

Pharmacy Technician 1st Quarter Program Effectiveness Plan

As a nationwide shortage of pharmacists continues to pose a challenge in the field of pharmacy and the role of the pharmacist expands to provide not only patient care and education but also advice to prescribers, the demand for formally educated pharmacy technicians has increased significantly. The well-educated technician is accountable for the daily tasks within the pharmacy, which allows the pharmacist to concentrate on patient care and advice. The objective of the Pharmacy Technician program is to train and develop qualified pharmacy technicians who value the fundamentals of pharmacy standards and competently assist the pharmacist in direct patient care. Graduates of this program are prepared to seek entry-level employment in a variety of pharmacy settings. A diploma as a Pharmacy Technician gives students a solid foundation of pharmacy fundamentals and terminology. Students of this program will get hands-on practice in multiple pharmacy areas such as hospital, retail, compounding, mail-order, and long-term care. Topics such as professionalism, state and federal law, and ethical issues will also be covered. Upon completion of the diploma program, graduates may seek employment in a retail, hospital, compounding, mail-order, or long-term care pharmacies. In most states, pharmacy technicians must be registered or licensed with the state board of pharmacy. Certification, although not required for all states, is available through the Pharmacy Technician Certification Board (PTCB) or the Institute for the Certification of Pharmacy Technicians (ICPT). To be eligible for state registration/licensure and national certification, students must not have had any drug-related or pharmacy-related convictions, including misdemeanors.

The purpose of this analysis is to review the effectiveness of the Campus's practices programmatically. Quarterly analysis allows the Program to make necessary adjustments in the hopes of reaching—and possibly exceeding—the various goals set by the Campus Effectiveness Committee for the fiscal year. Reaching these goals helps ensure that the Program is effectively educating its students.

This document will analyze the following elements:

- Student Retention Rates
- Graduate Placement Rates
- Student Learning Outcomes
- Student Satisfaction
- Graduate Satisfaction
- Employer Satisfaction
- Graduation Rates

Pharmacy Technician 1st Quarter Program Effectiveness Plan

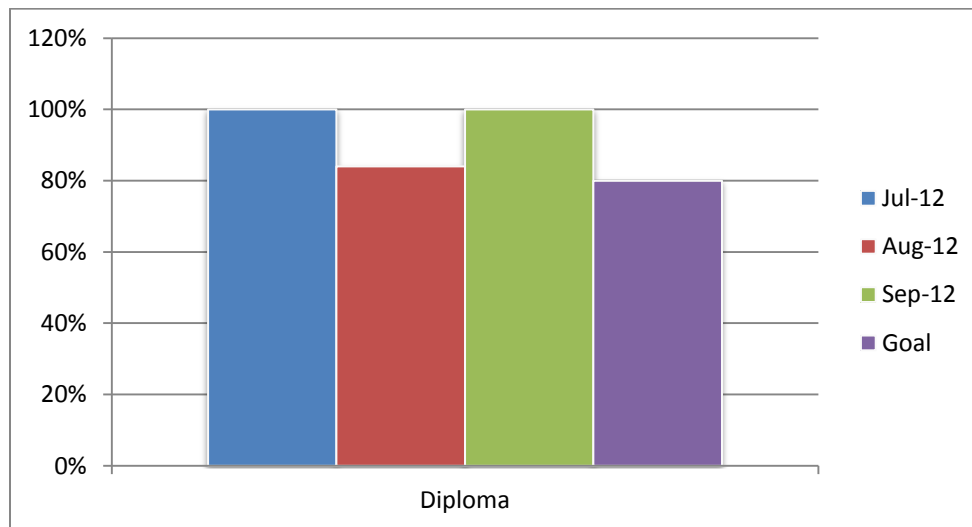
Student Retention

Student retention is an inherent concern of all faculty and staff members while carrying out the daily activities of the Program. It is the Program's goal to foster student success and facilitate student program completion.

Retention activities can be broadly defined as efforts or practical applications that are motivated by the desire to benefit students. As a result of that benefit, we ensure that students remain in their educational programs through graduation.

This outcome is monitored consistently by the Director of Education and the Program Head and is periodically presented to the faculty and staff during all-school meetings.

	July 2012	August 2012	September 2012
Diploma	100%	84%	100%



Findings:

Student retention for FY 2012 was 74.71%. The internal benchmark is 80%; the Program experience several drops in the middle of the fiscal year that contributed to a drop in overall retention. However, retention for the first quarter was somewhat better. The Program's retention rate fell 16% during the month of August due to seven drops from the program, as well as 1 graduate. However, the Program continues to remain above the accreditation minimum threshold requirements and above the internal benchmark, and overall retention continues to be strong.

Actions:

The Program will continue to employ the following actions:

Pharmacy Technician 1st Quarter Program Effectiveness Plan

- Call students who miss class. The instructor will document communication with the student in Moodle. Faculty members will continue to contact students who are absent on a daily basis.
- The Program Head makes herself available to students for counsel and motivates the students while monitoring constant communication.
- The Program Head meets with new incoming students with a meet and greet during new student orientation to answer any questions and welcome students to the program.
- Consistently recognize students' achievements, such as academic excellence and perfect attendance.

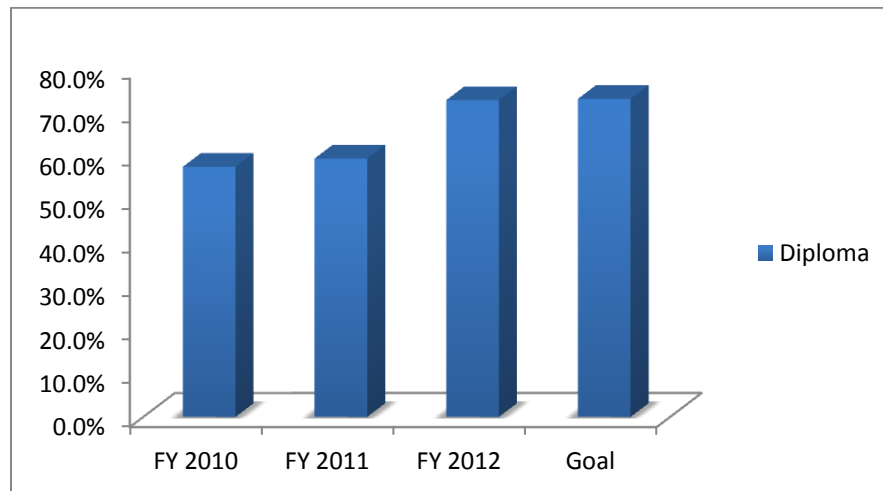
The Program fully understands that there are cases when the drop cannot be avoided (i.e. medical reasons), but faculty and staff will continue to offer students alternative solutions to halting their education (i.e. creating action plans, assisting with finding resources, etc.).

Graduate Placement Rates

Career planning and placement is an on-going process beginning with the admissions process and continuing through graduation and the employment of the graduate. Everyone in the school is invested in the ultimate goal of placing the graduates in jobs in their respective fields of study.

The Program Head and the Career Center monitor this outcome and periodically present it to the faculty and staff during an all-school meeting.

	FY 2010	FY 2011	FY 2012	Goal
Diploma	57.4%	59.3%	72.7%	73%



Findings:

Placement for the PT Program has been among the highest of the programs for FY 2012. The PT Program is very stable, and placement percentages have improved substantially from previous years. Some graduates have chosen to keep jobs outside of the medical field or have been

Pharmacy Technician 1st Quarter Program Effectiveness Plan

unreachable. With our extern placements, our goal is to first look for sites where the conversion of extern to hire is flexible. We feel that with an extern to hire approach, our placement rate will increase. We will also be focusing on certification, which also adds additional bonus to our graduates. These actions should continue to keep strong placement ratios for this Program.

Actions:

In order to ensure placement of its graduates in the upcoming year the Program will continue to employ the following actions:

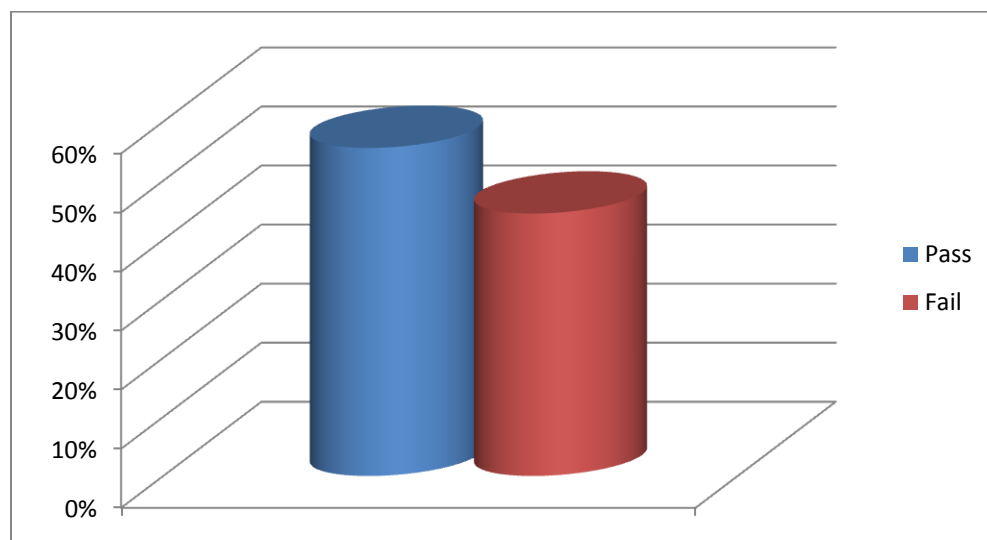
- The Program Head will continue to help career advisors with placement. We hope to increase our externship to placement conversion ratio. We will be continuing to develop more placement sites.
- The Education Department will collectively work with the Career Center Advisors by hosting quarterly workshops, career fairs, and/or utilization of job search engines.
- Encourage students (via telephone, email, and certified mail) who have not been diligent to come in and work with the Career Center so that they can be placed.
- We strive to provide to our sites competent entry-level pharmacy technicians.

Student Learning Outcomes

A. Credentialing Examination Rates

The pass rate of the PTCE examination offers the Program an opportunity to analyze its effectiveness as validated by an outside source.

The results of the exam are provided to the Program Head. The acceptable result is a 75% pass rate. We provide the students with study materials and resources in the library for success in passing this exam.



Actions:

Pharmacy Technician 1st Quarter Program Effectiveness Plan

- Continue to provide excellent curriculum and education by well-trained instructors to prepare our students for the certification exam.
- Utilize Fridays as time allows to prepare students for the PTCE. The Program Head will use the PT exam prep book to allow for critical thinking and additional study strategies.
- Continue to encourage students to create peer study groups for the examination.

B. Program Assessment/Comprehensive Exams

To ensure that pharmacy technician students are progressing through the program, students must successfully show proficiency in hands-on skills prior to beginning externship. During each course, students are expected to complete the skills necessary to be functional in the pharmacy. The school monitors this progress by utilizing a check-off record that is only considered complete when a student has demonstrated the hands-on skills that would be found in a “real-world” setting. Students are also evaluated on their skills during externship. A keyboarding benchmark is determined for each student utilizing a keyboarding program to record words per minute and errors. This tool is used to determine the student’s progression through the program. Brand/generic drug outcomes are determined by requiring students to research and present on drugs specific to each course via a drug workbook, and they are tested over these drugs regularly. Upon completion of all didactic courses, students complete a comprehensive final exam over the top 200 drugs before beginning their externship. Students are required to show competencies utilizing various benchmarks prior to beginning externship.

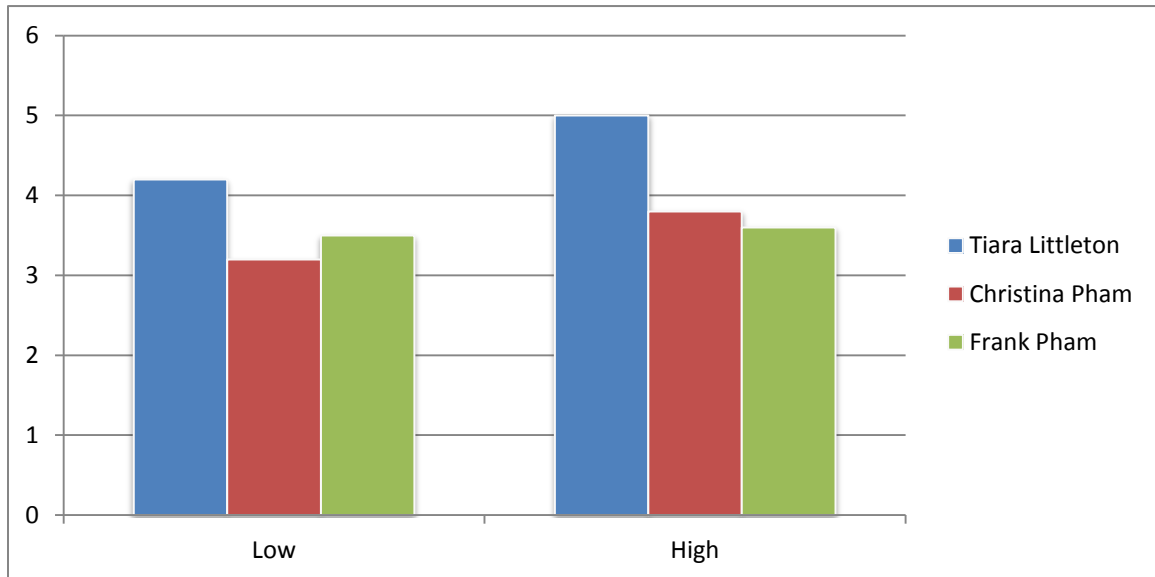
Student Satisfaction

Student satisfaction surveys are performed monthly. The students are asked to evaluate the instructor. The instructor is rated on a scale of 1 to 5, with 5 being excellent and 1 being poor. There is also a section for comments. The students are asked to be honest, and it is not necessary to report their names. The instructor is rated on the course, instruction, and student relations through the following questions:

- The course syllabus was distributed to student and explained clearly.
- Exams or quizzes were relevant to the subject matter.
- The instructor was prepared and well-organized.
- The instructor made good use of classroom time.
- The instructor demonstrated knowledge of the subject matter.
- The instructor explained complex topics in understandable terms.
- The instructor used examples to get his/her point across.
- The instructor created an interactive and engaging classroom experience.
- The instructor demonstrated control of the classroom discussions and activities.
- The instructor used relevant, real world examples to connect the subject matter to the career field.
- The instructor was responsive to student questions.

Pharmacy Technician 1st Quarter Program Effectiveness Plan

- The instructor provided regular feedback o students on how to improve.
- The instructor returned graded work in a timely manner.
- The instructor encouraged students to ask questions and express ideas.
- The instructor displayed self-confidence in the classroom.
- The instructor showed respect for the students.
- The instructor was fair and impartial in dealing with me.
- The instructor demonstrated interest in me as a student.
- The instructor stimulated my desire to learn.



Findings:

Tiara Littleton was a good teacher. She went above and beyond to help her students. She took her time teaching the lesson and did not move on until everyone understood the lesson. Most of the students enjoyed her, but there were some who thought she was not professional.

Christina Pham was a good teacher. She explained her material well. She spent some time with the students on a one on one basis. Some students didn't like that she didn't have control of her class when it came to discipline. She also spend much time discussing things that did not pertain to classroom work.

Frank Pham was a mediocre teacher. The students complained about him not knowing his material and always having new students teach the old students. Some students liked him because he did pick up in the middle of someone else's work and did well.

Actions:

- To improve on student satisfaction, instructors will receive organizational and classroom management training.

Pharmacy Technician 1st Quarter Program Effectiveness Plan

- Instructors will attend workshops to help improve their teaching skills.
- The Program Head will also evaluate instructors on a monthly basis.

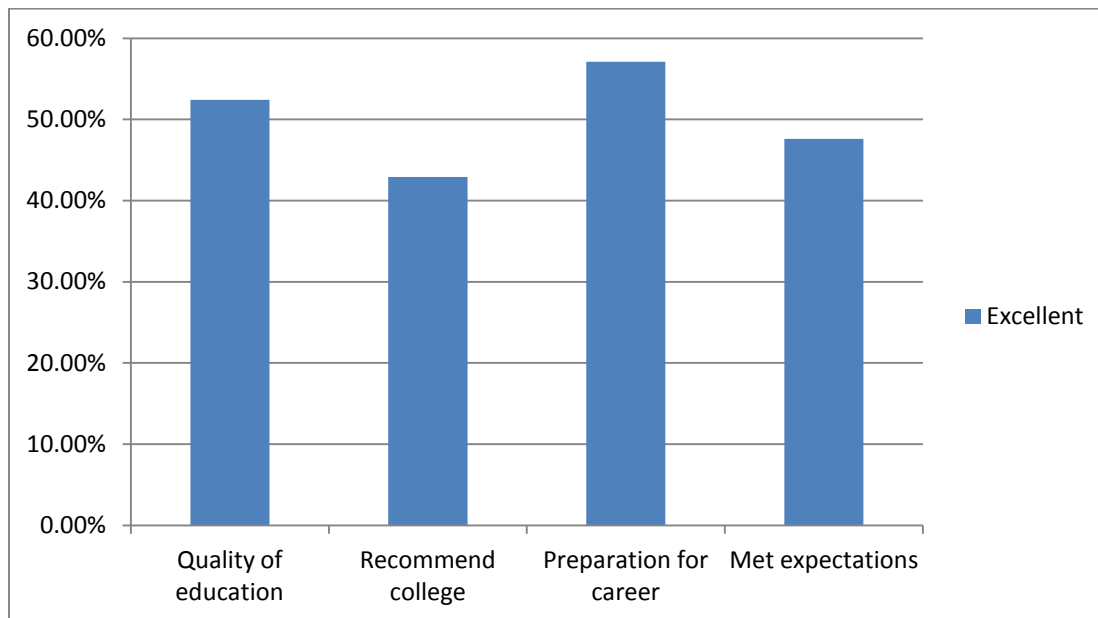
Graduate Satisfaction

A student's satisfaction and sense of accomplishment upon earning their degree or diploma is the product of all of the Program's efforts. Graduates complete the Graduate Satisfaction Survey after finishing their program of study. These surveys are used as a means of identifying the graduate's satisfaction. The content of the survey covers whether the student is satisfied with their education, as well as their satisfaction level with the various departments of the school.

The first portion of the survey evaluates satisfaction level with the program/school through the following questions:

- I was satisfied with the quality of education from this college.
- I would recommend this college to my friends and family.
- The college has helped me to prepare for my future career.
- The college has met my expectations.

The second portion of the survey rates the front/reception area, admissions, financial aid, business office, educational administration, faculty/teachers, career services, library, facilities/classrooms, and equipment.



Survey Participation Rate:

The Program had 5 graduates participate in the survey during the first quarter.

Findings:

Pharmacy Technician 1st Quarter Program Effectiveness Plan

Overall, the Program's graduates are satisfied with their program. The majority of graduates found their educational experience to be excellent. In addition, most graduates rated the school departments overall as either excellent or very good. The PT students who completed the survey did not provide any specific comments about their educational experience. Essentially, these graduates feel that the Program fulfilled its objective to prepare them to obtain an entry-level position in their field of study.

Actions:

In order to continue to evaluate graduate feedback that will allow us to assess the satisfaction level of the graduate, the school will:

- The Program Chair or Extern Coordinator will go back to the extern site when an extern is hired on site 60 days later and get a graduate survey completed by the graduate.
- Increase the school's opportunities to practice occupational skills such as providing tutoring, IV certification, and extra lab time.

Employer Satisfaction Surveys

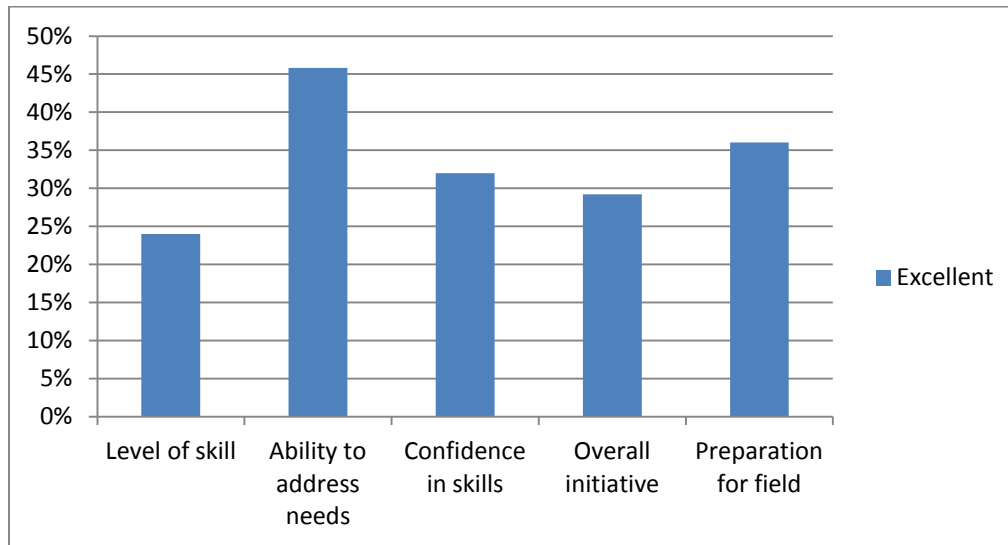
Employer satisfaction is a key component in measuring placement percentages. An Employer Survey is sent to all employers after a graduate has been on site for a period of a few weeks. The purpose of this survey is to discover how the facility feels the graduate has been prepared for the workforce. The goal for effectively training and positively empowering students toward successful career placement is one of the foundational benchmarks targeted by Anthem College. Each month an employer who has employed a graduate during that month will receive a follow-up phone call to ensure the graduate's skill and knowledge level is appropriate for the workplace.

The employer rates the graduate in the following areas:

- Level of skill demonstrated in areas related to academic preparation
- Ability to address customer/patient needs appropriately
- Confidence in job-related skills
- Overall initiative
- Preparation for an entry-level position in the field

Employer satisfaction is important in order to offer our students opportunities within the community on a continuous basis. Ongoing surveys and evaluation of employer can address issues.

Pharmacy Technician 1st Quarter Program Effectiveness Plan



Survey Participation Rates:

The Program has a goal of 100% survey participation. For the first quarter, six PT employers participated in the survey.

Findings:

Overall, the Program's employers are satisfied with their graduates. The majority of employers found that their graduates had suitable skill levels; however, there were more responses of "fair" students. The majority of the comments regarding PT graduates were favorable, including positive feedback from clients. However, employers did comment that one graduate needed confidence building and one graduate did not take instruction well.

Actions:

In order to continue to evaluate employer feedback that will allow us to assess the satisfaction level of the employers, the school will:

- To increase the number of employer surveys returned, the Extern Coordinator and Program Head will take surveys to sites during site visits.

Faculty Professional Growth and In-Service Activities

Each faculty member has a Faculty Development Plan that outlines development activities that are scheduled to be completed during the course of a year. The activities—which include in-services, continuing education activities and instructional development activities—promote continuous instructional growth and leadership development.

Pharmacy Technician 1st Quarter Program Effectiveness Plan

The development plans and evidence of completion of the activities listed on the plan can be found in each faculty member's faculty personnel file.

Graduation Rates¹

An Institution's graduation rate is one of the most important statistics that can be analyzed because it provides hard evidence of the effectiveness of the education provided and of the services that are offered to the students (i.e. counseling, tutoring, etc.). Also, monitoring the number of students who started school compared to the number of students who graduated from a program helps the institution evaluate its programs and uphold its mission.

	FY 2010	FY 2011	FY 2012	Q1 2013
PT Diploma	61.54%	62.22%	50.00%	7.69%

The goal of the Program is to increase the graduation rate by 3% during FY 2013. Overall, this Program has demonstrated low graduation percentages, and it is imperative that this outcome improve in the current fiscal year. The Program must address a relatively high attrition rate to ensure that students remain in the program until completion. There has been complete turnover in this Program; however, students are overall pleased with their current instructors. With stability to the Program, student learning outcomes and graduation rates should improve to previous rates.

¹ The rates are calculated by dividing total graduates of the program by the inactive members of the cohort. The cohort's inactive population is found by adding the beginning enrollment, new starts, and reentries, then subtracting the number of students still active in the program at the end of the reporting period.