

Program Outcome and Assessment(s)
2018-2019 Program Outcome (PO) Year End Reporting Form
Program Review Cycle – 2016-17

Institutional Goal 2: Increase Student Access
Institutional Goal 3: Improve Student Success

Name of Program: Pharmacy Technology

Mission/Purpose Statement: The faculty of the Pharmacy Technology department is committed to the mission and goals of Wayne Community College and to promoting excellence within the profession by educating students at the diploma level to competently perform as a multi-skilled pharmacy technician who may acquire certification and commit to continuing education opportunities.

Outcome # 1: Program Retention, Fall to Summer

- Baseline:** 81.7% Fall to Summer (Average program retention – 2012-13; 2013-14; 2014-15)
Unable to set baseline for Fall to Spring (program moved from FA-SU to FA-SP in 2017-18)
Establish baseline once 3 years of program retention is achieved in 2019-20
- Standard:** 83.7% Fall to Summer
Unable to establish standard for Fall to Spring (establish in 2019-20)
- Target:** 85.7% Fall to Summer
Unable to establish target for Fall to Spring (establish in 2019-20)

Data / Results:

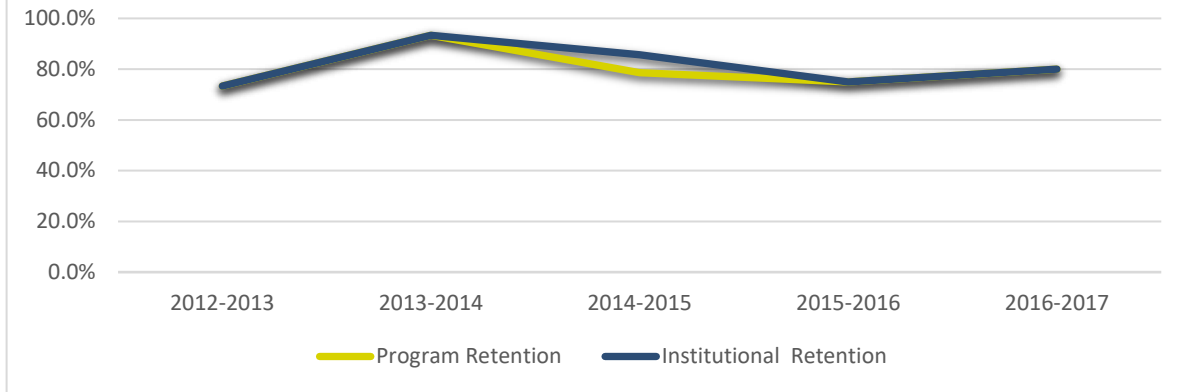
Fall-to-Summer

Year	Fall Enrollment	Grads	Return	Non-Completers	Program Retention	Program Transfer	Institutional Retention
2012-2013	15	11	0	3	73.3%	0	73.3%
2013-2014	15	14	0	1	93.3%	0	93.3%
2014-2015	14	11	0	2	78.6%	1	85.7%
2015-2016	8	6	0	2	75.0%	0	75.0%
2016-2017	10	8	0	2	80.0%	0	80.0%

Sources: Curriculum Registration Progress Financial Aid Reports (CRPFA), and Entrinsik Informer Report – IE – Graduates – Acad Credentials by Term by Program Code

Note: Starting in the Academic Year of 2017-2018, Pharmacy Technology went to a two semester diploma program.

Program Retention Fall to Summer D45580



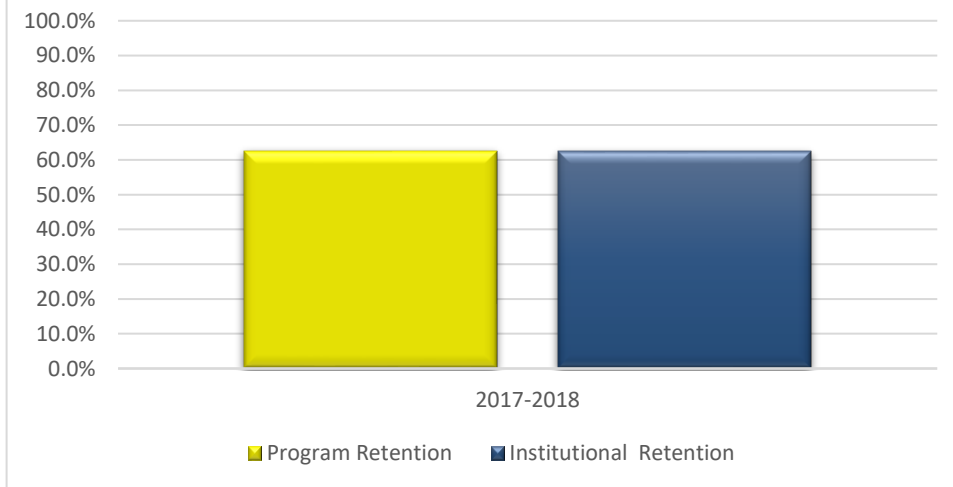
Fall-to-Spring

Year	Fall Enrollment	Grads	Return	Non-Completers	Program Retention	Program Transfer	Institutional Retention
2017-2018	16	10	0	6	62.5%	0	62.5%

Sources: Curriculum Registration Progress Financial Aid Reports (CRPFA) and Entrinsic Informer Report – IE – Graduates – Acad Credentials by Term by Program Code

Note: Starting in the Academic Year of 2017-2018, Pharmacy Technology went to a two semester diploma program.

Program Retention Fall to Spring D45580



Departmental Stats:

Original Cohort					
Cohort Years	Admitted	Non-Completers	Graduation	Completion Rate - 100%	Completion Rate - 150%
2012-2013	15	4	11	73.3%	
2013-2014	15	1	14	93.3%	
2014-2015	14	3	11	78.6%	
2015-2016	8	2	6	75.0%	

2016-2017	10	2	8	80.0%	
2017-2018	16	6	10	62.5%	

Sources: Curriculum Registration Progress Financial Aid Reports (CRPFA), Entrinsik Informer Report – FC – Application Statuses – Skinner, and Entrinsik Informer Report – IE – Graduates – Acad Credentials by Term by Program Code

Note: Starting in the Academic Year of 2017-2018, Pharmacy Technology went to a two semester diploma program.

2018-2019 Strategies / Action Items:

Item #	Strategies / Action Items (Action items identified in the 2017-18 year-end report)	Results (State the progress/results of the action items identified based on your method of assessment. Provide number/percent accomplished.)
1	Continue to use AVISO for advising and communicating with students.	AVISO is great, but since I have my students in all PHM classes, I just communicate with them there.
2	Work on accreditation so that we can implement the associates program.	I have toured 3 community colleges to view their pharmacy technology programs. I have also worked with their program directors to find out what I need in order to become accredited.
3	Increase the students' understanding of the clock hour conversion process for financial aid.	This was addressed at various points in the first semester including the first time in orientation, however the students were instructed to see Financial Aid for a much more detailed explanation.

Provide narrative for analysis of program retention. (Based on the data, provide a narrative of your analysis of fall to summer retention. Indicate factors that may have affected your retention. State any changes you plan to address for next year that may affect / increase your retention.)

The program started off accepting more than the set limit. One student left without notice after about a month. One student left after two months because she had to go back to work to pay bills. One student finished the fall semester but did not return because of finances. One student was dismissed because she did not submit official transcripts. Finally, one student completely the fall semester, but did not return for the spring semester due to medical issues. The program managed to have 10 completers and 1 non-completer by the end of the spring semester.

Provide narrative for analysis of standard/target. (As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If you met your standard/target, what percentage would you like to increase your standard/target? Please provide an overall analysis of the results of your standard/target. Provide percentage of increase/decrease.)

We did not meet the standard/target. The 2017-18 completion rate dropped way below the previous years. This was due to different issues from various students that the program nor the faculty could have prevented.

2019-2020 Strategies / Action Items: *(Identify new action items as a results of your review and assessment of previous year data and action item results.)*

Item #	Action Items <i>(Identify action items as a result of your program outcome assessment.)</i>	Assessment of Action Items <i>(State the method of assessment; how you plan to evaluate/assess the results of the action items.)</i>
1	Continue to work on students' understanding of the clock hour conversion rule in the financial aid area.	Have someone from Financial Aid come talk to the class and explain the process better.
2	Decrease costs of books for students.	Work with publisher on bundling the books for a less expensive price.
3	Increase the use of AVISO for communication purposes with students.	Track the interaction between instructor/advisor and the students.

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