

San Joaquin Valley College

Program Improvement Proposal



Approved:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Date:	6.25.18
PR Number:	N/A

STANDARD: Proposed program revisions must support the outcomes of the program and be in alignment with SJVC’s Mission Statement and Strategic Plan.

POLICY: Program Improvement Proposals are to be completed in full and submitted with support documentation to CurriculumImprovements@sjvc.edu **between 60 - 90 days** prior to the department’s Program Review for peer review and institutional determination.

PROCESS: Complete and submit the Program Improvement Proposal to CurriculumImprovements@sjvc.edu. Attendees at Program Review will vote on adoption of the proposal. A corporate curriculum team member will coordinate implementation of approved proposals. If approved, the proposal is forwarded to Senior Management for their review.

TIMELINE: Changes may take a minimum of 120 days to implement. Please plan accordingly

Program Improvements include but are not limited to:

- Any change needing approval by an accreditation body
- Program name or course names
- Matrix changes
- Combining, deleting or adding courses
- Clock hour or unit value changes
- Changes to Program Learning Outcomes (PLOs)
- Changes to performance standards (typing tests etc.)

Person Requesting:	Nicole Lewis (Modesto) and Patrick Krebs (CAO) supporting: Krysten Schweighart (Bakersfield) Lorie Ragsdale (Visalia)
Date:	June 14, 2018
Campus(es):	Visalia, Bakersfield, Fresno, Ontario, Modesto, Hesperia, Temecula, Lancaster
Program:	Pharmacy Technology

Section 1: Improvement Information

Describe each proposed change and the reason each will improve the program.

Change	Justification
<p>Revise PLO 1</p> <p><i>Current:</i> Exhibit accurately the competencies of a Pharmacy Technician including:</p>	<p>The PLO is a very heavy outcome and very wordy. The provided suggestion is more practical as it summarizes many of the topics covered in the current PLO in to a simple statement. The</p>

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<p>Legal limitations within the law, How and why aseptic techniques are used, Legal requirements for prescription forms and labels, Correct medical terminology, Stability characteristics and storage requirements of commonly prescribed drugs, Drug to drug interactions of commonly prescribed drugs, Indications of commonly prescribed drugs, The trade (brand) and generic names of commonly prescribed drugs</p> <p>Suggested: Exhibit foundational Pharmacy Technician competencies</p>	<p>suggested PLO will support domain 1 of the PTCE exam.</p>
<p>Revise PLO 2</p> <p>Current: Read, interpret, transcribe, trouble shoot, and process prescriptions and medical orders accurately</p> <p>Suggested: Read, interpret, and follow pharmacy law, ethics, and regulations</p>	<p>The suggested PLO will support domain 2 of the PTCE exam. The movement of the PLO will support the logical progression as the student is introduced, developed/reinforced, and mastered/assessed with the PLOs.</p>
<p>Revise PLO 3</p> <p>Current: Demonstrate the ethical principles of the pharmacy profession</p> <p>Suggested: Read, interpret, transcribe, troubleshoot, and process prescriptions and medical orders accurately</p>	<p>The suggested PLO will support domains 4-6 of the PTCE exam. Same as previous PLO 2.</p>
<p>Revise PLO 4</p> <p>Current: Possess and display professional skills related to dependability, customer service, team work , flexibility & adaptability in working with patients, medical staff, insurance staff, and other pharmacy personnel</p> <p>Suggested: Perform sterile and non-sterile compounding</p>	<p>The PLO is a very heavy outcome and very wordy. All of these topics will be moved to PLO 5. The suggested PLO will support domain 3 of the PTCE exam.</p>
<p>Revise PLO 5</p> <p>Current: Characterize a medical professional capable of learning, growing and adapting to varied</p>	<p>The PLO is a very heavy outcome and very wordy. The provided suggestion is more practical as it summarizes many of the topics covered in the current PLO and the current PLO 4 in to a</p>

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environments and activities in working with a licensed Pharmacist Suggested: Perform pharmacy billing and computer system applications	simple statement. The suggested PLO will support domains 7-9 of the PTCE exam.
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Section 2: Measurement

- What metrics will be used to evaluate the effectiveness of the proposed changes? (Placement, licensure, certification, CLO/PLO achievement, course completion, etc.)
- What is the current status and what is the expected target?

Metric	Current	Target	By When
PLO 1 Achievement	100%	85%	12/03/20
PLO 2 Achievement	100%	85%	12/03/20
PLO 3 Achievement	100%	85%	12/03/20
PLO 4 Achievement	100%	85%	12/03/20
PLO 5 Achievement	100%	85%	12/03/20

Section 3: Support Documentation and Data*

3.1 Documentation: includes but is not limited to: Advisory Board minutes or statements from members; statements from Career Services department, extern sites or employers; documentation of programmatic regulations from accreditation associations or new laws and/or legislation; research on current industry trends; course comparison with other institutions

3.2 Student Success Data: includes but is not limited to: CLO, PLO, placement, licensure/certification, retention, enrollment, attendance, course surveys

***Note: Include as an attachment documentation from outside sources and of student success that support the need for the changes**

Support List	Explain how the information listed support the proposed changes
Appendix A	The PLO achievement data being 100% across all PLOs is a concern that the PLOs need to be revised to ensure better achievement data.

Section 4: Alignment With Outcomes

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How does this change better support the programs' SLOs (CLOs, PLOs, ILOs)? (Please address specific SLOs in your response).

The current PLOs contain many vague soft skills that provided no direction. The focus of the suggested PLOs provides a focus on more of the knowledge and skills required. Where PLOs 6 and 7 will provide the support for the soft skills. The suggested PLOs provides more of an alignment with CCLOs 1-5 (see [Appendix B](#)) and ILOs 1-5 (see [Appendix C](#)).

Section 5: Teach-Out

A “teach-out” is when current students will need to finish their original class schedule while new students will be given the changes – this can create the need for additional classrooms, teachers, or changes to student contracts. See your campus Registrar and supervisor for assistance) (Used for assessing the financial impact of the changes)

This proposal will create a “Teach Out” situation: Yes: No:

Describe the plan for addressing a teach-out situation:

No Teach out needed.

Section 6: Impact On Students

Provide a detailed narrative that clearly explains how the proposed changes will impact current student **schedules** and/or **campus experience**.

No impact on student schedules or the campus experience.

Section 7: Impact On Faculty

Provide a detailed narrative that clearly explains how the proposed changes will impact any **faculty scheduling** or **qualifications**. Will additional faculty be needed? Will current faculty need training? (Used for assessing the financial impact of the changes)

No impact on faculty scheduling, qualifications, no training, etc. During the voting process the PT faculty will be aware of the suggestions.

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Section 8: Impact On Resources

Provide a detailed narrative that clearly explains how the proposed changes will require modifications to **current classroom space/facility usage** or require **new/additional equipment**. (Used for assessing the financial impact of the changes)

No impact on resources.

Section 9: Impact On Programmatic Accreditation

Does your program have an external accrediting body? If so, what is the impact of the programmatic accreditation requirements?

No programmatic accreditation. However, the PLO suggestions fully align with the domains of the PTCE exam.

Section 10: Academic Leadership Input

A statement from the Academic Dean (Campus President if submitted by the Academic Dean) documenting their knowledge and support of the proposed improvement is necessary to process the proposal (separate attachments or emails to the Curriculum Specialist are acceptable).

The proposal is great and I support the changes in the PIP.

Alaine Johnson, Academic Dean, Modesto

I am in support of the proposed changes as the revised outcomes will be better aligned to the PTCE exam and will improved certification pass rates and ultimately student success.

April Lafaire, Academic Dean Visalia

Section 11: Approval Process

A statement from the Director of Curriculum and Assessment documenting the approval process is necessary to process the proposal. (with consideration from the budget committee and senior management as necessary for changes that warrant increased expense)

Review Date: 6.14.18

Approved: **Disapproved:**

Comments:

The proposed changes are a reflection of thoughtful review of our outcomes at all levels. The PLOs were long overdue for review/revision. I support the request and task the group with identifying tools to assess these new PLOs.

Annette Austerman, Director Of Curriculum And Assessment,

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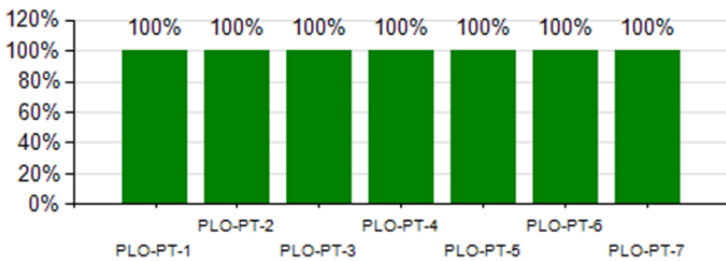
Appendix A: 2016 PT Program Review PLO Achievement Data

Program Aggregate Data - Pharmacy Technology: Program Learning Outcome Measures

Date Range for Program Outcome Measures	
From:	To:
5/5/2014	4/18/2016

Program Learning Outcome Statements	# Students Assessed	# Assessments Delivered	% Mastery Rate	# Assessed with Rubric	# Assessed nonRubric
PLO-PT-1:1. Exhibit accurately the competencies of a Pharmacy Technician including:• Legal limitations within the law • How and why aseptic techniques are used• Legal requirements for prescription forms and labels• Correct medical terminology• Stability characteristics and storage requirements of commonly prescribed drugs• Drug to drug interactions of commonly prescribed drugs• Indications of commonly prescribed drugs• The trade (brand) and generic names of commonly prescribed drugs	159	159	100%	159	0
PLO-PT-2:Read, interpret, transcribe, troubleshoot, and process prescriptions and medical orders accurately	159	159	100%	159	0
PLO-PT-3:Demonstrate the ethical principles of the pharmacy profession	160	160	100%	160	0
PLO-PT-4:Possess and display professional skills related to dependability, customer service, team work, flexibility & adaptability in working with patients, medical staff, insurance staff, and other pharmacy personnel	160	160	100%	160	0
PLO-PT-5:Characterize a medical professional capable of learning, growing and adapting to varied environments and activities in working with a licensed Pharmacist	160	160	100%	160	0
PLO-PT-6:Relate and apply concepts of communication, reasoning, critical analysis, ethical behavior and appropriate interpersonal interaction to situations in his or her career and personal life	160	160	100%	160	0
PLO-PT-7:Demonstrate the social skills, professional appearance, attitudes and behavior that employers expect of all SJVC graduates	160	160	100%	160	0

PLO Mastery Percent



Course Learning Outcome Mastery

	Number of CLOs	% of CLOs
CLOs >= 80% Mastery	27	55%
Not Assessed	1	2%
CLOs < 80% Mastery	21	43%
# of CLOs	49	

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Appendix B: PLO/CCLO Alignment

CCLOs	Program Outcomes						
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7
Programmatic and/or General Education							
Professionalism		I/D				D/M	D/M
Intercultural Awareness						I/D/M	I/D/M
Self-Awareness and Learning			I/D		I/D	D/M	D/M
Responsible Citizenship						I/D/M	I/D/M
Leadership and Teamwork			I/D		I/D	D/M	D/M

Appendix C: PLO/ILO Alignment

ILOs	Program Outcomes						
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7
Programmatic and/or General Education							
Critical Thinking		I	D	D	I	M	M
Written Communication	D	D			I	M	
Oral Communication	D	D	D		I	M	M
Quantitative Reasoning			I/D	I/D		M	
Information Literacy	I	D			I	M	

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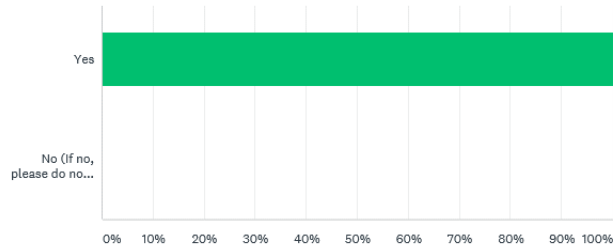
Appendix D: Proposal Survey Results

Q1

Customize Export

I have reviewed and understand the PT PLO Program Improvement Proposal. (Click Here)

Answered: 17 Skipped: 0



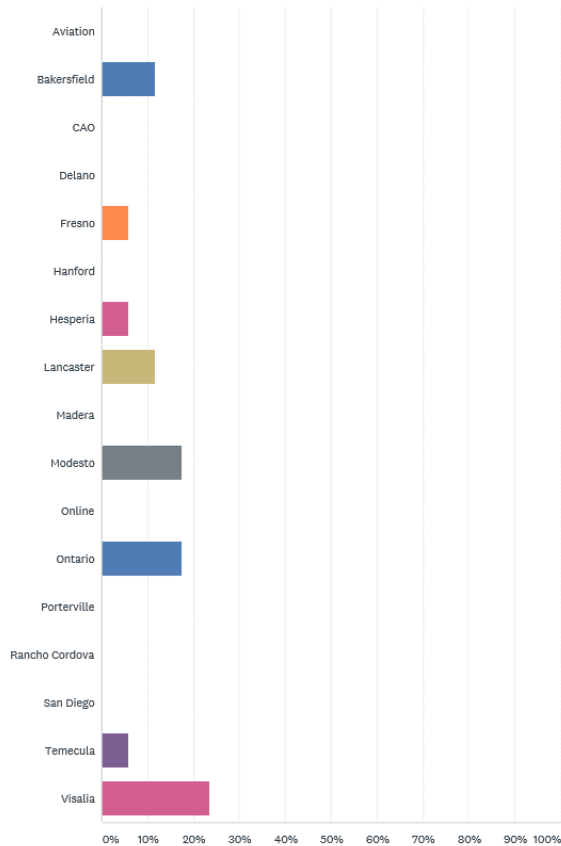
ANSWER CHOICES	RESPONSES
Yes	100.00% 17
No (If no, please do not complete this survey until the proposal is reviewed and understood)	0.00% 0
TOTAL	17

Q2

Customize Export

Select your campus from the dropdown list:

Answered: 17 Skipped: 0



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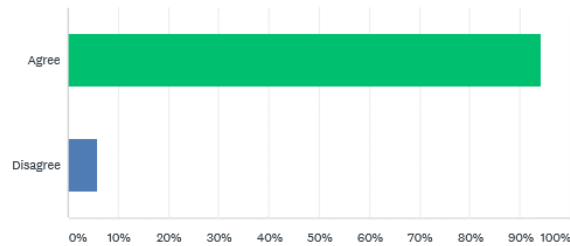
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Q3

Customize Export ▼

Do you agree to the following revision to PLO 1? Current: Exhibit accurately the competencies of a Pharmacy Technician including: Legal limitations within the law, How and why aseptic techniques are used, Legal requirements for prescription forms and labels, Correct medical terminology, Stability characteristics and storage requirements of commonly prescribed drugs, Drug to drug interactions of commonly prescribed drugs, Indications of commonly prescribed drugs, The trade (brand) and generic names of commonly prescribed drugs Suggested: Exhibit foundational Pharmacy Technician competencies

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Agree	94.12%	16
▼ Disagree	5.88%	1
TOTAL		17

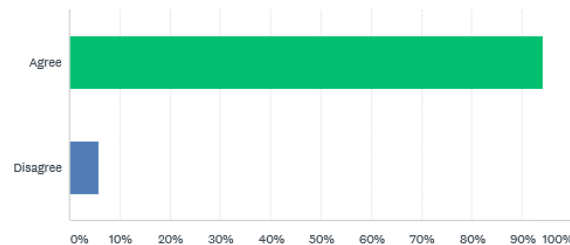
Comments (0)

Q4

Customize Export ▼

Do you agree to the following revision to PLO 2? Current: Read, interpret, transcribe, trouble shoot, and process prescriptions and medical orders accurately Suggested: Read, interpret, and follow pharmacy law, ethics, and regulations

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Agree	94.12%	16
▼ Disagree	5.88%	1
TOTAL		17

Comments (1)

Showing 1 response

Does interpret supersede scope of practice?

6/19/2018 9:34 AM

[View respondent's answers](#)

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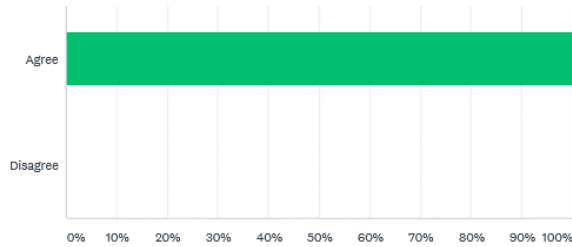
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Q5

Customize Export ▼

Do you agree to the following revision to PLO 3? Current: Demonstrate the ethical principles of the pharmacy profession
Suggested: Read, interpret, transcribe, troubleshoot, and process prescriptions and medical orders accurately

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Agree	100.00%	17
▼ Disagree	0.00%	0
TOTAL		17

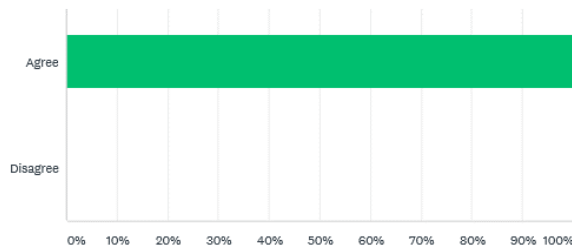
Comments (0)

Q6

Customize Export ▼

Do you agree to the following revision to PLO 4? Current: Possess and display professional skills related to dependability, customer service, team work , flexibility & adaptability in working with patients, medical staff, insurance staff, and other pharmacy personnel
Suggested: Perform sterile and non-sterile compounding

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Agree	100.00%	17
▼ Disagree	0.00%	0
TOTAL		17

Comments (0)

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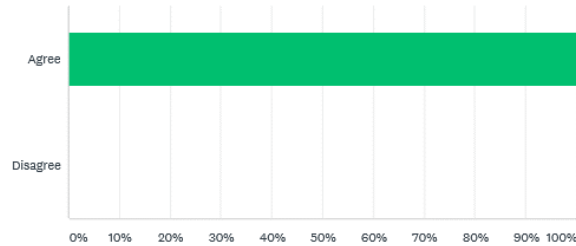
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Q7

Customize Export

Do you agree to the following revision to PLO 5? Current: Characterize a medical professional capable of learning, growing and adapting to varied environments and activities in working with a licensed Pharmacist Suggested: Perform pharmacy billing and computer system applications

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES
Agree	100.00% 17
Disagree	0.00% 0
TOTAL	17

[Comments \(1\)](#)

Showing 1 response

I would still like professionalism addressed in at least one PLO, but I'm unsure as to how to add it without adding another PLO

6/22/2018 9:29 AM

[View respondent's answers](#)

Survey responses to comments/questions:

1. New PLO 2: Does interpret supersede scope of practice?
 - a. No, students will need to read, understand and interpret pharmacy law, ethics, and regulations to apply them within the field.
2. New PLO 5: I would still like professionalism addressed in at least one PLO, but I'm unsure as to how to add it without adding another PLO.
 - a. Professionalism is addressed in PLO 6: Relate and apply concepts of communication, reasoning, critical analysis, ethical behavior and appropriate interpersonal interaction to situations in his or her career and personal life and PLO 7: Demonstrate the social skills, professional appearance, attitudes and behavior that employers expect of all SJVC graduates