Program Efficacy Team Report (Instruction)

2018 – 2019

Name of Department: Pharmacy Technology

Efficacy Team: Tim Hosford, Botra Moeung

Overall Recommendation:

☐Continuation   ☐Conditional   ☒Probation

Rationale for Overall Recommendation: The program is showing growth, increasing WSCH per FTEF and the number of certificates and degrees awarded after the steep decline in the 14-15 year. The document adequately examines the program demographics and pattern of service, as well as participation with campus-wide events and initiatives. The nature of the program demands a strong Professional Development framework that is clearly described.

However the EMP document is incomplete, and sections II, V, VI, and VII make no attempt meet the rubric for **analysis** and **planning**.

Section II: The SLO and PLOs are presented with no supporting analysis.
Section V: The productivity data from the EMP is copied with no analysis. The prompt is copied and pasted into the response box. Two courses are past due for content review. While none of the courses are 100 or above and therefore don't need to articulate, the document mentions seeking a Bridge Program with Western University. There is no discussion of what this would entail in terms of altering courses or creating new ones. Challenges from the EMP are not present anywhere in the document, and while plans are presented to fulfil action steps, the challenges these are meant to address are absent.
Section VI: Campus facilities are absent from the document. External facilities are mentioned without analysis.
Section VII: Was left unfilled.

Part I: Questions Related to Strategic Initiative: <u>Increase Access</u>

Goal: SBVC will improve the application, registration, and enrollment procedures for all students.

SBVC Strategic Initiatives: <u>Strategic Directions + Goals</u>

	Does Not Meet	Meets	Exceeds
Demographics	The program **does not provide** an appropriate analysis regarding identified differences in the program's population compared to that of the general population.	The program **provides an analysis** of the demographic data and provides an interpretation in response to any identified variance. The program **discusses the plans or activities** that are in place to recruit	In addition to the meets criteria, the program's analysis and plan **demonstrates a need** for increased resources.

		and retain underserved populations as appropriate.	
Pattern of Service	The program's pattern of service is **not related to the needs of students**.	The **program provides** evidence that the pattern of service or instruction meets student needs. The program **discusses the plans or activities** that are in place to meet a broad range of needs.	In addition to the meets criteria, the program **demonstrates that the pattern of service needs to be extended**.

☐ **Does Not Meet**   ☒ **Meets**   ☐ **Exceeds**

Efficacy Team Analysis and Feedback:

Demographics: The document accounts for most of the discrepancies, noting that statewide minority representation is high within the field. The department feels that the generally high minority numbers compared to state demographics is a satisfactory mix. More attention is paid to the very high proportion of female students in the program. The documents cites changes in the industry, such as the prevalence of 24-hour pharmacies resulting in shift flexibility. It also notes that the college ratio of male students exceeds that of the state. Finally, it accounts for the age disparity, citing state DEA regulations that act as a gate for younger students as well as the high incidence of students in training for a career change.

Pattern of Service: The document describes many of the challenges Pharmacy Tech students face in getting the classes they need. Many of these are common to the student body as a whole, but some are particular to the program, including the need for internship hours and concurrent enrollment with CSU and UC. Six courses are offered every semester, with the intent of allowing certification in one academic year.

The document demonstrates that the program is cognizant of service pattern challenges. Enrollment is up sharply from the last few years, which suggests that the current pattern is working.

Part II: Questions Related to Strategic Initiative: Promote Student Success

Goal: SBVC will increase course success, program success, access to employment, and transfer rates by enhancing student learning.

SBVC Strategic Initiatives: Strategic Directions + Goals

	Does Not Meet	Meets	Exceeds
Data/Analysis demonstrating achievement of instructional or service success	Program **does not provide an adequate analysis** of the data provided with respect to relevant program data.	Program **provides an analysis** of the data which indicates progress on departmental goals.	In addition to the meets criteria, the program **uses the achievement data** in concrete planning and **demonstrates** that it is prepared for growth.
Service Area Outcomes	Program **has not demonstrated** that it is	Program **has demonstrated** that it has fully evaluated	In addition to the meets criteria, the program **demonstrates that it has fully**

and/or Student Learning Outcomes and/or Program Level Outcomes	continuously assessing Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs) and/or Program Level Outcomes (PLOs) based on the plans of the program since their last program efficacy. Evidence of data collection, evaluation, and reflection/feedback, and/or connection to area services is **missing or incomplete**.	within a four-year cycle and is continuously assessing <u>all</u> Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs) and/or Program Level Outcomes (PLOs).	**incorporated Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs) and/or Program Level Outcomes (PLOs) into its planning, made appropriate adjustments, and is prepared for growth**.

☒ **Does Not Meet** ☐ **Meets** ☐ **Exceeds**

Efficacy Team Analysis and Feedback:

Student Success: The program has an exemplary retention and success numbers, which have held steady over the past four years. Degrees and Certificates awarded have been increasing after a sharp drop in the 14-15 year. The data is presented, but there is very little analysis of the data. The committee recommends that the program look ahead and provide evidence of planning to keep these numbers as the program grows, as it asserts that it seeks to increase FTES.

The document also presents data detailing the college's advantageous position as one of only two Inland Empire institutions with a Pharmacy Technology program, with the field expected to grow.

Student Learning Outcomes: The document clearly lists all course SLOs. However there is **no analysis** of those SLOs, **nor is there any evidence of assessment or evaluation**. There is no discussion of whether the SLOs are in need of updating.

Program Level Outcomes: The document once again presents the data with **no analysis**. It would be helpful to examine why the drop happened, describe what has been done to contribute to the recovery, and how the program plans to continue this trend.

Part III: Questions Related to Strategic Initiative: <u>Improve Communication, Culture & Climate</u>

Goal: SBVC will promote a collegial campus culture with open line of communication between all stakeholder groups on and off-campus.

SBVC Strategic Initiatives: Strategic Directions + Goals

	Does Not Meet	Meets	Exceeds
Communication	The program **does not identify** data that demonstrates communication with college and community.	The program **identifies** data that demonstrates communication with college and community.	In addition to the meets criteria, the program **demonstrates** the ability to communicate more widely and effectively, **describes** plans for extending communication, and provides

			data or research that **demonstrates** the need for additional resources.
Culture & Climate	The program **does not identify** its impact on culture and climate or the plans are not supported by the data and information provided.	The program **identifies and describes** its impact on culture and climate. Program **addresses** how this impacts planning.	In addition to the meets criteria, the program provides data or research that **demonstrates** the need for additional resources.

☐ **Does Not Meet**   ☒ **Meets**   ☐ **Exceeds**

Efficacy Team Analysis and Feedback:

Communication, Culture, and Climate: The department participates in several campus events, and is advocating a CSHP Student Charter. The committee recommends that subsequent reports further describe these activities and present data that illustrate their impact.

Internal/External Partnerships: The document presents a current partnership with Redlands Community Hospital for job training. It also is seeking to begin a bridge program with Western University.

Team Recommendation: Provide a more detailed description of what this bridge program would entail. Would courses articulate? Would new courses need to be developed or approved?

IV: Questions Related to Strategic Initiative: Maintain Leadership & Promote Professional Development

Goal: SBVC will maintain capable leadership and provide professional development to a staff that will need skills to function effectively in an evolving educational environment.

SBVC Strategic Initiatives: Strategic Directions + Goals

	Does Not Meet	**Meets**	**Exceeds**
Professional Development	The program **does not identify** currency in professional development activities.	Program **identifies current avenues** for professional development.	In addition to the meets criteria, the program shows that professional development has **impacted/expanded** the program and **demonstrates** that the program is positioning itself for growth.

☐ **Does Not Meet**   ☒ **Meets**   ☐ **Exceeds**

Efficacy Team Analysis and Feedback: There is a robust professional development network due to ASHP accreditation requirements, including yearly meetings. Partners include the American Society of Health-System Pharmacists (ASHP), the California Society of Health-System Pharmacists (CSHP), the Pharmacy Technician Certification Board (PTCB), and the National Healthcare Association (NHA). Additionally they participate in an advisory board twice a year.

V: Questions Related to Strategic Initiative: <u>Effective Evaluation & Accountability</u>

Goal: SBVC will improve institutional effectiveness through a process of evaluation and continuous improvement.

SBVC Strategic Initiatives: <u>Strategic Directions + Goals</u>

	Does Not Meet	**Meets**	**Exceeds**
Mission/ Statement of Purpose	The program **does not have** a mission/ statement of purpose, or it **does not clearly link** with the institutional mission.	The program **has** a mission/statement of purpose, and it **links** clearly with the institutional mission.	
Productivity	The data **does not show** an acceptable level of productivity for the program, or the issue of productivity is not adequately addressed.	The data **shows** the program is productive at an acceptable level.	The program functions at a highly productive level and has planned for growth as appropriate.
Relevance, Currency, Articulation	The program **does not provide** evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate. Out of date course(s) that were not launched into Curricunet by Oct. 1, 2017 may result in an overall recommendation no higher than Conditional.	The program **provides** evidence that the curriculum review process is up to date. Courses are relevant and current to the mission of the program. Appropriate courses **have been articulated** or transfer with UC/CSU, or **plans are in place** to articulate appropriate courses.	In addition to the meets criteria, the program **discusses plans** to enhance current course offerings that link to student/community needs and positions the program for improved student outcomes.
Challenges	The program **does not incorporate** weaknesses and challenges into planning.	The program **incorporates** weaknesses and challenges into planning.	The program **incorporates** weaknesses and challenges into planning that demonstrate the need for expansion.

☒ **Does Not Meet**   ☐ **Meets**   ☐ **Exceeds**

Efficacy Team Analysis and Feedback:

Mission Statement: The program has a clear mission statement that is linked with the College Mission.

Productivity: The productivity data is copied from the EMP document and not analyzed in any way. The document also copy-pasted the section prompt into the response section. <u>The team recommends that this section be used to address the low WSCH per FTEF ratio, and what factors affect this (i.e. limited workstations, safety issues, etc.), and what the program feels is the most appropriate target ratio.</u>

Relevance, Currency, and Articulation: Two courses are past due for content review. The document presents no plans to review those courses. As a CTA program, no courses articulate to a four-year curriculum. The program plans to bridge with Western University's Doctorate of Pharmacy Program. The catalog entire is linked in the Currency prompt. The document asserts that the course description is current.

As mentioned in the team's Section II response, the bridge program with Western University would appear to be a major undertaking. The program would do well to present some details on what this would entail as far as new courses or altering existing ones.

Challenges: The EMP document is incomplete and therefore does not list the challenges. The document does present plans to hire a full time faculty director for the program. This director is necessary to meet accreditation standards and market the program.

VI: Questions Related to Strategic Initiative: <u>Provide Exceptional Facilities</u>

Goal: SBVC will support the construction and maintenance of safe, efficient, and functional facilities and infrastructure to meet the needs of students, employees, and the community.

SBVC Strategic Initiatives: <u>Strategic Directions + Goals</u>

	Does Not Meet	**Meets**	**Exceeds**
Facilities	The program **does not provide an evaluation** that addresses the sustainability of the physical environment for its programs.	Program **provides an evaluation** of the physical environment for its programs and **presents evidence** to support the evaluation.	In addition to the meets criteria, the program has **developed a plan** for obtaining or utilizing additional facilities for program growth.

☒ **Does Not Meet**   ☐ **Meets**   ☐ **Exceeds**

Efficacy Team Analysis and Feedback: The Facilities section is used to list partnerships with various external pharmacies and hospitals for externship training. No mention is made of campus facilities.

The team recommends that more context is provided as to how external facilities are utilized and whether they are sufficient. Additionally, **campus facilities should be addressed**, specifically the capacity of the program to continue growing with current facilities and whether more space will be necessary.

VII: Previous Does Not Meet Categories

☒ **Does Not Meet**　　　☐ **Meets**　　　　　☐ **Exceeds**

Efficacy Team Analysis and Feedback:　There was no response provided in regards to previous DNM: Cost of the Program.