

*San Joaquin Valley College*  
**PROGRAM ASSESSMENT PLAN**  
To be revised at each Biennial Curriculum Conference

<b>Program</b>	Pharmacy Technician	February 2011
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**ALIGNMENT STATEMENTS**

<b><u>Mission Alignment/Program Statement of Purpose</u></b> A concise statement outlining the purpose of the program, who it serves, in what ways, and with what result. Include a one-two sentence explanation of how this program's purpose aligns with SJVC's mission.
Purpose: Pharmacy Technician graduates will possess the necessary skills to be able to work effectively in any pharmacy setting after graduation from the course. They will also possess the knowledge to sit for and pass the PTCB exam.

<b><u>Values Alignment</u></b> The Core Values at SJVC are: Success, Diversity, Community Involvement, Integrity, Excellence and Lifelong Learning. Include a one-two sentence explanation of how this program aligns with SJVC's values.
Values Alignment: The Pharmacy technician program aligns with the SJVC core values by giving our students skills for success. Through developing resume and interview techniques, we encourage our students to strive for excellence. Our students will be able to become involved in our community in a meaningful way, and uphold the integrity of the field as they hold jobs and continue on a path of lifelong learning.

<b><u>Institutional Learning Outcomes</u></b> The Institutional Learning Outcomes (ILOs) at SJVC apply to all students (and employees) regardless of program or position. Our ILOs include having graduates who are confident, educated, professional, skilled, citizens, and communicators. Include a one-two sentence explanation of how this program aligns with SJVC's ILOs.
ILO Alignment: The Pharmacy Technician program supports the SJVC Institutional Learning Outcomes by putting an emphasis on hands on and practical applications of skills as they exist in the field. This is accomplished by having a variety of lab activities, as well as an extern experience. Through all of this, our students are encouraged to be communicators, and professionals in the field.

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**OUTCOMES**

<b>Program Outcomes</b>	
Program Outcomes (PLOs) are the statements of what a student will be able to demonstrate upon completion of the program. List your Program Outcomes below:	
PLO 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
PLO 2	Read, interpret, transcribe, trouble shoot, and process prescriptions and medical orders accurately
PLO 3	Demonstrate the ethical principles of the pharmacy profession
PLO 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
PLO 5	Characterize a medical professional capable of learning, growing and adapting to varied environments and activities in working with a licensed Pharmacist
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.
PLO 7	Demonstrate the social skills, professional appearance, attitudes and behavior that employers expect of all SJVC graduates

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**ASSESSMENT PROCESS**

<b>1. <u>Delivery of Outcomes: How are the outcomes taught?</u></b>		
<ul style="list-style-type: none"> <li>• List the variety of methods used to deliver the content to students (lectures, field trips, readings, written assignments, research opportunities, group projects, lab work, presentations, article reviews, etc.)</li> <li>• Describe <u>what students do</u> in the courses to master the learning outcomes for the program</li> </ul>		
<b>Program Learning Outcome</b>	<b>Courses</b>	<b>Delivery Methods How are the outcomes taught?</b>
<b>Outcome 1</b> 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	PHR 1; PHR 2; PHR 20; PHR 135	Lectures, reading and writing prescriptions, list brand generic and indications for commonly prescribed medications
	PHR 231; PHR 251; PHR 331; PHR 45; PHR 100	Oral presentations, assignments, lectures, class discussions
	PHR 303; PHR 45	Hands on demonstration of competencies, lecture, class discussion
<b>Outcome 2</b> Read, interpret, transcribe, trouble shoot, and process prescriptions and medical orders accurately	PHR 101; PHR 102	Transcribe prescriptions for different pharmacy settings
	PHR 312; PHR 412	Lectures, text reading, role-play, demonstration, computer program simulations
	PHR 22; PHR 203; PHR 100; PHR 135	Bubble packing and unit dosing, work on inpatient prescriptions, lectures, demonstrations
<b>Outcome 3</b> Demonstrate the ethical principles of the pharmacy profession	PHR 1; PHR 2; PHR 20	Individual papers, class discussion, video presentations
	PHR 321; PHR 421	Roll playing, lectures, hands on demonstration, computer simulations
<b>Outcome 4</b> 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	PHR 421	Roll playing, class discussion, lectures, demonstrations
	PHR 312; PHR 412	Class discussions, lectures, text reading, computer simulations

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<b>Outcome 5</b> Characterize a medical professional capable of learning, growing and adapting to varied environments and activities in working with a licensed Pharmacist	PHR 321; PHR 421	Lecture, class discussion, text reading
	PHR 503; EXT 101	Extern participation, class discussions
	PHR 312; PHR 412	Computer simulations, lecture, hands on demonstration
<b>Outcome 6</b> 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.	PHR 3; PHR 30	Lecture, text reading, discussion
	PHR 321; PHR 421	Lecture, class discussion, test reading, reflective writing
	PHR 231; PHR 251; PHR 331; PHR 45	Lecture, text reading, demonstration, video presentations
	PHR 321; PHR 421	Lecture, discussions, roll playing
<b>Outcome 7</b> Demonstrate the social skills, professional appearance, attitudes and behavior that employers expect of all SJVC graduates	CSS 100	Lecture, discussion, roll playing
	PHR 502; PHR 503; EXT 101	Hand on in a pharmacy, class discussion

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<b>2. Evidence and Assessment Methods</b>						
List the tools and/or methods used to collect the evidence of student achievement of program SLOs (PLOs).						
<ul style="list-style-type: none"> <li>Criteria are rubrics, skill sheets or other tools used to determine whether the outcome has been met.</li> <li>Achievement level describes the expected mastery level of the PLO (e.g. 85% or level 3 on a 4 point rubric); this is not the same as a passing grade.</li> </ul>						
	<b>Evaluation Method or Tool</b>	<b>Direct or Indirect</b>	<b>Summative or Formative</b>	<b>Criteria (Rubric)</b>	<b>Achievement Target</b>	<b>Data Collection Method (if not done through eCourses)</b>
<b>Outcome 1</b> 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	Lab activates PHR 303; PHR 45	Direct	Formative	Rubric PHR 303 Aseptic Hand Washing Rubric	level 3 on a 4 point rubric	
	Ethical Article and Drug Report PHR 1; PHR 2  Group Presentation PHR 135; PHR 231; PHR 251;& PHR 331  Homework PHR 45; PHR 100; PHR 303 PHR 20;	Indirect	Formative	Rubric Ethical Article Rubric PHR 1; PHR 2 Drug Report Rubric PHR 1; PHR 2 Group Presentation Rubric PHR 231; PHR 251; PHR 331	level 3 on a 4 point rubric	
	Quizzes/ Exams PHR 1; PHR 2; PHR 20; PHR 135; PHR 231; PHR 251; PHR 331; PHR 45; PHR 100; PHR 303	Direct	Summative		80%	
	Textbook work PHR 1; PHR 2; PHR 20; PHR 135; PHR 231; PHR 251; PHR 331; PHR 45; PHR 100; PHR 303	Direct	Formative	Book Review	100% Classroom Participation	Teacher observation
<b>Outcome 2</b> Read, interpret, transcribe, trouble shoot, and process prescriptions and medical orders accurately	Lab activates PHR 101; PHR 102; PHR 312; PHR 412; PHR 22; PHR 203; PHR 100; PHR 135	Direct	Formative	Rubric PHR 101 Prescription Reading Skills PHR 102 Prescription Reading Skills PHR 312 PPC Prescription Processing Skills	level 3 on a 4 point rubric	

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				PHR 22 Filling a 24 Hr Medication Cart PHR 203 Prescription Processing		
	Drug Report PHR 101; PHR 102; PHR 22; & PHR 203  Home Remedy Project PHR 203  Homework PHR 312; PHR 412 PHR 100; PHR 135	Indirect	Formative	Rubric Drug Report Rubric PHR 101; PHR 102; PHR 22; PHR 203 Home Remedy Project PHR 203	level 3 on a 4 point rubric	
	Quizzes/ Exams PHR 101; PHR 102; PHR 312; PHR 412; PHR 22; PHR 203; PHR 100; PHR 135	Direct	Summative		95%	
	Textbook work PHR 101; PHR 102; PHR 312; PHR 412; PHR 22; PHR 203; PHR 100; PHR 135	Direct	Formative	Book Review	100% Classroom Participation	Teacher Observation
<b>Outcome 3</b> Demonstrate the ethical principles of the pharmacy profession	Class Discussions PHR 1; PHR 2; PHR 20; PHR 321; PHR 421	Indirect	Formative	Answering questions in class	100%	Teacher Observation
	Drug Report PHR 1; PHR 2  Create Your Own Pharmacy PHR 421  Professional Development Project PHR 321  Homework PHR 20	Indirect	Formative	Rubric Drug Report Rubric PHR 1; PHR 2 Create Your Own Pharmacy PHR 421 Professional Development Project PHR 321	level 3 on a 4 point rubric	
	Quizzes/ Exams PHR 1; PHR 2; PHR 20; PHR 321; PHR 421	Direct	Summative		75%	

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	Textbook work PHR 1; PHR 2; PHR 20; PHR 321; PHR 421	Direct	Formative	Book Review	100% Classroom Participation	Teacher Observation
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	Evaluation Method or Tool	Direct or Indirect	Summative or Formative	Criteria (Rubric)	Achievement Target	Data Collection Method (if not done through eCourses)
<b>Outcome 4</b> 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	Lab activates PHR 312; PHR 412	Direct	Formative	Completing NRx computer software labs 4- 13	95%+	Collected in NRx software
	PHR 412 Homework Rubric PHR 412  Create Your Own Pharmacy PHR 421  Homework PHR 312	Indirect	Formative	Rubric PHR 412 Homework Rubric PHR 412 Create Your Own Pharmacy PHR 421	level 3 on a 4 point rubric	
	Quizzes/ Exams PHR 421; PHR 312; PHR 412	Direct	Summative		70%	
	Textbook work PHR 421; PHR 312; PHR 412	Direct	Formative	Book Review	100% Classroom Participation	Teacher Observation
	Lab activates PHR 312; PHR 412	Direct	Formative	Completing NRx computer software labs 4- 13	95%+	Collected in NRx software
<b>Outcome 5</b> Characterize a medical professional capable of learning, growing and adapting to varied environments and activities in working with a licensed Pharmacist	Professional Development Project PHR 321  Create Your Own Pharmacy PHR 421  PHR 412 Homework Rubric PHR 412  Homework PHR 503; EXT 101; PHR 312;	Indirect	Formative	Rubric Professional Development Project PHR 321 Create Your Own Pharmacy PHR 421 PHR 412 Homework Rubric PHR 412	level 3 on a 4 point rubric	

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	Quizzes/ Exams PHR 321; PHR 421; EXT 101; PHR 312; PHR 412	Direct	Summative		80%	
	Textbook work PHR 321; PHR 421; PHR 312; PHR 412	Direct	Formative	Book Review	100% Classroom Participation	Teacher Observation
<b>Outcome 6</b> 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.	Professional Development Project PHR 321  Create Your Own Pharmacy PHR 421  Group Presentation Rubric PHR 231; PHR 251; & PHR 331  Homework PHR 3; PHR 30; PHR 45	Indirect	Formative	Rubric Professional Development Project PHR 321 Create Your Own Pharmacy PHR 421 Group Presentation Rubric PHR 231; PHR 251; PHR 331	level 3 on a 4 point rubric	
	Quizzes/ Exams PHR 3; PHR 30; PHR 321; PHR 421; PHR 231; PHR 251; PHR 331; PHR 45	Direct	Summative		90%	
	Textbook work PHR 3; PHR 30; PHR 321; PHR 421; PHR 231; PHR 251; PHR 331; PHR 45	Direct	Formative	Book Review	100% Classroom Participation	Teacher Observation
	Lab activates PHR 321; PHR 421; CSS 100	Direct	Formative	Rubric CSS 100 Interview	level 3 on a 4 point rubric	
<b>Outcome 7</b> Demonstrate the social skills, professional appearance, attitudes and behavior that employers expect of all SJVC graduates	Professional Development Project PHR 321  Create Your Own Pharmacy PHR 421  Homework CSS 100; PHR 503; EXT 101	Indirect	Formative	Rubric Professional Development Project PHR 321 Create Your Own Pharmacy PHR 421	level 3 on a 4 point rubric	



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	Quizzes/ Exams PHR 321; PHR 421; CSS 100	Direct	Summative		80%	
	Textbook work PHR 321; PHR 421	Direct	Formative	Book Review	100% Classroom Participation	Teacher Observation

<b>3. Implementation</b>					
This section is the planning section for the implementation and plan for sustaining of the assessment process.					
<ul style="list-style-type: none"> <li>Outline the timeline to include which years the PLO data will be formally analyzed at Program Review</li> <li>Identify which program members will be participating in and responsible for analyzing data and writing the Program Review and Biennial Reports</li> </ul>					
	<b>Data Analysis Timeline</b>	<b>Data Analysis Team members</b>	<b>Data Analysis Owner</b>	<b>Annual Report Writing Team Members</b>	<b>Annual Report Writing Owner</b>
Outcome 1	August of every odd year	Pharmacy Technician Faculty Pharmacy Technician Assessment Coordinator Division Managers	Assessment Coordinator and Curriculum Technician	Assessment Coordinator and Curriculum Technician	Curriculum Technician
Outcome 2	August of every odd year	Pharmacy Technician Faculty Pharmacy Technician Assessment Coordinator Division Managers	Assessment Coordinator and Curriculum Technician	Assessment Coordinator and Curriculum Technician	Curriculum Technician
Outcome 3	August of every odd year	Pharmacy Technician Faculty Pharmacy Technician Assessment Coordinator Division Managers	Assessment Coordinator and Curriculum Technician	Assessment Coordinator and Curriculum Technician	Curriculum Technician
Outcome 4	August of every odd year	Pharmacy Technician Faculty Pharmacy Technician Assessment Coordinator Division Managers	Assessment Coordinator and Curriculum Technician	Assessment Coordinator and Curriculum Technician	Curriculum Technician
Outcome 5	August of every odd year	Pharmacy Technician Faculty Pharmacy Technician Assessment Coordinator Division Managers	Assessment Coordinator and Curriculum Technician	Assessment Coordinator and Curriculum Technician	Curriculum Technician

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		Technician Assessment Coordinator Division Managers			
Outcome 6	August of every odd year	Pharmacy Technician Faculty Pharmacy Technician Assessment Coordinator Division Managers	Assessment Coordinator and Curriculum Technician	Assessment Coordinator and Curriculum Technician	Curriculum Technician
Outcome 7	August of every odd year	Pharmacy Technician Faculty Pharmacy Technician Assessment Coordinator Division Managers	Assessment Coordinator and Curriculum Technician	Assessment Coordinator and Curriculum Technician	Curriculum Technician
<b>Program Review Years:</b> ODD			<b>Biennial Report due:</b> September 2013		

**COMMUNICATION**

<p><b>4. Communication of Results</b>          This section identifies how results will be disseminated and communicated to stakeholders and who those stakeholders are:</p> <ul style="list-style-type: none"> <li>• Advisory Board members</li> <li>• Professional organizations</li> <li>• Programmatic –bodies</li> <li>• Potential employers; etc.</li> </ul>			
<b>Stakeholders</b>	<b>Methods of Communication</b>	<b>Completion Date</b>	<b>Owner</b>
Advisory Board	Program Review/ Community Group, Email notification	September 2013	Campus Management
Pharmacy Technician Faculty	Program Review/ Community Group, Email notification	September 2013	Curriculum Technician
Extern Site Facilitators	Program Review/ Community Group, Email notification	September 2013	Campus Management
Campus Management for all SJVC Campuses	Program Review/ Community Group, Email notification	September 2013	Curriculum Technician