

Program Outcome and Assessment(s)
2020-21 Program Outcome Assessments Year-End Reporting Form
Program Review Cycle –2019-20

In response to SACSCOC 8.2, *“The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results ...”*

Name of Program: Pharmacy Technology

Program Outcome #1: Completers (unduplicated) (Degree level, highest level of attainment)

Baseline: 11 # (Average of total completers for the last three years – 2016-17; 2017-18; 2018-19)

Standard: 12 #

Target: 13 #

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2019-20 program review and outcome assessment.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)
1	Refer students to clinical skills	I sent three students to Clinical skills which helped them move to Spring semester and will now be ready to graduate
2	Early Alert	I helped three students with their work and grades and now they are preparing to pass the program and graduate.

Number of Completers (unduplicated) – Graduation Year – Summer, Fall, Spring				
Graduation Year	Associate	Diploma	Certificate	Total
2017-2018	0	18	0	18
2018-2019	0	10	0	10
2019-2020	0	1	0	1

In 2019-20, Pharmacy Technology **did not meet their baseline, standard, or target.**

Target, 13
Standard, 12
Baseline, 11

1

Provide narrative for analysis of completers *(Based on the data, provide a narrative of your analysis of completions. Indicate factors that may have affected your completions. How might you increase the number of completers in your program?)*

The program had been suspended which resulted in no students. We have now reinstated the program and working on ten students completing the program. I will continue the early alert and referring students to clinical skills to help the students succeed and complete the program. I will also work on recruitment of students for our program.

Provide narrative for analysis of completer standard/target *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? State any changes you plan to make for continuous improvement.)*

We had an enrollment of 12, but one student moved, and one student dropped due to personal reasons. We have not met our standard or target. I plan to increase recruitment and really utilize early alert and coaching to help my students succeed and graduate.

2021-2022 Action / Strategy Items:

(Identify and address outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action / Strategy Items <i>(Identify action items as a result of your program outcome assessment.)</i>	Target Date <i>(Identify your projected target date for completion of action items.)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Refer students to clinical skills	Fall 2021	The ability of my students to move to Spring semester and then complete program.
2	Early Alert	Fall 2021	The ability of my students to move to the Spring semester and then complete program

Program Outcome #2: Program Retention, Fall to Spring

Baseline: 73.1 % (Average of three years – 2016-17; 2017-18; 2018-19; fall-to-spring program retention)
Standard: 75 % Fall to Fall
Target: 78 % Fall to Fall

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2019-20 program review and outcome assessment.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)
1	Refer students to Clinical Skills	I was able to keep three students by referring them to Clinical Skills. They received the help they needed which helped them succeed. They are now on their way to graduation
2	Early Alert Program	I was able to help three students from getting behind in their work, providing extra credit and redoing tests to raise their grades. This all accumulated in helping them pass and soon graduate.

Year (Fall to Fall)	Program Fall Enrollment Cohort	Program Completers	Program Retained	Program Stop Outs	Program Transfers	Program Retention Rate
FA 2017-SP 2018	16	10	0	6	0	62.5%
FA 2018-SP 2019	13	10	0	2	1	76.9%
FA 2019-SP 2020	0					n/a

No students enrolled for Fall 2019

In 2019-20, Pharmacy Technology did not have any students enrolled in their program.

Target, 78%
 Standard, 75%
 Baseline, 73.1%

Provide narrative for analysis of program retention data *(Based on the data, provide a narrative of your analysis of fall to fall retention. Indicate factors that may have affected your retention. State any changes you plan to make to improve retention.)*

The program had been suspended and this resulted in having no students and thus failing.

The program had been suspended which resulted in no students.

Provide narrative for analysis of program retention standard/target *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? State any changes you plan to make for continuous improvement.)*

Currently we have ten students, which does not meet the standard or target. I will continue monitoring students and reach out early to help them not fall behind and help them succeed. I will also send them to Clinical Skills, who will help coach them to succeed and graduate.

2021-2022 Action / Strategy Items:

(Identify and address outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action / Strategy Items <i>(Identify action items as a result of your program outcome assessment.)</i>	Target Date <i>(Identify your projected target date for completion of action items.)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Refer them to Clinical Skills	Fall 2021	Help them succeed and move to the Spring semester and then graduate.
2	Early Alert	Fall 2021	Help them succeed and move to the Spring semester and then graduate
3	Recruitment	Fall 2021	Will assess numbers at registration

Program Outcome #3: Job Placement / Employment

This assessment was recommended for deletion due to the lack of a standardized method of measurement. The Planning Council approved the deletion on September 24, 2020.

Program Outcome #4: Labor Market Data

This assessment was recommended for deletion due to the lack of a standardized method of measurement. The Planning Council approved the deletion on September 24, 2020.

Program Outcome #5: Licensure and Certification Passing Rates (if applicable) (NCCCS Performance Measure)

Baselines were set based upon WCC's average college performance of the measure. Standards and targets were set using WCC's performance of the NCCCS Performance Measure results and are the same as those set in the WCC Strategic Plan for Institutional Effectiveness.

Baseline: N/A % (Average of three years – identify last three licensure years)
Standard: N/A %
Target: N/A %

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: (Actions / strategies identified in the 2019-20 program review and outcome assessment.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)
1	Not applicable.	

Licensure / Certification Exam – (Title of License or Exam)

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2017	2015-16				
2018	2016-17				
2019	2017-18				
2020	2018-19				

Provide narrative for analysis of licensure / certification passing rates data (Based on the performance measure data, provide a narrative of your analysis of licensure / certification. Are you satisfied with your program licensure or certification rates? State any changes you plan to make for continuous improvement.)

Not applicable.

Provide narrative for analysis of licensure / certification passing rates standard/target (Standards and targets were set using WCC's performance of the NCCCS Performance Measure results and are the same as those set in the WCC Strategic Plan for Institutional Effectiveness.)

Not applicable.

2021-2022 Action / Strategy Items:

(Identify and address outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action / Strategy Items (Identify action items as a result of your program outcome assessment.)	Target Date (Identify your projected target date for completion of action items.)	Assessment of Action Items (How will you assess the results of action items?)
1	Not applicable.		

Program Outcome #6: Third-Party Credentials (if applicable)

This assessment was recommended for deletion due to the lack of a standardized method of measurement. The Planning Council approved the deletion on September 24, 2020.

Program Outcome #7: Program Success Rate (all delivery methods)

(Duplicated based on number of courses taken by students in the program.) (Program Success Rate tab)

Baseline: 93 % *(Average program success students for three years – 2016-17; 2017-18; 2018-19)*

Standard: 95 %

Target: 97 %


2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: <i>(Actions / strategies identified in the 2019-20 program review and outcome assessment.)</i>	Results / Use of Results: <i>(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)</i>
1	Offer more courses out of necessity of PTCB changes with certification	Must follow new guidelines that mandate diploma (curriculum) or 500 hours of work to sit for the Certification Exam. Our diploma has allowed the students to now sit for the exam and become certified.

Academic Year Fall, Spring, Summer	Program Enrolled Students	Program Success Students	Program Success Rate
2017-2018	124	109	88%
2018-2019	113	111	98%
2019-2020	0		n/a

No students enrolled Fall 2019.

In 2019-20, Pharmacy Technology did not have any students enrolled in their program.



Target, 97%
Standard, 95%
Baseline, 93%

Provide narrative for analysis of student success in program courses *(Are students more successful in program courses in face-to-face, online, hybrid, or blended methods of course delivery? Do you plan to make any changes to course offerings based upon your analysis of the data?)*

My students did well with combination of face to face, hybrid and online. I made sure to keep them engaged and was accessible when they needed help. I do not plan to make changes but will continue to work on engaging with my students and be available when they need me.

Provide narrative for analysis of student success in program courses standard/target *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? State any changes you plan to make for continuous improvement.)*

I did not meet the standard or target. I will work on recruitment and helping my students with early alert and coaching to help them succeed and graduate.

2021-2022 Action / Strategy Items:

(Identify and address outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action / Strategy Items <i>(Identify action items as a result of your program outcome assessment.)</i>	Target Date <i>(Identify your projected target date for completion of action items.)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Refer student to Clinical Skills	Fall 2021	Will make sure the student will pass to Spring semester and then graduate.
2	Early Alert	Fall 2021	Will make sure the student will pass to Spring semester and then graduate.
3	Recruitment	Fall 2021	Will assess numbers during registration

Program Outcome #8: Other Assessment (if applicable)

Analysis of other assessments. *(Have you performed other assessments to evaluate the effectiveness of your program, to include surveys, self-assessments, or other assessment instruments used to evaluate the program. If so, please explain how information collected from the(se) assessments will be used to improve the program.)*

2020-2021 Action / Strategy Items:

Item #	Action / Strategy Items: <i>(Actions / strategies identified in the 2019-20 program review and outcome assessment.)</i>	Results / Use of Results: <i>(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)</i>
1	Accreditation, to be accredited by Fall 2023 and will submit self-assessment.	Continue working on self-study and preparing for the off-site and on-site visit.

2021-2022 Action / Strategy Items:

(Identify and address outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action / Strategy Items <i>(Identify action items as a result of your program outcome assessment.)</i>	Target Date <i>(Identify your projected target date for completion of action items.)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Work on recruitment	Fall 2021	I will review the numbers enrolled at registration
2	Use of Early alert	Fall 2021	Assess my student's ability to pass to Spring semester and then graduate.
3	Refer student to Clinical Skills	Fall 2021	Assess my student's ability to pass to Spring semester and then graduate