CENTRAL NEW MEXICO COMMUNITY COLLEGE
ASSESSMENT REPORT
Due to SAAC by October 15

PART 1: CONTACT & PROGRAM IDENTIFICATION

Report Year and Contact Information:			
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Academic Year	**Contact Person**	**Email**	**Phone Number**

Subject of this Assessment Report:

Program: Pharmacy Technology

[X] Certificate   [ ] AA   [ ] AS   [ ] AAS

Gen Ed Area:

Applicable to: [ ] AA/AS   [ ] AAS

Discipline Area:

PART 2: EVIDENCE OF ACHIEVEMENT OF PROGRAM OUTCOMES

Summary of Program Success in Achieving Desired Outcomes:

Students continue to complete the program and graduate with a Certificate at a high rate (74%, N- 14), our graduates pass the national pharmacy technician certification examination at a high rate and our students have for the most part, transitioned easily into the pharmacy workforce.

Description and Evaluation of Recent Changes Made in Support of Student Learning:

Curriculum has been adjusted to include various topics on the recommendation of our accrediting agency. Topics which have been added include vaccines, preparation of small volume syringes for both oral and parenteral injection, pharmacy automation, investigational drugs, cash register manipulations and the safe handling of hazardous and chemotherapeutic agents. Additional emphasis was placed on topics covered and assessed using embedded test questions to address low numbers during our previous assessment report.

PART 3: REPORT ON RECENT ASSESSMENT OF STUDENT LEARNING PROCESSES

Learning Outcome(s)/Exit Competencies Assessed: *To add rows: right –click in cell below and select "Insert," "Insert Rows Above"*	Classes/Cohorts Assessed:
When students complete the program they will be able to recall and apply various professional practice standards necessary to assist the pharmacist in monitoring the practice site for compliance with federal, state and local laws, regulations and professional standards	PT1010 Intro to Pharmacy Technology, PT1092 Pharmacy Technician Lab I
When students complete the program they will be able to choose appropriate pharmaceuticals, devices, and supplies according to an established purchasing program	PT1510 Advanced Pharmacy Technology, PT1590 Pharmacy Technician Practicum
When students complete the program they will be able to apply the skills needed to take personal responsibility for assisting the pharmacist in improving the pharmaceutical care of patients	PT1590 Pharmacy Technician Practicum
When students complete the program they will be able to prioritize work flow while assisting the pharmacist in collecting, organizing, and evaluating information for direct patient care, drug use review, and departmental management	To be assessed Fall '14 – Sum '16 PT1590 Pharmacy Technician Practicum
When students complete the program they will be able to classify commonly used prescription and non-prescription drugs according to therapeutic class and indication.	To be assessed Fall '14 – Sum '16 PT 1515 Pharmacology

Measurement Tool(s) Used: *To add rows: right –click in cell below and select "Insert," "Insert Rows Above"*	Enter X's for type of tool				Initial Achievement Target or Expectation:
	Internal	External	Direct	Indirect	
Comprehensive final written examination	X		X		Students are evaluated in the classroom using the comprehensive written examination and requiring a correct answer on five specific questions which assess knowledge of learning outcomes as outlined below. Our goal is having no less than 71% of students achieving those goals and curricular changes are made to maintain those levels.

Student clinical evaluation form		X	X	Students are evaluated at the clinical site using an external direct tool, with a scoring range of one to five, all students must receive a score of no less than 3 in each critical area. Students receiving unsatisfactory ratings are counseled and a thorough review of specific skills is done. Students must be re-evaluated successfully prior to completing the clinical course. Our expectation is that 100% of students achieve those goals and curricular changes are made to maintain those levels.

Assessment Results/Findings:

Of the five embedded questions, four questions were correctly answered by at least 71% of the students in the cohort (N-14). On one question only 2 of 14 (14%) of students answered it correctly. Results for each question are as follows;

Question #2 (N-14) 100%
Question #15 (N-11) 79%
Question #31 (N-13) 93%
Question #44 (N-14) 100%
Question #48 (N-2) 14% *see analysis below

All students (N-14) received overall ratings of at least 3 on the 1-5 scale/ as evaluated by clinical preceptors (pharmacists and technicians) our students are well prepared to enter the workforce when they complete clinical rotations.

Analysis and Interpretation of Assessment Results/Findings:

The imbedded question where only 14% of students answered correctly was poorly written. The knowledge which was tested in the question was covered adequately in at least two different program courses. Although it would be ideal that all students answer all questions correctly, students did answer all remaining questions at rates well above 100%.

Students were all rated as having average or better rating on final clinical evaluations.

Action Plan in Support of Student Learning:

Continue to make appropriate curricular changes to strengthen student learning in all areas but with a particular focus on the five learning objectives. One important change is increasing the number of hours that faculty spend doing clinical site visits which increases contact time with both students and clinical site preceptors

Recommendations, Proposals, and/or Funding Requests:

Because all program graduates do not become nationally certified or actually enter the workforce, data for those two benchmarks are not valid as success

indicators. We continue to work with the CNM Job Placement Office and the Pharmacy Technician Certification Board (PTCB), in an effort to increase our access to data.

PART 4: EMBEDDED OUTCOMES

Critical Thinking and Life Skills/Teamwork Development within Programs:

a) Please describe how Critical Thinking assessment is embedded within your program assessment.

b) Please describe how Life Skills/Teamwork assessment is embedded within your program assessment.

a) Critical thinking is mostly observed and assessed as part of laboratory exercises and in the clinical environment. In the lab, students are assigned medication orders or prescriptions which require problem solving using pharmacy references, computer skills and and/or verbal skills when contacting prescribers. Students are given scores on the finished product but also how the process is done. The observation and assessment is made by program faculty.

In the clinical environment students must demonstrate the ability to organize work, to effectively communication with customers and health care staff, to demonstrate appropriate judgment related to the scope of their practice as technicians. These skills are observed and evaluated by pharmacist and technician preceptors at the clinical site under direction from program faculty.

b) Students are assigned partners or larger teams to complete various assignments in most of our classes including laboratory sections. Students are encouraged to ask others for help interpreting prescriptions and medication orders and to trouble shoot problems using pharmacy specific software. This mirrors what is typical in a modern pharmacy workplace. Various medication orders and compounds are done in groups as students prepare bulk medication. As with individual assignments, students are observed by faculty who provide assessment and feedback to students as a group and individually.

PART 5: ASSESSMENT CYCLE PLAN (Copy and paste from original plan if unchanged)

Cycle Years:	Plan Description:
Fall '13 – Sum '16	In the final phase of the program student learning is evaluated using two major tools, internally a comprehensive examination which mirrors the national pharmacy technician certification examination (PTCE), and also a final examination which is given by the lead preceptor at the student's terminal clinical site. Students are evaluated at the clinical site using an external direct tool, with a scoring range of 1-5, students must receive a score of no less than 3 in each critical area. Students are evaluated in the classroom using the comprehensive written examination and requiring a correct answer on specific questions which assess knowledge of learning outcomes as outlined below. Our goal is having no less than 71% of students achieving those goals and curricular changes are made to maintain those levels. This is a continuation of the original five year assessment plan

Student Learning Outcomes/Exit Competencies:	When Measured:	Where Measured:	How Measured:
1. When students complete the program they will be able to recall and apply various professional practice standards necessary to assist the	Fall '13 – Sum '16	PT1010 Intro to Pharmacy Technology, PT 1510 Advanced Pharmacy	Imbedded examination questions (internal direct)

	pharmacist in monitoring the practice site for compliance with federal, state and local laws, regulations and professional standards		Technology	
2.	When students complete the program they will be able to choose appropriate pharmaceuticals, devices, and supplies according to an established purchasing program	Fall '13 – Sum '16	PT1590 Pharmacy Technician Practicum	Clinical site preceptor final evaluation of student (external direct)
3.	When students complete the program they will be able to apply the skills needed to take personal responsibility for assisting the pharmacist in improving the pharmaceutical care of patients	Fall '13 – Sum '16	PT1590 Pharmacy Technician Practicum	Clinical site preceptor final evaluation of student (external direct)
4.	When students complete the program they will be able to prioritize work flow while assisting the pharmacist in collecting, organizing, and evaluating information for direct patient care, drug use review, and departmental management	Fall '16 – Sum '19	PT1590 Pharmacy Technician Practicum	Clinical site preceptor final evaluation of student (external direct)
5.	When students complete the program they will be able to classify commonly used prescription and non-prescription drugs according to therapeutic class and indication.	Fall '16 – Sum '19	PT1092 Pharmacy Technician Lab I, PT1592 Pharmacy Technician Lab II and PT 1515 Pharmacology	Imbedded examination questions (internal direct)