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Program Review  
Form for External Review Committee

Instructional

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**Form ID**

67

**Division**

Allied Health

**Department**

Pharmacy Technology

**Program**

Pharmacy Technology

**Review Year**

2007-2008

**Member Names**

**Division Overview**

Program/Department Purpose

State the purpose of the program/department.  
How is this purpose within the mission of  
Amarillo College?

"The Amarillo College Pharmacy Technology  
program is committed to providing much-needed

local, regional, and other Texas medical employers with qualified entry-level Pharmacy professionals through a comprehensive didactic, laboratory, and clinical curriculum that complies with all the requirements of the Texas Higher Education Coordinating Board." The purpose corresponds with Amarillo College's mission by providing an educational advancement for Pharmacy Technology graduates.

**Does the answer include a purpose statement for the program/department? Does the answer indicate how this program/department is within the mission of Amarillo College?**

Acceptable

When was the last time the program's/department's purpose statement was reviewed/revised by faculty and staff in the program/department?

Revised 10/09/2007

**Does the answer indicate the last time the program's/department's purpose statement was reviewed/revised by faculty and staff in the program/department? Does the answer indicate how this program/department is within the mission**

**of Amarillo College? within the mission of Amarillo College?**

Acceptable

If the program/department offers continuing education credits, how are these courses consistent with the mission of Amarillo College?

No Continuing Education credits offered.

**Does the program/department offer continuing education credits? Does the answer indicate how these courses are consistent with the mission of Amarillo College?**

Acceptable

Does the program have admissions policies?

**yes**

Where are the policies published?

Online:

[www.actx.edu/pharmacy\\_tech/index.php](http://www.actx.edu/pharmacy_tech/index.php)

In the application packet available in the allied health main office or the start center.

**Are all the locations where the policies are published included in the answer?**

Acceptable

yes

Explain how these policies are consistent with the mission of Amarillo College.

The policies ensure that the students applying to the program are prepared for college-level courses in order to succeed.

**Does the explanation of how the policies are consistent with the mission of Amarillo College appear to be accurate?**

Acceptable

Is the program/department accredited?

**yes**

Which agencies or organizations accredit the department/program?

American Society of Health-System Pharmacists

**Are the complete names of the agencies or organizations which accredit the department/program cited?**

Acceptable

yes

How many years are in the accreditation cycle?

6

**How many years are in the accreditation**

**cycle?**

Acceptable

6

When were the accreditations affirmed or granted?

In process of survey response evaluation.

**When were the accreditations affirmed or granted?**

Unacceptable

Needs either a previous date of accreditation or a further explanation as to why accreditation hasn't occurred.

What is the current status of the accreditation?  
In Process of Candidacy

**Are the current statuses of the accreditations identified (e.g. accredited, in process of renewal, in process of candidacy, other)?**

Acceptable

yes

**If not required, is the program eligible for accreditation?**

Acceptable

**Has this program/department sought accreditation even though it is not required (e.g. yes; If no, explain)?**

Acceptable

Is this program/discipline required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board) in order to offer courses?

**no**

Identify the external approver(s) for the department/program.

**IF the program/discipline is required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board) in order to offer courses, was (were) the external approver(s) for the department/program identified?**

Acceptable

What approval schedule is required by the external approver(s)?

**Was the approval schedule required by the external approver(s) identified?**

Acceptable

When did the program/department last receive approval?

**When did the program/department last receive approval?**

Acceptable

**Is the reason why the program/department is required to receive this approval clear?**

Acceptable

Improvements

Identify at least one example of an improvement/revision which resulted from the annual PET forms for the last five years

Based on the following goal: "Develop and maintain Pharmacy Technology courses that offer the knowledge and skills to perform as a Pharmacy Technician." Input from pharmacists through phone interviews indicates that our students are well prepared and are performing well in their jobs.

**After reviewing at least one example of improvements/revisions that resulted from the annual PET forms for the last five years, determine the extent that this program/department has used the PET forms to make improvements/revisions.**

**Does this meet the minimum expectations for using PET forms to make improvements/revisions to the program/department?**

Unacceptable

Does not indicate any improvements

Identify at least one example of improvements/revisions which resulted from the last Program Review.

The 2002 review is unavailable to the Program Director.

**After reviewing at least one example of improvements/revisions that resulted from the last Program Review, determine the extent to which this program/department values the Program Review process to make improvements/revisions.**

Unacceptable

No answer given

Identify all the delivery approaches used for courses within this program/department: (Select all that apply.)

traditional classroom, web, video,

**After reviewing all delivery approaches for courses within this program/department, is**



**this program positioned for growth? Does the committee have recommendations for delivery options which will provide additional growth?**

Traditional classroom, Video, Web

**After reviewing at least one example of improvements/revisions that is a response to accomplish a strategy or tactical objective within the Strategic Plan 2010-2015, determine the extent to which this program/department has contributed to the implementation success of the Strategic Plan? Does this department/program understand how it relates to the institution's future based on the Strategic Plan?**

Acceptable

Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan 2010-2015.

The Pharmacy Technology program offers online instruction which corresponds with GOAL 8: Embrace technology to improve operating efficiency and student learning.

**After reviewing at least one example of**

**improvements/revisions that is a response to accomplish a strategy or tactical objective within the Strategic Plan 2010-2015, determine the extent to which this program/department has contributed to the implementation success of the Strategic Plan? Does this department/program understand how it relates to the institution's future based on the Strategic Plan?**

Acceptable

**Does this Committee have recommendations as to how this program/department may contribute to the implementation of the Strategic Plan?**

Acceptable

none

Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department.

Shawna Lopez, CPhT, BAAS, Pharmacy Technology Program Director

**Has the program/department had a broad base of involvement from a majority of**

**faculty and staff with the program/department regarding implementation of student learning outcomes of the program(s) (or department) and courses? What recommendations does the committee have for increasing involvement?**

Acceptable

Concern

Not a broad base of involvement

Explain the primary reasons behind the competencies that were selected.

The competencies that were selected are based on the accrediting agency, American Society of Health-System Pharmacist's 35 goals and objectives. Under part VII-Technician Training Program, 35 goals and objectives.

[www.ashp.org/s\\_ashp/docs/files/RTP\\_TechStandards.pdf](http://www.ashp.org/s_ashp/docs/files/RTP_TechStandards.pdf)

**Do the selected competencies appear to be valid?**

Acceptable

Identify the primary reasons for the assessment tool(s) selected.

The primary reason for the assessment tool is to

ensure that the student's training is based on the American Society of Health-System Pharmacist's 35 goals and objectives. For example, based on goal one of the PET form: 1. Prepare student to perform entry-level pharmacy technician duties... The assessment is measured by the completion of 160 hours of clinical practicum, students will be able to demonstrate entry-level pharmacy technician skills with 78% or better competency as assessed by clinical evaluators using the competency profile.

**Will the assessment tool(s) selected provide valid and reliable results?**

Acceptable

Evaluate the assessment approaches to date.

The PET form was revised in October 2007 and therefor no data available. The use of the [competency profile](#) is currently in progress and the use of the Pharmacy Technician Certification Review course as a capstone course is also in progress.

**Will the assessment approaches(s) selected provide valid and reliable results?**

For student or program/course outcome

assessments, review the program's/department's five-year graph(s) of quantitative results or provide a brief narrative summary of qualitative results.

Due to the redesign of the Pharmacy Technology program because of accreditation there is insufficient data available.

**Review the program's/department's five-year graph(s) of quantitative results for student or program/course outcome assessments, or provide a brief narrative summary of qualitative results.**

Unacceptable

no data

What changes have been made in the curricula of the program/department because of the analysis of these results?

N/A

**Have any changes been made in the curricula because of the analysis of these results?**

Unacceptable

no changes or improvements

Review the five-year graph(s) of course

completions for the program/department. Explain any increase or decrease that is more than a one-year anomaly.

There has been an increase of "A-C" since 2005 where there was an increase of "D-F". The reason is unknown as to why 2005 had more fail than in the post years.

### Course completions

**Does the review of the five-year graph(s) of course completions demonstrate the use of analysis to implement a plan of action for retention? Is the analysis of any increase or decrease that is more than a one-year anomaly accurate?**

Acceptable

Provide the program's/department's plan of action for improving any identified problem or results from the implementation of the plan of action.

There will be no plan of action needed.

**Will the plan of action likely improve the number of course completers?**

Acceptable

no action plan

Does the program/department provide for alternative methods of awarding credit?

**Has the program/department provided for alternative methods of awarding credit? If not, which alternative methods would be recommended?**

**What approaches are used to assure outcomes are comparable to those expected of students who enrolled and completed the course?**

Concern

no answer

For general education and/or core curriculum required by this program/department, identify the relevant competencies approved by the Academic Affairs Committee (see Catalog section entitled Degrees and Certificates: General Education Competencies).

Mathematical skills

Application of Skills

Communication Skills

Technological Literacy

Ethics, Integrity, & Diversity

**Have all relevant competencies for general education and/or core curriculum been identified for this program/department? If not, which are obviously a part of this program/department's general education competencies?**

Acceptable

Explain how outcomes for the competencies have been assessed and achieved and provide links to the documentation.

The program measures the mathematical skills, application of skills, communication skills, technological literacy and ethics with the practicum [competency profile](#) and the [course crosswalk](#) based on ASHP's [goals and objectives](#).

The students will be assessed at midterm, end of each semester, and before graduation to ensure the competencies are met.

**Is the explanation of assessment approach(es) for general education competencies (outcomes) thorough? Is the analysis of the results accurate? Have links to documentation which verify the assessment results been included?**

Acceptable



Outline a plan for correcting any weaknesses.

No weaknesses are noted.

**If assessment results and analysis are included, is there a plan for correcting any weaknesses included?**

Unacceptable

Concern

No weaknesses noted

Do students/graduates in this program/department have to be certified or licensed?

yes

Review the results for certification/licensure results of the program/department and/or job placement for the past five years. Explain any increase or decrease that is more than one-year anomaly.

There is no record of the pass/fail rate for the certification exam.

Provide a plan of action for the identified problem.

An application for a school code was submitted to the Pharmacy Technician Certification Board in order to receive an annual report of pass/fail rates.

**IF students/graduates in this program/department have to be certified or licensed, do the results over the past five-years indicate that certification/licensure have been equal to or greater than the average of the past five-years AND/OR equal to the statewide or national benchmark for this certification/licensure? IF NOT, does the analysis and plan of action appear that the program/department has thoroughly reviewed the problem?**

Unacceptable

Concern

No data available

**Is the program's/department's plan of action for improving any identified problem or results likely to improve the certification/licensure results? Did program/department explain any increase or decrease that is more than a one-year anomaly? Does the plan correct any weaknesses included? If not, what is missing?**

Unacceptable

Concern

No plan of action

IF the department or program offers one or more technical programs (Associate in Applied Science

or Certificates), has the program/department included an explanation of the job placement success during the past five years AND are these results at least equal to the statewide annual benchmark (90%)?

Is the analysis of any increase or decrease that is more than a one-year anomaly accurate?

The most recent data available from the CB is from 2001-2004. For 2001-2002 job placement was at 100% and the same for 2002-2003.

In 2003-2004 only 2 of the 13 students were not employed or pursuing additional education. One student is due to death and unaware of the second.

### Job Placement

Is the program's/department's plan of action for improving any identified problem or results likely to improve the job placement rate for graduates of the technical program(s)? If not, what is missing?

No problem identified.

**IF the department or program offers one or more technical programs (Associate in Applied Science or Certificates), has the program/department included an**

**explanation of the job placement success during the past five years?**

**Is the analysis of any increase or decrease that is more than a one-year anomaly accurate?**

Acceptable

**Is the program's/department's plan of action for improving any identified problem or results likely to improve the job placement rate for graduates of the technical program(s)?**

Acceptable

### Curricula

Does the program/department have affiliation(s)/agreement(s)/contract(s) with any other entity for the purpose of delivering instructional content?

yes

Review the affiliation(s)/agreement(s)/contract(s), consider Amarillo College's mission, and then make a recommendation to:

Provide an analysis of the review.

**If the program/department has affiliation(s)/agreement(s) with any other entity for the purpose of delivering**

**instructional content, do these affiliations/agreements make it clear that Amarillo College maintains the responsibility for controlling all aspects of the educational program? Has the College ensured the quality of the program with these affiliations/agreements? If so, how? What is the schedule for reviewing the quality of these programs? Has the College ensured that programs remain with Amarillo College's mission?**

Acceptable

Concern

No description

How many curricula changes were approved by the Academic Affairs Committee during the past five years?

6

Which steps in the curricula change process had faculty involvement prior to submitting the curricula proposal(s) to the Academic Affairs Committee?

The research process, approval by the department, and approval by the Academic Affairs Committee.

**Was the departmental faculty involvement documented and broad in representation? If**

**not, what steps within curricula change process should have had more proof of greater departmental faculty involvement? Is the primary responsibility for curricula changes under the control of faculty? Does the program have a qualified faculty member in charge of the program's coordination and curriculum development?**

Acceptable

Concern

Cannot discern if faculty were involved in the process and to what degree

Is any program within the department a technical program (e.g. AAS or certificate)?

yes

When was the last Advisory Committee meeting?

September 28, 2007

Provide a link to the minutes of the last Advisory Committee(s) minutes in the Electronic Archives.

[www.actx.edu/archives/index.php](http://www.actx.edu/archives/index.php)

Provide a link to the appropriate committee membership of the Advisory Committee(s) in the Electronic Archives.

[www.actx.edu/archives/files/uplink/Allied Health Advisory Committees Membership 2007 2008](http://www.actx.edu/archives/files/uplink/Allied_Health_Advisory_Committees_Membership_2007_2008)

[.pdf](#)

**If the department offers an AAS and/or certificate, do the minutes of the Advisory Committee prove that the curricula for each program is appropriate to the degree and/or certificate? Has the Advisory Committee been consulted in designing each degree and certificate? Has the Advisory Committee met at least once a year and been provided ample opportunity to guide the faculty in curricula changes?**

Acceptable

**Is the membership of the Advisory Committee broad enough to provide the scope of advice necessary for input on curricula? If not, what changes are recommended to the program/department?**

Acceptable

### Enrollment Data

After receiving the data indicating the number of students enrolled in the program/department, by total students, number of full-time equivalents, and number of completers, determine if there is more than a one-year anomaly.

If so, provide the faculty and staff analysis of their assessment of the problem.

The number students has increased, however the numbers include students claiming Pharmacy Technology as a major but have never taken any courses in the program.

[Enrollments](#)

[Contact hours](#)

**Does the analysis by the faculty and staff of this data address any obvious problems/declining statistics?**

Acceptable

Create an action plan for needed improvement and commendation for any dramatic improvement.

No improvement needed, however in order to prevent any future problems, the program's plan of action will involve the criteria also set by the accrediting agency.

One: provide a competency checklist and review periodically

Two: discuss the weaknesses of the student prior to the drop date.

Three: the students will have a self-evaluation tool in order to ensure the understanding of each



topic

**Does the action plan or commendation address the problem addressed within the analysis? Does it appear that implementation of the action plan will resolve the problem and correct the decline?**

Acceptable

**Does the External Review Committee have any other analysis or recommendations for increasing enrollments based on the program/department's data?**

Acceptable

For programs/departments with majors, review the graphs of program majors and the number of new majors by year.

Provide an analysis of the program's/department's faculty and staff assessment of the problem and an action plan for needed improvement and commendation for any dramatic improvement.

The [headcount](#) has decreased since 2003 due to the Texas registration law and the implementation of a Program Director offering courses during the daytime. No plan for

improvement is needed since the drop is not less than twenty students at any given year. The current laboratory will only seat twenty.

**Does the analysis by the faculty and staff of this data address any obvious problems/declining statistics regarding students enrolled as majors within the program/department? Does the action plan or commendation address the problem addressed within the analysis? Does it appear that implementation of the action plan will resolve the problem and correct the decline? Does the External Review Committee have any other analysis or recommendations for increasing the number of students majoring in this program/department based on this program's/department's data?**

Acceptable

Concern

Link does not provide graph of program majors and the number of new majors by year.

Resources

Review the five-year graph(s) of the student-to-faculty ratio in the program/department.

Explain any increase or decrease that is more than a one-year anomaly.

There has been an increase of students per instructor due to acquiring a Program Director for the program. The Program Director instructs all the Pharmacy Technology courses.

### Student/Faculty ratio

**Does the analysis by the faculty and staff of this data address any obvious problems/declining statistics regarding student-to-faculty ratio within this program/department?**

Acceptable

Provide an action plan for improvement of any identified problem.

There will be no need to offer suggestions for improvement.

**Does the action plan or commendation address the problem addressed within the analysis? Does it appear that implementation of the action plan will resolve the problem and correct the decline? Does the External Review Committee have any other analysis or recommendations regarding student-to-faculty ratio within this program/department?**

## Acceptable

In the database for [Roster of Instructional Staff](#) (also known as Roster of Faculty), review the credentials of each full-time and part-time faculty member within the program/department. If any faculty member does not meet the SACS and THECB requirements, evaluate whether additional documentation is significant to grant an exemption.

Credentials are within requirements for all faculty in the Pharmacy Technology program.

**Identify any faculty teaching a transfer course which, according to the information within the database for [Roster of Instructional Staff](#) (also known as Roster of Faculty) do not meet the requirements of faculty teaching a transfer course and explain the credential problem. Identify any faculty teaching a technical course which, according to the information within the database for [Roster of Instructional Staff](#) (also known as Roster of Faculty) do not meet the requirements of faculty teaching a technical course and explain the credential problem based on SACS requirements and/or THECB requirements. Identify any**

**faculty teaching a developmental course which, according to the information within the database for [Roster of Instructional Staff](#) (also known as Roster of Faculty) do not meet the requirements of faculty teaching a developmental course and explain the credential problem.**

Acceptable

List the names and the last date for all full-time faculty evaluations based on the schedule indicated in the Faculty Performance Review (FPRP).

Shawna Lopez, 2006-2007

**If any full-time faculty member (or Board-appointed faculty member) has not been completed the Faculty Performance Review (FPRP) within the past two years and is listed in the aforementioned [Roster of Instructional Staff](#) (also known as Roster of Faculty), identify the faculty member's name and the date of the last FPRP.**

Acceptable

List the names of each part-time faculty and the last date of evaluation by students and supervisor for each course taught.

No part-time faculty in the program.

**If any part-time faculty member has not been evaluated by both students and supervisor for each course taught within the past year and is listed in the aforementioned Roster of Instructional Staff (also known as Roster of Faculty), identify the faculty member's name and state the specific problem.**

Acceptable

Amarillo College's Board Policy Manual defines each faculty member's academic freedom as "full freedom in the classroom in discussing the subject being taught and to pursue research and publications. However, a faculty member must not attempt to force on students a personal viewpoint and must at all times allow for diversity of opinion." Has anyone in the program/department filed a grievance for violation of the aforementioned academic freedom?

no

**If anyone within the department has filed a grievance for violation of academic freedom based on the definition stated in Amarillo College's Board Policy Manual, briefly**

**describe the violation (excluding personal identifiers) and the total number of violations.**

Acceptable

Which of the following library collections/resources/services have been used by faculty, staff and/or students within the past five years? (Select all that apply.)

Reference collection

**Does it appear that the library collections/resources/services used by the faculty, staff, and/or students within the past five years are accurate and thorough?**

Acceptable

Which two or three collection/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

The students in the program write a research paper on a disease state and use the library for research and I believe the library's services met the needs of the students based on the papers collected and graded by me.

**Has the program/department identified which two or three collections/resources/services should be**

**improved to support Amarillo College's mission regarding teaching and service?**

Acceptable

No improvements are identified.

Does your program/department have discipline accreditation?

yes

How has the library participated in this discipline's accreditation?

The library staff demonstrated to the survey team all the resources available to the students.

**Does the program/department have a discipline accreditation? IF SO, has the library participated in completing the approver's evaluation?**

Acceptable

After assessing the strengths and weaknesses of the program's/department's access to technology, what improvements would ensure that students have access and training in the use of technology?

Computer labs are available on each campus and have flexible hours to accommodate the students so the program and students have access to



technology.

**Does the program's/department's assessment of strengths and weaknesses include ways to improve both students' access to & training in the use of technology?**

Acceptable

What improvements would ensure that students use technology?

The only improvement noted is to update computers.

**Does the program's /department's answer include improvements that would ensure that students use technology? Are the recommendation(s) of this program/department feasible?**

Acceptable

Review program/department operations. Does any operation present the possibility for violations of security, confidentiality, or integrity of student records?

no

What changes need to be made to prevent violations of this nature?

**After a review of this program's**

**/department's operations based on this Self-Study and any other information available to this Committee, does any operation present the possibility for violations of security, confidentiality, or integrity of student records? If so, describe those operations and identify the violation possibility in detail.**

Acceptable

**What changes need to be made to prevent violations of this nature?**

Acceptable

Which support services need to be strengthened to better serve students in this program/department?

No supports services need to be strengthened.

Explain what aspects of the services need to be strengthened.

N/A

**Do the Self-Study recommendations of this program/department for support services that need to be improved appear to be valid?**

Acceptable

Describe any indicators or problems that prevent a healthy, safe and secure environment for the students, faculty and staff of this program/department.

There are no safety issues.

**Are recommendations to assure a healthy, safe and secure environment for staff and students of this program/department valid? Are any of these recommendation(s) more significant and/or urgent?**

Acceptable

Describe any indicators or problems that hamper adequate physical facilities, both on and off campus, to meet the needs of the program/department.

No problems.

**Do any of the problems or concerns regarding adequate physical facilities appear to be significant and/or urgent? Are there any other needs which this Self-Study didn't cite but are critical based on other information? Which of these needs are most significant and/or urgent?**

Acceptable

## Budget

Which program/department outcomes have resulted in budget requests to date?

The application for accreditation has resulted in a budget increase.

**Have any of this program's/department's outcomes resulted in budget requests to date? If not, why not?**

Acceptable

Project the program's/department's strategic initiatives for the next five years based on the program's/department's outcomes.

One initiative for the Pharmacy Technology program is the creation of a laboratory dedicated to the Pharmacy Technology students. Another initiative is to offer Pharmacy Technology courses online.

**Has this program/department been able to project strategic initiatives for the next five years based on the program's/department's outcomes? If not, what appears to be blocking this program/department from accomplishing this?**

Acceptable

## Publications

If the program/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?

yes

If no, explain what is inaccurate.

**IF the program/department has published any advertising or recruitment documents (electronic or paper), check at least one copy of each document and determine whether it accurately represents Amarillo College and the office/department?**

Acceptable

Concern

No advertisements or documents attached.

**IF anything appears to be inaccurate, identify the apparent violation.**

Acceptable

Does the program/department publish any documents (electronic or paper) with references to SACS accreditation?

no

Are the references in compliance with SACS

approved statement?

Which reference is not in compliance? Describe how you will assure compliance for all references in the future.

**IF the program/department has published any document(s) with a reference to SACS accreditation, are all references consistent with the approved statement? (Approved reference: Amarillo College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees. Contact the Commission on Colleges at 1866 Southern Lane Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Amarillo College.) IF any references are inconsistent, identify all documents with the inconsistent reference(s).**

Acceptable

**IF the Self-Study did identify the inconsistencies, does the plan for assuring future compliance appear to correct the problem? IF the Self-Study did NOT identify all inconsistencies, what plan does this Committee recommend?**

Acceptable

### Other

State any additional comments/concerns which may impact this program/department during the next five years.

The new laboratory dedicated to Pharmacy Technology will be beneficial to the students entering the program.

**IF additional comments/concerns were included in the Self-Study regarding items which may impact this program/department during the next five years, what recommendations and/or concerns are warranted? IF NO such items were included in the Self-Study but this Committee feels such comments or concerns are valid, cite them and include any relevant recommendations.**

Acceptable