

Pharmacy Technology-FH Angela Su - Pharm Tech

21-22 Annual Progress Report

Recommended actions for improvement identified in the 5-Year Self-Study.

Our actions for program improvement are to increase enrollment, accessibility, provide program flexibility and career advancement opportunities to all students and meeting the goals of Strong Work Force/CTE.

Actions taken and progress made in accomplishing the improvement.

Even though our program already demonstrates high student success rates, we strive to achieve even better outcomes and implemented the following actions in 2020-21 despite the pandemic.

ACTION #1 taken: Restructure and align curriculum to decrease unit load to create a sequential, 2-tier **accredited** Pharmacy Technology Program.

- Entry-Level Certificate: 6 months
- Advanced-Level Certificate: 9 months

In January 2020, accreditation's new guidelines required training programs to be designated as either Entry-level only, Advanced level only or both. Ours is Advanced-Level only. With our program goals in mind to **increase** enrollment, accessibility, and provide program flexibility and career advancement opportunities, we re-structured and aligned our entire curriculum and created a sequential, 2-tiered, Entry and Advanced Level stackable Program.

The 24-week, Entry Level program totals 27 units consisting of 10 courses and one externship rotation. With an **additional** quarter of 14 units, consisting of 3 courses and **another** externship rotation, students can obtain an Advanced-level certificate. For students that complete GE course requirements, they can also earn an AS Degree in Pharmacy Technology. We are in process of mapping a pathway for students pursuing their **Doctor of Pharmacy Degree** to take ALL their pre-requisites courses for Pharmacy School solely at Foothill College.

ACTION #2 taken: Create a **dual enrollment** "Pharmacy Careers Pathway" with stackable certificates.

- Pharmacy Assistant (Aide/Clerk) Certificate
- Basic Pharmacy Technician Certificate

We also created a low barrier, **dual enrollment**, stackable Pharmacy Careers CTE pathway program which empowers students to achieve their goal beginning in high school. It directly provides students with **opportunities** to pursue careers not only within the pharmacy profession, but also, various entry-level health professions. It "fits" the college's strategy and focus on equity as it promotes direct and ease of access to educational and career exposure opportunities for ALL students. With feedback and support from our Advisory Board and Industry Partners, we wrote new curriculum to be approved by the State. Extra attention was placed on course sequencing and designed to fit seamlessly within the high school "semester" academic year. The Pharmacy Assistant Certificate spans two semesters and is designed for seniors. By High school graduation, students would have received 13 units of instruction and training and can directly secure a job as a Pharmacy Assistant. Since most seniors are 18 when they graduate, they are eligible to participate in clinical externship. For just 6 more weeks AND 6 more units of course work, students can obtain a **Basic Pharmacy Technician Certificate** which satisfies the minimum CA Board of Pharmacy Requirements for a Pharmacy Technician License. Not only will students be gainfully employed, they acquire invaluable and applicable experience in an occupation allowing them the flexibility and options to pursue additional education or training at a later time.

ACTION #3 taken: Partner with Boys and Girls Club, Veteran's Administration VITALS program, educational entities and employers to support the program graduates. The data indicates many disproportionately impacted students reside in locations with numerous barriers to student success...such as transportation, technology, academic support and even basic needs. We're able to **improve** achievement and student outcomes by working in partnership with the Boys and Girls Club of the Peninsula and other industry partners. For example, by teaching these dual enrollment courses in the evening at the Boys and Girls Club, the students don't have a far commute, and receive ancillary support and get their basic needs met. Most importantly, they get quality education delivered to THEM. We can simultaneously serve students from 4 different high schools within the region, which increases scope of service and enrollment numbers. This also avoids the challenges associated with navigating the rigid high school day-time block schedule with individual schools. We strongly believe collaboration with BGCP or other educational entities is the ideal model for Dual Enrollment.

ACTION #4 taken: Connect with NOVA, Adult Ed, and regional recruitment events to increase marketing and outreach. With these new pathways and partnerships in place, we hope to work with marketing and outreach to implement effective advertising and recruitment strategies. This would include the re-design of our program website to improve content accessibility. We also

need to **increase** program visibility through Google search, social media, and other effective advertising mediums. By connecting with NOVA, Adult schools and regional recruitment events, we hope to increase attendance at Outreach and In-reach events which may **then**, increase our applicant pool and enrollment numbers.

Evidence used to evaluate progress.

(ex: What data are you using to make your progress judgment?)

Action #1 data/evidence:

- The new Entry-Level and Advanced-Level Pharmacy Technician curriculum went through the lengthy new certificate approval process. Both Certificates of Achievement were approved by the State Chancellors Office on March 9, 2021. We were able to offer both certificates to a full cohort of students this academic year 2021-22.
- Met several times with Leticia Delgado, assigned counselor supporting PHT programs, to fully map out 4 certificate pathways, AS Degree in Pharmacy Technology and Pharmacy School Pre-requisites for PharmD degree. (October-December 2021)

Action #2 data/evidence:

- The new Pharmacy Assistant and Basic Pharmacy Technician Level curriculum went through the lengthy new certificate approval process. Both Certificates of Achievement were approved by the State Chancellors Office on November 12, 2020.
- Piloted the Pharmacy Assistant and Basic Pharmacy Technician Program in 2020-21. Enrollment and success measures **increased 5%** from 2019-20 to 2020-21.

Action #3 data/evidence:

- We piloted both the Pharmacy Assistant and Basic Pharmacy Technician certificates to a full cohort of **high school dual enrollment** students in 2020-21 at BGCP Redwood City in partnership with VITALS. Although we had hoped for a higher success rate, we had our first graduating Class of 2021 with 7 students receiving BOTH certificates of achievements.

Action #4 data/evidence: The PHT Director has been (and still is) involved in establishing partnerships with regional Strong Work Force/CTE programming and participating in outreach to increase program visibility.

- **NOVAWorks:** PHT program connected with Program Managers, Luther Jackson and Lelan Landers, and their recruitment team in July 2020 and December 2020. Present details of new programming and certificates. Discussed opportunities to increase outreach and collaboration to support individuals seeking to re-train for a new career suitable to their interests and goals.
- **JobTrain Works:** Connected with Chief Strategy Officer Art Taylor, in December 2020 and January 2021 to provide career pathway opportunities for their graduates. Discussed opportunities to increase outreach and collaboration with their student population.
- **SBCAE Adult Schools (Santa Clara Adult Ed Education):** Connected with CTE Supervisor Connie Web and Health Care Sector Program Managers, Christine Berdiansky and Carrie Casto (November 2020 through May 2021) to discuss offering Dual Enrollment Pharmacy Assistant and Basic Pharmacy Technician Certificates at their campus. SBCAE was excited for the launch of this new program in Fall 2021 however, it would be contingent on hiring an additional full-time faculty member to support the expansion of the PHT dual enrollment programs. By July 2021, the district had not approved of FT hiring position and as a result, launching the program at SBCAE was postponed to Fall 2022.
- **Santa Clara County Office of Education:** Connected with Rick Charvet, K-12 Pathway Coordinator to establish CTE opportunities for students interested in health careers to pursue pharmacy technology. (March 2021 to present)
 - SCCOE K-8 Virtual Career Fair Zoom Presentation: Zoom presentation on the profession of pharmacy and the career opportunities within the field to middle school students. (March 11, 2021).
- **Health Careers CTE Virtual Session at BACCC:** Zoom presentation on the profession of pharmacy and the career opportunities within the field to high school/adult students (February 9, 2021).
- Enrollment and success measures in PHT 200L course, a pre-requisite course required of all applicants into the program **increased 115%** from 2019-20 to 2020-21.
- Increased number of applicants for the Entry-Level and Advanced Level Pharmacy Technician Program. Since 2019, there has been a **15.6% increase** in the past 2 years.

New trends, policies, or state initiatives that have impacted your actions for improvement.

1. Ability to sustain and deliver the various programs offered by the Pharmacy Technology Department.
2. Staffing shortages within the marketing department to support the need for increased program visibility through social media, and other effective advertising mediums for new programs.

Actions needed/designed to address the area of work/improvement for new trends, policies, or state initiatives.

1. Increase in permanent reassign for the Program Director or contract revision from 10 month to 12 month sustain and approval to hire 1 FT faculty for the program ******Please note: Support has been given for 2021-22; a temporary increase in reassign time was granted to the PD and FA is still working with the District to revise the PD contract. In December 2021, the District has approved of one FTE for PHT in and hiring is in progress (January 2022). We are very grateful that the college recognizes the programs needs and for the ongoing support. We understand it takes time and look forward to growing the program.***
2. Additional marketing and outreach support from marketing/webpage design experts to update college PHT website and create effective advertising mediums.

This form is completed and ready for acceptance.

Administrator's Name:

Date:

Comments: