

# Comprehensive Program Review Report



## Program Review - Pharmacy Technician

### Program Summary

#### 2022-2023

**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 for 2020-2027. ASHP accreditation supports student success, improves employment rates, and allows access to the Pharmacy Technician Certification Board (PTCB) national certification exam for all graduates.

2. Enrollment increased as a result of ASHP accreditation: 2019-2020: 16; 2020-2021: 8 (COVID); 2021-2022: 20; 2022-2023: 24;

3. Student Success rates in Pharm Tech courses (excluding EW grades): 2018-2019 93.5%; 2019-2020 83.1%; 2020-2021 80.6%; 2021-2022 75.8%. The slightly lower pass rate is related to the COVID pandemic which prevents/limits access to the Pharmacy Technician Skills lab equipment. Industry standards, affiliate expectations, and course rigor all remained unchanged over this time period. Student success is directly tied to 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, as well as, 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 79.7%. The success rate for Multi-ethnicity students: 95%, Hispanic students: 76.7%, White students: 82.8%; there is only a 6 point spread between the overall success rate of White and Hispanic students. There was a decrease of this success rate gap to 4.9% for 2021-2022

5. FTES: (excluding EW grades): 2018-2019: 10.50; 2019-2020: 30.39; 2020-2021: 17.77; 2021-2022: 25.67 The 2021-2022 enrollment rebounded somewhat compared to the 2020-2021 COVID-related impact on 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 provides an opportunity to become familiar with pharmacy drive-thru procedures. The lab also has a collection of pharmacy references which are renewed on a rotational basis. 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 successful 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, an updated pharmacy technician program brochure, video, commercial, billboard, and graduate interviews. Program faculty and students participate in the COS health science open house, outreach webinars to local high school students, the development of a commercial, service projects on campus and in the community, 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. The PTCB Certification Voucher Program for 2021-2022 successfully increased the number of students attempting and passing the national PTCB Exam. Pass Rate: 2021-2022: 84.6% Attempt rate: 2021-2022: 92.8%. Students will be provided an exam voucher to support attempt rates and an exam study guide to support pass rates. Vouchers also improve PTCB reporting capabilities to comply with ASHP accreditation standards. (COS Foundation)

B. Develop an annual employer survey to comply with ASHP accreditation standards. Preceptors and Advisory Board members were surveyed Spring of 2022.

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]" Hire adjunct faculty as necessary to comply with ASHP standards. FTEF: 2018: 1.05; 2019: 2.90; 2020-2021:3.07; 2021-2022: 3.08 Instructor: Student ratios are set by outside ASHP accreditation: lecture 1:24 and lab 1:12

3. Improve student success by providing a lab assistant and pharmacy math tutors. (VTEA)

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

5. 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) Reconstitute and industry standard filtration system to ensure student success with reconstitution of oral liquids.

6. Support faculty development to increase and maintain 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]" Provide equipment, posters, and marketing material to support pharm tech student service projects on campus and in the community. (VTEA)

8. Regulatory changes have increased pharmacy technician duties with regard to immunizations, controlled substances, point-of-care testing, pharmacist delegation, billing, and medication therapy management. Additional simulated lab activities are required to support student learning of current industry employer expectations. (VTEA)

9. Additional dedicated lab space is needed on the Visalia campus for CTE Programs that currently use HR113. Nursing and Allied Health (CNA, PTA, EMT, PT) CTE programs are successful and continue to grow. This success is desired, but it has begun to have a negative impact on the availability of the single, shared, lab space in Hospital Rock. Each program that uses HR113 must set out equipment and cabinetry to prepare for each lab and stow equipment and cabinetry after each lab. There isn't adequate prep/stow time between program labs and/or there isn't time on the HR113 room calendar for labs that need access to the equipment stored in that room. Student success is supported by access to the industry-relevant equipment and supplies acquired for each program and available only in HR113.

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

2. ASHP Accreditation fees. (Budget augmentation)

3. COVID-related challenges have included moving portions of the program to an online teaching format, scheduling labs with shared lab space, designing face-to-face labs with social distancing, and increasing difficulty with externship placement.

3. Pharmacy practice continues to evolve and an adequate variety of clinical externship sites that reflect the diversity of local practice sites are needed to successfully prepare our students for the workforce. Adequate numbers of externship opportunities are required to ensure that students are able to accrue the required number of hours to apply to the State Board of Pharmacy for Pharmacy Technician licensure.

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

5. A more significant percentage of local employers prefer 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%. PTCB certification improves the employment rate of COS Pharmacy Technician graduates in the workforce. The 2021-2022 Voucher Pilot was successful and will be continued. (COS Foundation)

6. ASHP accreditation requires an adequate complement of program faculty and staff.

(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]" )

The Pharmacy Technician Program currently has one Full-time faculty and one adjunct instructor.

a. ASHP accreditation requires that the program has a Program Director. The current Program Director is also the only full-time faculty for the Pharmacy Technician Program. Current Release Time is 0.2 FTE Fall and 0.2 FTE Spring for ASHP Accreditation paperwork and student files.

b. ASHP accreditation and state pharmacy regulations require each student participates in an externship. Externship contracts and coordination completed by full-time faculty: No FTE allotment beyond that assigned for teaching PT228 Pharmacy Technician Externship 1

c. ASHP accreditation and state pharmacy regulations require the program to meet quotas for didactic, simulated, and experiential training. ASHP accreditation sets Instructor: Student ratios: lecture 1:24 and lab 1:12. FTEF grows as enrollment increases: 2018: 1.05; 2019: 2.90; 2020-2021:3.07; 2021-2022: 3.08 Pharmacy Technician Program FTE for class offerings by semester: Fall Curriculum: 1.759 FTE; Spring Curriculum: 1.536 FTE; Summer Curriculum: 0.266 FTE. The current complement of one FT faculty and one adjunct instructor creates overload for Full-time faculty.

d. ASHP accreditation and VTEA funding require an Advisory Board. Meetings and related duties completed by Full-time faculty: no FTE allotment

Recommendation: Hire additional adjunct or full-time faculty and increase release-time for full-time faculty serving as Program Director.

**Overall SLO Achievement:** Overall SLO Achievement (excluding EW grades and PT200 intro course): Students in the 2021-2022 cohort: 88.1% 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 2021-2022 cohort (excluding EW grades and PT200 intro course): 88.1% 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:** The outcome assessment for 2021-2022 is within current expectations and the program is complying with the outcomes required by ASHP entry-level Pharmacy technician training programs.

## Action: 2022-2023; 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.

**Leave Blank:**

**Implementation Timeline:** 2021 - 2022, 2022 - 2023

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** PT 218 Pharm 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.

### Update on Action

#### Updates

**Update Year:** 2021-2022

09/07/2022

**Status:** Continue Action Next Year

Dedicated Pharm Tech calculations tutors improve pass rates for PT218. Math lab, STEM-focused math tutors, are not as successful as pharm tech program students who understand proportional math.

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

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**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: 2018-2021

**District Objective 1.1** - The District will increase FTES by 1.75% over the three years

**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

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.

**District Objective 3.2** - Increase the course success rate by 10% for each disproportionately impacted student group in their transfer level Quantitative Reasoning and English courses by the end of their first year from 2021-2025.

## Action: 2022-2023; Industry Standard Equipment for simulated activities in pharm tech lab

Install industry standard reconstitution/filtration system station

**Leave Blank:**

**Implementation Timeline:** 2022 - 2023

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** PT 215: Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety. (ASHP 3.2); Maintain pharmacy facilities and equipment. (ASHP 3.8)

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

**Rationale (With supporting data):** Reconstitution of oral liquids is a frequently performed pharmacy technician duty. COS students need access to standard reconstitution equipment utilized in the majority of area pharmacies.

**Priority:** High

**Safety Issue:** No

**External Mandate:** Yes

**Safety/Mandate Explanation:** ASHP standards require standard industry relevant equipment to maintain accreditation

## Link Actions to District Objectives

District Objectives: 2018-2021

**District Objective 1.1** - The District will increase FTES by 1.75% over the three years

**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

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percentage points

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 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.

**District Objective 3.2** - Increase the course success rate by 10% for each disproportionately impacted student group in their transfer level Quantitative Reasoning and English courses by the end of their first year from 2021-2025.

## Action: 2022-2023; 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, 2022 - 2023

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** Continued student access to industry-standard equipment and supplies required to maintain ASHP accreditation

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

**Rationale (With supporting data):** Advisory Board's recommendation and College administration/Board support for ongoing ASHP 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.

### Update on Action

#### Updates

**Update Year:** 2021-2022

09/07/2022

**Status:** Continue Action Next Year

Pharmaceutical developments and practice improvements require ongoing updates to pharmacy references in the lab and LCR.

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

## 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: 2018-2021

**District Objective 1.1** - The District will increase FTES by 1.75% over the three years

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**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

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 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.

**District Objective 3.2** - Increase the course success rate by 10% for each disproportionately impacted student group in their transfer level Quantitative Reasoning and English courses by the end of their first year from 2021-2025.

**District Objective 4.3** - Improve professional development practices District-wide for all District employees to support equity and operational effectiveness from 2021-2025.

## Action: 2022-2023; ASHP accreditation requires an adequate complement of program faculty and staff.

Hire additional adjunct or full-time faculty and increase release-time for full-time faculty serving as Program Director.

Leave Blank:

Implementation Timeline: 2022 - 2023

Leave Blank:

Leave Blank:

Identify related course/program outcomes:

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:** Correction item on 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]"

## Link Actions to District Objectives

District Objectives: 2018-2021

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

**District Objective 4.2** - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

District Objectives: 2021-2025

**District Objective 1.1** - The District will increase FTES 2% from 2021 to 2025.

**District Objective 4.1** - Increase the effective use of data and transparency in decision making at all institutional levels from 2021-2025.

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



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operational effectiveness from 2021-2025.

## Action: 2022-2023; Provide Pharmacy Technician Certification Board Study Guide and Voucher to Spring Pharmacy Technician Cohort

2022-2023; Support access to PTCB Certification Exam and maintain pass rate. Provide study guide and exam voucher to bridge equity gaps and support successful exam prep. Gather PTCB exam data from the PTCB website for reporting to ASHP. Maintain PTCB pass rate of 80%

Implementation Timeline: 2022 - 2023

Leave Blank:

Implementation Timeline: 2022 - 2023

Leave Blank:

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Identify related course/program outcomes:

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

**Rationale (With supporting data):** Local employers are increasingly requiring applicants for pharmacy technician positions be certified. PTCB certification increases employment rates and access to pharmacy technician positions.

**Priority:** High

**Safety Issue:** No

**External Mandate:** Yes

**Safety/Mandate Explanation:** ASHP accreditation standards require that the program capture and report PTCB certification data.

### 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.

**District Objective 3.2** - Increase the course success rate by 10% for each disproportionately impacted student group in their transfer level Quantitative Reasoning and English courses by the end of their first year from 2021-2025.

**District Objective 4.1** - Increase the effective use of data and transparency in decision making at all institutional levels from 2021-2025.

## Action: 2022-2023: Dedicated Simulated Pharmacy Lab

Support student success by ensuring consistent access to the industry-relevant equipment and supplies acquired for the pharmacy technician program.

Leave Blank:

Implementation Timeline: 2022 - 2023

Leave Blank:

Leave Blank:

**Identify related course/program outcomes:** PT215, PT217, PT218, PT225: labs requiring access to pharmacy Technician Program equipment.

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

Maintain pharmacy facilities and equipment. (ASHP 3.8)

Collect payment for medications, pharmacy services, and devices. (ASHP 3.14)

Describe basic concepts related to preparation for nonsterile compounding. Prepare simple, non-sterile medications per

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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)

Explain accepted procedures in purchasing and inventory control of pharmaceuticals, devices, equipment and supplies. (ASHP 3.18, 3.19)

Students will correctly enter data into a pharmacy software system to create a patient profile and generate a medication label to prepare and dispense medications in an inpatient practice.

Students will identify and demonstrate procedures and aseptic techniques as related to sterile (Chapter <797>) and hazardous (Chapter <800>) compounding operations and activities.

Students will fill and maintain medication carts, robotic systems, automated dispensing systems, and floorstock.

Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and professionals. (ASHP 1.5)

Apply interpersonal skills, including negotiation skills, conflict resolution, customer service, and teamwork. (ASHP 1.7)

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

**Rationale (With supporting data):** Nursing and Allied Health (CNA, PTA, EMT, PT) CTE programs are successful and continue to grow. This success is desired, but it has begun to have a negative impact on the availability of the single, shared, lab space in Hospital Rock. Additional dedicated lab space is needed on the Visalia campus for CTE Programs that currently use HR113.

Currently, each program that uses HR113 for student labs must set out equipment and cabinetry to prepare for each lab and stow equipment and cabinetry after each lab. There isn't adequate prep/stow time between program labs and/or there isn't open time on the HR113 room calendar for all lab sessions that require access to the equipment stored in HR113. Student success is supported by access to the industry-relevant equipment and supplies acquired for each program and available only in HR113.

**Priority:** High

**Safety Issue:** Yes

**External Mandate:** Yes

**Safety/Mandate Explanation:** The curriculum content of simulated pharmacy activities is mandated by ASHP accreditation and State pharmacy regulations. Access to equipment and supplies acquired for these activities supports successful student development of technical skills and soft skills required by industry standards. Local industry employers require, and Pharmacy Technician Advisory Board recommends, that COS pharmacy technician students are adequately trained to ensure public safety is protected.

## Link Actions to District Objectives

District Objectives: 2018-2021
<b>District Objective 1.1</b> - The District will increase FTES by 1.75% over the three years
<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 2.4</b> - By 2021, Increase the percentage of CTE students who achieve their employment objectives by 5 percentage points
<b>District Objective 4.1</b> - Increase the use of data for decision-making at the District and department/unit level
<b>District Objective 4.2</b> - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents
District Objectives: 2021-2025
<b>District Objective 2.1</b> - Increase the number of students who earn an associate degree or certificate (CTE and non-CTE) by 5% from 2021-2025.
<b>District Objective 2.4</b> - 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.
<b>District Objective 3.1</b> - Reduce equity gaps in course success rates across all departments by 40% from 2021-2025.
<b>District Objective 3.2</b> - Increase the course success rate by 10% for each disproportionately impacted student group in their



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transfer level Quantitative Reasoning and English courses by the end of their first year 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.

Continue PTCB Voucher Program annually with pharmacy technician students to support successful exam prep, gather PTCB exam data for ASHP reporting, and increase successful exam attempts to improve PTCB certification rates. Maintain the Increased percentage of students attempting the certification exam from 30% in 2020-2021 to 75% 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.

### Update on Action

#### Updates

**Update Year:** 2021-2022

09/07/2022

**Status:** Action Completed

The pilot PTCB Study Guide and Voucher Program increased exam attempts and pass rates for class of 2022. Continue as long as program exists.

**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