.

6. The Pharmacy Technician simulation lab is equipped with ASHP required state-of-the-art equipment and pharmaceutical supplies to ensure student success with simulated lab practicals. New equipment additions include Pyxis automated dispensing cabinet, Euclid Cadet, unit-dose packaging machine, Unguator, ointment mill, Lester-Kirby electronic counting machine, heat plate/magnetic stirrers, electronic scales, telephones, laser printer, zebra label printers, blister packing equipment, and simulated IV hoods. The lab has a simulated cleanroom including an aseptic scrub area with a touchless faucet and towel dispenser; a simulated retail pharmacy with behind-the-counter and over-the-counter cabinetry, equipment, and supplies including a cash register. A mock drive-thru window is being designed. The lab also has a collection of current pharmacy references and Lexicomp is now available electronically for all COS students and faculty. Laptops with PioneerRx software for patient profile, prescription input, and insurance claim submission technician duties are provided for student use during each lab.

7. The pharmacy Technician Advisory Board continues to meet every March and September. Membership includes pharmacy employers, faculty, pharmacists, Pharmacy Technician Program alumni, pharmacy technicians, and current year pharmacy technician students. The Pharmacy Technician Advisory Board is intimately involved in curriculum updates, externship placement, and program success.

8. A marketing plan has been developed to ensure accurate community awareness of the program updates and accreditation plan. Marketing tools and activities include an updated COS pharmacy technician website and web address, a new pharmacy technician program brochure, participation in the COS health science open house, outreach webinars to local high school students, development of a commercial, and periodic social media postings. Inter-departmental collaboration is ongoing to ensure a cohesive communication strategy for potential students and COS counselors in regard to program information and expectations.

**What improvements are needed?:** 1. In response to the ASHP survey report for one area of non-compliance: "The organization does not provide applicant, prior to enrollment, with information about graduate performance on national exams posted on public-facing materials and websites. [Item 11.6j]" and two areas of partial compliance: "The strategic plan does not adequately

address program outcomes. [Item 7.2 f] Standard 14: (a)program completion; (b)performance on national certification examinations or performance on a psychometrically valid evaluation;(c)program satisfaction, including student, graduate, and employer satisfaction;(d)job placement; and "Documentation of program assessments are incomplete in the area of employer satisfaction. [Item 14.2c]"

A. Pilot a PTCB Certification Incentive Program to increase the number of students taking the PTCB national pharmacy technician certification exam. and improve COS reporting capabilities to comply with ASHP accreditation standards.

B. Develop an annual employer survey to comply with ASHP accreditation standards

2. In response to the ASHP survey report for one area of partial-compliance: "The program director does not fully ensure that there is a sufficient complement of appropriate program faculty and staff to meet the needs of the program and to enable compliance with the Standards. [Item 6.5]" Adjunct faculty will be added as necessary to comply with ASHP standards. FTEF: 2018: 1.05; 2019: 2.90; 2020-2021:3.07; Instructor:Student ratios are set by outside ASHP accreditation: lecture 1:24; lab 1:12

2. Improve student success by proving a lab assistant and pharmacy math tutoring. (VTEA)

3. Pharmacy references require updates to ensure students have access to current information, are successful with the curriculum, and meet workforce expectations. (VTEA)

4. In response to the ASHP survey report for one area of partial compliance "Students do not adequately prepare simple non-sterile medications per applicable USP chapters. [Item 3.16]" Increase lab simulations and supplies to meet ASHP expectations. (VTEA)

5. Improve student simulation lab success by providing a simulation drive-thru window. (Strong Workforce)

6. Support faculty development for increasing and maintaining clinical skills and current pharmacy standards and knowledge. (VTEA)

7. In response to the ASHP survey report for one area of partial compliance: "The strategic plan does not adequately reflect the role of the program within the community. [Item 7.2 a]"

**Describe any external opportunities or challenges.:** 1. Maintaining ASHP Accreditation

2. COVID-related challenges include moving portions of the program to an online teaching format, scheduling labs with shared lab space, designing face-to-face labs with social distancing, increased difficulty with externship placement, and some affiliates suspended externships mid-semester.

3. Pharmacy practice continues to evolve and an adequate variety of clinical externship sites that reflect the diversity are needed to successfully prepare our students for the workforce and ensuring students are able to accrue the required number of hours to become a registered pharmacy technician in California.

4. The Pharmacy Technician Certification Board (PTCB) administers a national pharmacy technician certification exam and requires that training programs meet specific, stringent curriculum requirements.

6. A larger percentage of local employers are preferring that candidates be PTCB certified, however, the exam is not required for CA BOP licensure. We highly recommend our students take the national exam but the percentage of students sitting for the exam is less than 50%. This percentage needs to increase in order to improve the placement of COS Pharmacy Technician graduates in the workforce.

**Overall SLO Achievement:** Overall SLO Achievement (excluding EW grades and PT200 intro course): Students in the 2020-2021 cohort: 89% met the assessments in place for that academic year. The student learning outcomes for all of the courses in the Certificate of Achievement Entry-level Pharmacy Technician Program (2019-2020) are completed and in CourseLeaf. All student learning outcomes are directly linked to ASHP Standards. Courses include: PT 200, PT 215, PT 216, PT 217, PT 218, PT 402, PT 225, PT 226, PT 227, PT 228, PT 229, and PT 404

**Changes Based on SLO Achievement:** All student learning outcomes are directly linked to ASHP Standards required for accreditation.

**Overall PLO Achievement:** Overall PLO Achievement: Students in the 2020-2021 cohort (excluding EW grades and PT200 intro course): 89% met the assessments in place for the academic year. The program learning outcomes for the Certificate of Achievement Entry-level Pharmacy Technician Program (2019-2020) are directly linked to ASHP Standards. Courses include: PT 200, PT 215, PT 216, PT 217, PT 218, PT 402, PT 225, PT 226, PT 227, PT 228, PT 229, and PT 404

**Changes Based on PLO Achievement:** All Program Learning Outcomes are linked directly to ASHP Accreditation Standards required for accreditation.

**Outcome cycle evaluation:** Outcome cycle evaluation: The outcome assessment of 2020-2021 is within the current expectations and the program is complying with the outcomes required by ASHP entry-level Pharmacy technician training programs.

## Action: 2021-2022; Insure Pharm Tech student success by Providing tutoring for Pharmacy Technician students. (VTEA)

Secure tutors for students through VTEA funding; equity-related action item.

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# Program Review - Pharmacy Technician

**Implementation Timeline:** 2021 - 2022

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**Leave Blank:**

**Identify related course/program outcomes:** Calc SLO

**Person(s) Responsible (Name and Position):** Mitchell Andrews, Pharmacy Technician Program Director

**Rationale (With supporting data):**

**Priority:** High

**Safety Issue:** Yes

**External Mandate:** Yes

**Safety/Mandate Explanation:** ASHP and local employers require students to meet ASHP and industry Standards for accuracy in calculating patient doses.

## Resources Description

**Equipment - Instructional** - Secure VTEA funding for student workers for calculations tutoring and lab assistant (Active)

**Why is this resource required for this action?:** Improve student success with pharmacy calculations and Meet ASHP standards.

**Notes (optional):**

**Cost of Request (Nothing will be funded over the amount listed.):** 15000

## Link Actions to District Objectives

District Objectives: 2021-2025

**District Objective 2.4** - Increase the percentage of CTE students who achieve their employment objectives by five percentage points (job closely related to field of study and attainment of a livable wage) and the number of CTE students who successfully complete 9+ CTE units in a single year by 10% from 2021-2025.

**District Objective 3.1** - Reduce equity gaps in course success rates across all departments by 40% from 2021-2025.

## Action: 2021-2022; Increase number of students who sit for the national PTCB certification exam and report data to comply with ASHP standards.

Pilot an incentive program with the 2021-2022 pharmacy technician students to gather data and information for improving PTCB certification rates. Increase the number of students taking the certification exam from 3 in 2020-2021 to 10 per cohort.

**Leave Blank:**

**Implementation Timeline:** 2021 - 2022

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** Increase the number of CTE graduates who are successfully employed as certified pharmacy technicians.

**Person(s) Responsible (Name and Position):** Mitchell Andrews, Pharmacy Technician Program Director

**Rationale (With supporting data):**

**Priority:** High

**Safety Issue:** No

**External Mandate:** Yes

**Safety/Mandate Explanation:** ASHP accreditation requires certification exam rates are provided to enrolled students and on the public-facing website.

## Resources Description

**Equipment - Instructional** - Develop and pilot an incentive program to explore ways to increase the number of students sitting for the PTCB national pharmacy technician certification exam.

# Program Review - Pharmacy Technician

(Active)

**Why is this resource required for this action?:** ASHP accreditation standards require that the program capture and report PTCB certification data.

Local employers are increasingly requiring certified pharmacy technician position applicants.

**Notes (optional):** Possible Resources(per student): self-directed certification review course: \$135, PTCB practice exam: \$45, PTCB exam fee \$128, CA Board of Pharmacy License fee \$195

**\*\*Possible partial VTEA funding\*\***

Allowable Expenditures include:

"Technical skill assessments (industry recognized certification exams/assessments), Career guidance and counseling, Compensation for Instructors (salaries, wages, fringe benefits), Contracted services"

**Cost of Request (Nothing will be funded over the amount listed.):** 15000

## Link Actions to District Objectives

District Objectives: 2021-2025

**District Objective 2.4** - Increase the percentage of CTE students who achieve their employment objectives by five percentage points (job closely related to field of study and attainment of a livable wage) and the number of CTE students who successfully complete 9+ CTE units in a single year by 10% from 2021-2025.

## Action: 2021-2022; Maintain ASHP Accreditation (VTEA)

Meet ASHP standards for professional development, equipment and reference updates, marketing, and state-of-the-art instructional supplies to ensure program and pharmacy technician student success.

**Leave Blank:**

**Implementation Timeline:** 2021 - 2022

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** Maintain ASHP accreditation

**Person(s) Responsible (Name and Position):** Mitchell Andrews, Pharmacy Technician Program Director

**Rationale (With supporting data):** Per Advisory Board's recommendation and College support ongoing accreditation is the highest priority of our program.

**Priority:** High

**Safety Issue:** Yes

**External Mandate:** Yes

**Safety/Mandate Explanation:** Students are training to become healthcare professionals with direct patient contact.

## Resources Description

**Equipment - Instructional** - Update equipment and references, professional development, marketing, and instructional supplies to meet ASHP standards and maintain ASHP accreditation. (VTEA) (Active)

**Why is this resource required for this action?:** Student success and outside Accreditation: ASHP

**Notes (optional):**

**Cost of Request (Nothing will be funded over the amount listed.):** 40817

## Link Actions to District Objectives

District Objectives: 2021-2025

**District Objective 2.1** - Increase the number of students who earn an associate degree or certificate (CTE and non-CTE) by 5% from 2021-2025.

**District Objective 4.3** - Improve professional development practices District-wide for all District employees to support equity and

# Program Review - Pharmacy Technician

operational effectiveness from 2021-2025.

**Action: 2020-2021,2019-2020,2018-2019; 2017-2018 Provide students pharmacy technician clinical training sites relecting various pharmacy practice settings.**

The pharmacy technician training program must have inpatient and outpatient experiential training sites to meet ASHP standards. All experiential training sites will be evaluated by the pharmacy technician program faculty or designee annually per ASHP regulations.

**Leave Blank:** Essential for Operation

**Implementation Timeline:** 2019 - 2020, 2020 - 2021

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** Linked to district objective 2.4 Increase Career Technical Education course success rates and program completion annually.

**Person(s) Responsible (Name and Position):** Mitch Andrews

**Rationale (With supporting data):** California State Board of Pharmacy requires experiential training for registration as a pharmacy technician. ASHP accreditation regulations and standards require annual inspection of experiential sites which must be reflective of various practice settings.

**Priority:** High

**Safety Issue:** No

**External Mandate:** Yes

**Safety/Mandate Explanation:** State Pharmacy regulation: pharmacy technician training must include externship hours.

ASHP regulation- Each training site must be evaluated for its appropriateness to the program and meeting student and program objectives.

## Update on Action

### Updates

**Update Year:** 2021-2022

09/24/2021

**Status:** Action Completed

The pharmacy Tech Program has an adequate number of institutional, retail, and closed-door clinical training site for student externships.

**Impact on District Objectives/Unit Outcomes (Not Required):**

## Link Actions to District Objectives

District Objectives: 2018-2021

**District Objective 2.1** - Increase the percentage of students who earn an associate degree or certificate (CTE and Non-CTE) by 5 percentage points over three years

**District Objective 2.4** - By 2021, Increase the percentage of CTE students who achieve their employment objectives by 5 percentage points

**Action: 2020-2021, 2019-2020; Provide students with an ASHP accredited pharmany technician training program.**

Finalize research and complete application for ASHP accreditation. Develop a timeline for the pharmacy technician program ASHP application by Summer 2020. ASHP accreditation provides students access to the national certification examination.

**Leave Blank:**

**Implementation Timeline:** 2019 - 2020, 2020 - 2021

**Leave Blank:**

# Program Review - Pharmacy Technician

**Leave Blank:**

**Identify related course/program outcomes:** 1. All the pharmacy technician course and program outcomes are directly related to ASHP accreditation standards and ASHP model curriculum.

2. All pharmacy technician training programs accredited by ASHP are approved by the Pharmacy Technician Certification Board (PTCB) for access to the certification examination.

3. Industry employers are requiring certification for an increasing number of positions, especially in institutional and correctional pharmacy settings.

**Person(s) Responsible (Name and Position):** Mitch Andrews

**Rationale (With supporting data):** 1. The Pharmacy Technician Certification Board (PTCB) allows those pharmacy technician students that completed an approved program to sit for the national exam.

2. Students are encouraged throughout the program to take the exam soon after completion of the certificate of achievement. Our course is set up using ASHP model curriculum and the 2020 blueprint for the PTCB exam to ensure students successfully complete the certification examination.

**Priority:** Medium

**Safety Issue:** No

**External Mandate:** No

**Safety/Mandate Explanation:** This is not mandated yet but is being evaluated to be required by 2020.

## Link Actions to District Objectives

District Objectives: 2013-2015
<b>2013-2015: District Objective #1</b> - District Objective #1 for 2013-2015: Provide effective academic support services as measured by an increase in the rate at which students successfully complete courses.

District Objectives: 2015-2018
<b>District Objectives - 2.2</b> - Increase the number of students who earn an associate degree or certificate annually.
<b>District Objectives - 2.4</b> - Increase Career Technical Education course success rates and program completion annually.

## Action: 2020-2021, 2019-2020; Provide current pharmacy equipment that meets ASHP standards.

The goal is to provide current standard pharmacy equipment required to meet ASHP simulation lab requirements.

The goal is to host an onsite ASHP survey visit in Fall 2020 and lab space must give students the opportunity for adequate skill attainment in a simulated inpatient and outpatient setting.

**Leave Blank:**

**Implementation Timeline:** 2019 - 2020, 2020 - 2021

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** PT 215 Pharmacy Outpatient Practice and PT 217 Pharmacy In-Patient Operations: Processing and Handling of Medications and Medication Orders:

Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety. (ASHP 3.2)

Prepare patient-specific and non-patient specific medications for distribution. (ASHP 3.4, 3.5)

Assist pharmacists in preparing, storing, and distributing medication products including those requiring special handling and documentation. (ASHP 3.6)

Maintain pharmacy facilities and equipment. (ASHP 3.8)

Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies. (ASHP 3.11)

Use current technology to ensure the safety and accuracy of medication dispensing. (ASHP 3.13)

# Program Review - Pharmacy Technician

Processing and Handling of Medications and Medication Orders: Describe basic concepts related to preparation for nonsterile compounding. Prepare simple, non-sterile medications per applicable USP chapters (e.g., reconstitution, basic ointments, and creams). Assist pharmacist s in preparing medications requiring compounding of nonsterile products. (ASHP 3.15, 3.16, 3.17)

Processing and Handling of Medications and Medication Orders: Explain accepted procedures in purchasing and inventory control of pharmaceuticals, devices, equipment, and supplies. (ASHP 3.18, 3.19)

Prepare, store, and deliver medication products requiring special handling and documentation. (ASHP 3.22)

Processing and Handling of Medications and Medication Orders: Maintain pharmacy facilities and equipment. (ASHP 3.8)

**Person(s) Responsible (Name and Position):** Mitchell Andrews

**Rationale (With supporting data):** ASHP standards for Pharmacy Technician training programs include a required list of industry-related equipment and supplies.

This equipment is essential for adequate preparation of pharmacy technician students congruent with current industry standards and area industry partners.

**Priority:** High

**Safety Issue:** No

**External Mandate:** Yes

**Safety/Mandate Explanation:** ASHP mandates adequate equipment and supplies

10.2 The simulated component:

(a) is a hands-on practice of skills without impact, or potential for impact, on patients and occurs before the experiential component;

(b) includes sufficient equipment and supplies for each student to realistically simulate an actual work environment and achieve the program’s educational competencies;

## Update on Action

### Updates

**Update Year:** 2021-2022

09/23/2021

**Status:** Action Completed

ASHP surveyors were hosted Nov. 2020. All ASHP equipment requirements have been purchased with the excep[tion of the mock drive-thru window which is currently in progress.

**Impact on District Objectives/Unit Outcomes (Not Required):**

## Link Actions to District Objectives

District Objectives: 2018-2021

**District Objective 2.4** - By 2021, Increase the percentage of CTE students who achieve their employment objectives by 5 percentage points

**Action: 2020-2021, 2019-2020; Provide an ASHP accredited Pharmacy Technician Certificate of Achievement Program to COS students and area employers.**

Complete the application and documentation process for the Pharmacy Technician Program to become accredited by ASHP.

Spring 2020: Application

Summer 2020: Survey Preparation Documentation.

Fall 2020 Host ASHP Survey team

**Leave Blank:**

**Implementation Timeline:** 2020 - 2021

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** All Program and Course outcomes are directly related to ASHP Standards.

**Person(s) Responsible (Name and Position):** Mitchell Andrews

# Program Review - Pharmacy Technician

**Rationale (With supporting data):** American Society of Health-System Pharmacists (ASHP) and the American Council on Pharmacy Education (ACPE) are partnering to accomplish nationally standardized Pharmacy Technician training and education. ASHP accredited training programs are being required by employers and sought out by students. ASHP Accreditation ensures quality education and improves student employability with industry employers in the area.

In order to write this extensive report, faculty will be reimbursed with a timesheet of a consultant will be hired.

**Priority:** High

**Safety Issue:** No

**External Mandate:** Yes

**Safety/Mandate Explanation:** ASHP Standard 10, 11

## Update on Action

### Updates

**Update Year:** 2021-2022

09/23/2021

**Status:** Action Completed

ASJHP accreditation has been granted for a seven-year period: 2020-2027.

**Impact on District Objectives/Unit Outcomes (Not Required):**

## Action: 2020-2021, 2019-2020: Provide ongoing ASHP accredited / PTCB approved Pharmacy Technician Program each year via budget augmentation

The goal is to provide students access to current industry-standard equipment, supplies, and references each year via budget augmentation of \$9000.

Annual accreditation fees, reference replacement cycle collaboration with the library, industry-standard equipment, and simulation lab supplies.

Provide appropriate release time for the program director for the creation and maintenance of ASHP required documentation for ongoing survey reaccreditation process..

**Leave Blank:**

**Implementation Timeline:** 2019 - 2020, 2020 - 2021

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** PT 215 Pharmacy Outpatient Practice and PT 217 Pharmacy In-Patient Operations: Processing and Handling of Medications and Medication Orders:

Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety. (ASHP 3.2)

Prepare patient-specific and non-patient specific medications for distribution. (ASHP 3.4, 3.5)

Assist pharmacists in preparing, storing, and distributing medication products including those requiring special handling and documentation. (ASHP 3.6)

Maintain pharmacy facilities and equipment. (ASHP 3.8)

Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies. (ASHP 3.11)

Use current technology to ensure the safety and accuracy of medication dispensing. (ASHP 3.13)

Explain accepted procedures in inventory control of medications, equipment, and devices. (ASHP 3.19)

Prepare, store, and deliver medication products requiring special handling and documentation. (ASHP 3.22)

**Person(s) Responsible (Name and Position):** Mitchell Andrews

**Rationale (With supporting data):** Maintaining an ASHP accredited training program requires budgetary support for meeting the program and course outcomes. See attached files: ASHP equipment list, ASHP annual accreditation fee schedule, Lab supplies master list, Pharmacy references, Professional association memberships required by ASHP Standards

**Priority:** High

**Safety Issue:** No

**External Mandate:** Yes



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**Safety/Mandate Explanation:** ASHP Standards, model curriculum and guidance documents are attached

## Update on Action

### Updates

**Update Year:** 2021-2022

09/23/2021

**Status:** Action Discontinued

Due to faculty workload and ASHP standards/accreditation, the pharmacy technician budget will remain under the Allied Health budget. Annual application for VTEA funds will support professional development, equipment, instructional supplies.

**Impact on District Objectives/Unit Outcomes (Not Required):**

## Action: 2020-2021, 2019-2020; Improve student success through faculty development

Improve student success by providing faculty development in areas of current pharmacy practice and skills, pharmacy technician education, classroom effectiveness, and online teaching. ASHP \$2500, PTEC \$2500 (VTEA)

**Leave Blank:**

**Implementation Timeline:** 2020 - 2021

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** The goal of the Pharm Tech Certificate of Achievement Program is to increase student success to 80%. This goal requires ongoing faculty development to ensure that current and future faculty members make the transition from pharmacy practice to academia.

Advisory Board Survey/Minutes support faculty development activities to support a successful pharmacy technician program.

**Person(s) Responsible (Name and Position):** Mitchell Andrews

**Rationale (With supporting data):** Pharmacy technician faculty and Advisory Board members directly relate faculty development to the success of the pharmacy technician program. This is documented in Advisory Board minutes (attached), previous program review, and goal-settings sections of faculty elevations. faculty utilized on campus and online resources for improving academic transition skills. ASHP annual conference supports ongoing current clinical skills. PTEC annual conference supports ongoing pharmacy technician education meets industry expectations.

COVID requires online teaching for current academic year

**Priority:** High

**Safety Issue:** No

**External Mandate:** Yes

**Safety/Mandate Explanation:** ASHP standards require ongoing faculty development

6.2 The program director:

(d) demonstrates on-going continuing education in the field of pharmacy and/or education.

6.4. To stay current with professional issues, the program director is a member of a national pharmacy or education association and a state pharmacy association. He/she ensures that memberships in pharmacy and education associations are represented among the program faculty members.

COVID emergency orders

## Update on Action

### Updates

**Update Year:** 2020 - 2021

09/24/2021

**Status:** Action Completed

Student success was supported by professional development to improve classroom effectiveness.

**Impact on District Objectives/Unit Outcomes (Not Required):**

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## Link Actions to District Objectives

District Objectives: 2018-2021
<b>District Objective 2.1</b> - Increase the percentage of students who earn an associate degree or certificate (CTE and Non-CTE) by 5 percentage points over three years
<b>District Objective 4.3</b> - College of the Sequoias Board of Trustees, administration, faculty, and staff will engage in best practices and staff development to sustain effective operational systems for institutional assessment and continuous improvement.

## Action: 2020-2021/2019-2020; Improve student pass rate on PTCB national certification exam.

Improve student pass rate on the PTCB national certification exam by providing a certification review course and/or PTCB practice exams.

**Leave Blank:**

**Implementation Timeline:** 2020 - 2021

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** Career Opportunities

Upon successful completion of this certificate, students will be eligible to apply for a pharmacy technician license from the California State Board of Pharmacy and will be prepared for employment as an entry-level pharmacy technician in various pharmacy practice settings. Industry partner requirements for certified technicians to fill posted positions are increasing. Advisory Board recommends students are prepared for and take the national certification exam.

**Person(s) Responsible (Name and Position):** Mitchell Andrews

**Rationale (With supporting data):** National standards for pharmacy technician education are reflected by passing scores on the PTCB certification exam.

**Priority:** High

**Safety Issue:** No

**External Mandate:** Yes

**Safety/Mandate Explanation:** ASHP Accreditation standards require the following program assessments

14.2 Program assessments include, but are not limited to:

- (a) program completion;
- (b) performance on national certification examinations or performance on a psychometrically valid evaluation;
- (c) program satisfaction, including student, graduate, and employer satisfaction;
- (d) job placement; and
- (e) assessment data used in the continuous quality improvement process is actively maintained.

<b>Update on Action</b>
<p><i>Updates</i></p> <p><b>Update Year:</b> 2021-2022 <span style="float: right;">09/24/2021</span></p> <p><b>Status:</b> Action Completed</p> <p>The number of students who are taking the PTCB certification exam is slowly increasing over the last 3 years, however, the exam is not required for licensure. The pass rate is 100% for those students who take the exam.</p> <p><b>Impact on District Objectives/Unit Outcomes (Not Required):</b></p>

## Link Actions to District Objectives

District Objectives: 2018-2021
<b>District Objective 2.4</b> - By 2021, Increase the percentage of CTE students who achieve their employment objectives by 5 percentage points

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**District Objective 4.1** - Increase the use of data for decision-making at the District and department/unit level