Wayne Community College Program Review – 2021-2022

Name of Program: Pharmacy Technology

Section 1: Program Overview

Mission/Purpose: As part of the review cycle, programs are asked to formally evaluate their mission/purpose statement.

Please provide your current 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.

Are you planning to revise your mission/purpose statement? If so, please provide your revised mission/purpose statement and reason for the change.

No changes to the mission statement at this time.

Describe how the program's mission aligns with the College's vision, mission, core values, and strategic goals. Identify which Institutional Goal(s) best align with your program and explain why.

Goal 1: Increase Student Access Goal 2: Ensure Program Excellence Goal 3: Improve Student Success Goal 4: Ensure Institutional Quality

Our mission aligns with goals 1, 2 and 3, which is to increase student access, ensure program excellence and success by helping students complete the program, as well as prepare students to pass the Pharmacy Technician Certification Exam.

Associates, Diplomas, Certificates, and Pathways Offered: Please list all associates, diplomas, certificates, and pathways offered in the table below.

Program Type	Program Title
(Associate, Diploma, Certificate, or Pathway)	
Diploma, D45580	Pharmacy Technology

Activities to ensure program is current (2019-20; 2020-21; 2021-22 – Academic Year, Fall, Spring, Summer) List program curriculum changes, revisions, and/or deletions.

Curriculum Changes	Date – Updated / Revised / Deleted
No curriculum changes have been made.	Not applicable.

Provide an overview of the significance of the program changes and improvements that occurred over the past three years. (What were the program's / discipline's goals and rationale for expanding and improving student learning, including new courses, program degrees, certificates, diplomas, and/or delivery methods?)

No curriculum changes have been made.

Advisory Committee: dates, summary of minutes, activities (2019-20; 2020-21; 2021-22 – Academic Year – Fall, Spring, Summer)

Summary of Advisory Committee Activities

Year	Meeting Dates	Recommendations / Activities
2019-2020	Program restarted in Fall 20	020
2020-2021	11-17-204-27-21	 Need for lab space Joined NCAP and ASHP; need for additional lab space; and immunizing training
2021-2022	10-5-213-8-22	 Sites added, Kinston Walgreens, ECU Duplin, and Rosewood Pharmacy Site added, UNC Johnston

(Ensure that Advisory Committee Meeting Minutes are filed in the IE Shared Program Folder.)

Provide narrative for analysis of trends in the field or industry (emerging needs) that contribute to maintaining program relevance. (Based on advisory committee suggestions, environmental scans, industry demands, and other sources external to the program/discipline, how well is the program/discipline responding to the current and emerging needs of the industry and/or community? What resources might your program need?

The Pharmacy Technology Advisory Committee has suggested that a specific lab space be designated for the program. The space needs to accommodate retail and hospital settings.

With the growth of the program, I helped add more clinical retail and hospital sites. We added Kinston Walgreens, ECU Duplin, and Rosewood pharmacy. We used all three sites last spring. We also added UNC Johnston but will not be using them as a hospital site until this spring of 2023.

I am working towards accreditation for our program. Per the accreditation guidelines, the director must join state and national pharmacy organizations. I joined North Carolina Association of Pharmacists (NCAP) and American Society of Health-System Pharmacist.

Section 2: Program Outcomes

Outcome #1: Enrollment (unduplicated)

Baseline: 8 # (Average of total enrollment for the last three years – 2018-19; 2019-20; 2020-21)

Standard: 10 # Target: 12 #

Program Enrollment

Program Enrollment (unduplicated)			
Academic Year (Fall, Spring, Summer)	Enrollment		
2018-2019	13		
2019-2020	0		
2020-2021	12		

Enrollment by Ethnicity, Gender, and Age

			0040.0000			
	2018-20		2019-2020		2020-	-2021
Ethnicity & Gender	N	%	N	%	N	%
African American, Female	7	53.8%	0	0.0%	2	16.7%
American Indian/Alaskan						
Native, Female	0	0.0%	0	0.0%	0	0.0%
Asian, Female	0	0.0%	0	0.0%	0	0.0%
Caucasian, Female	5	38.5%	0	0.0%	7	58.3%
Hawaiian/Other Pacific						
Islander, Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	0	0.0%	0	0.0%	3	25.0%
Two or More Races, Female	0	0.0%	0	0.0%	0	0.0%
Unknown, Female	0	0.0%	0	0.0%	0	0.0%
Female Total	12	92.3%	0	0.0%	12	100.0%
African American, Male	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan						
Native, Male	0	0.0%	0	0.0%	0	0.0%
Asian, Male	0	0.0%	0	0.0%	0	0.0%
Caucasian, Male	1	7.7%	0	0.0%	0	0.0%
Hawaiian/Other Pacific						
Islander, Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Male	0	0.0%	0	0.0%	0	0.0%
Unknown, Male	0	0.0%	0	0.0%	0	0.0%
Male Total	1	7.7%	0	0.0%	0	0.0%
Total	13	100.0%	0	0.0%	12	100.0%

	2018-20			-2020		-2021
Ethnicity & Age Range	N	%	N	%	N	%
African American, Under the		0.00/		2.22/		0.00/
age of 18 American Indian/Alaskan	0	0.0%	0	0.0%	0	0.0%
Native, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Asian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Caucasian, Under the age of	U	0.0%	U	0.0%	U	0.0%
118	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific	Ü	0.070		0.070		0.070
Islander, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Under the						
age of 18	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Under						
the age of 18	0	0.0%	0	0.0%	0	0.0%
Unknown, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Under the age of 18 Total	0	0.0%	0	0.0%	0	0.0%
African American, 18-24	5	38.5%	0	0.0%	1	8.3%
American Indian/Alaskan	0	0.00/		0.00/		0.00/
Native, 18-24	0	0.0%	0	0.0%	0	0.0%
Asian, 18-24	0	0.0%	0	0.0%	0	0.0%
Caucasian, 18-24 Hawaiian/Other Pacific	3	23.1%	0	0.0%	6	50.0%
Islander, 18-24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	0	0.0%	0	0.0%	1	8.3%
Two or More Races, 18-24	0	0.0%	0	0.0%	o o	0.0%
Unknown, 18-24	0	0.0%	0	0.0%	0	0.0%
18-24 Total	8	61.5%	0	0.0%	8	66.7%
African American, 25-44	1	7.7%	0	0.0%	1	8.3%
American Indian/Alaskan	'	1.170		0.070	'	0.570
Native, 25-44	0	0.0%	0	0.0%	0	0.0%
Asian, 25-44	0	0.0%	0	0.0%	0	0.0%
Caucasian, 25-44	3	23.1%	0	0.0%	0	0.0%
Hawaiian/Other Pacific						
Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	0	0.0%	0	0.0%	2	16.7%
Two or More Races, 25-44	0	0.0%	0	0.0%	0	0.0%
Unknown, 25-44	0	0.0%	0	0.0%	0	0.0%
25-44 Total	4	30.8%	0	0.0%	3	25.0%
African American, 45-64	1	7.7%	0	0.0%	0	0.0%
American Indian/Alaskan						
Native, 45-64	0	0.0%	0	0.0%	0	0.0%
Asian, 45-64	0	0.0%	0	0.0%	0	0.0%
Caucasian, 45-64	0	0.0%	0	0.0%	1	8.3%
Hawaiian/Other Pacific		2 22/		2 22/		0.00/
Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 45-64	0	0.0%	0	0.0%	0	0.0%
Unknown, 45-64	0	0.0%	0	0.0%	0	0.0%
45-64 Total	1	7.7%	0	0.0%	1	8.3%
African American, 65+	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, 65+	0	0.0%	0	0.0%	0	0.0%
Asian, 65+	0	0.0%	0	0.0%	0	0.0%
Caucasian, 65+	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific	U	0.076		0.070		0.076
Islander, 65+	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 65+	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 65+	0	0.0%	0	0.0%	0	0.0%
Unknown, 65+	0	0.0%	0	0.0%	0	0.0%
65+ Total	0	0.0%	0	0.0%	0	0.0%
Total	13	100.0%	0	0.0%	12	100.0%
Iotal	10	100.070	U	0.070	12	100.070

Provide narrative for analysis of program enrollment. (Is enrollment increasing or decreasing? What are possible reasons for increase/decrease? Describe any action plans to improve or increase program enrollment.)

Ethnicity and age of the student enrollment are - Spanish: Age 25-44 and African American: Age — 18-24. I have had an increase in enrollment overall and an increase with cultural diversity of our students. Using social media has increased the awareness of our program for ages 18-30. I will be increasing with recruitment activities and promoting our program through social media.

Identify Enrollment Action Items

Item	Action Items (What actions can be taken to	Assessment of Action Items (How will you assess the
	increase enrollment in your program?)	results of action items?)
1	Participation in college recruiting activities	Attend recruiting events, follow-up with potential
		student applicants
2	Recruit in the local high schools	Attend local high schools to recruit potential students
		to the program

Outcome #2: Retention

Baseline: 61.3 % (Average of last three years – 2018-19; 2019-20; 2020-21; program retention)

Standard: 85 % Target: 90 %

Year	Program Retention Rate
2018-2019	92.3%
2019-2020	0.0%
2020-2021	91.7%

Retention by Ethnicity, Gender, and Age

			Fall 2019	to Spring	Fall 2020	to Spring
	Fall 2018 to S	Fall 2018 to Spring 2019		2020		21
Ethnicity & Gender	N	%	N	%	N	%
African American, Female	6	50.0%	0	0.0%	2	18.2%
American Indian/Alaskan Native,						
Female	0	0.0%	0	0.0%	0	0.0%
Asian, Female	0	0.0%	0	0.0%	0	0.0%
Caucasian, Female	5	41.7%	0	0.0%	6	54.5%
Hawaiian/Other Pacific Islander,						
Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	0	0.0%	0	0.0%	3	27.3%
Two or More Races, Female	0	0.0%	0	0.0%	0	0.0%
Unknown, Female	0	0.0%	0	0.0%	0	0.0%
Female Total	11	91.7%	0	0.0%	11	100.0%
African American, Male	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native,						
Male	0	0.0%	0	0.0%	0	0.0%
Asian, Male	0	0.0%	0	0.0%	0	0.0%
Caucasian, Male	1	8.3%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander,						
Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Male	0	0.0%	0	0.0%	0	0.0%
Unknown, Male	0	0.0%	0	0.0%	0	0.0%
Male Total	1	8.3%	0	0.0%	0	0.0%
Total	12	100.0%	0	0.0%	11	100.0%

	E # 00404 0			to Spring		to Spring
Ethericite O. A Danne	Fall 2018 to S			20		21
Ethnicity & Age Range African American, Under the age	N	%	N	%	N	%
of 18	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native,	U	0.0%	U	0.0%	U	0.0%
Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Asian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Asian, Order the age of 10	O	0.070	U	0.070	U	0.070
Caucasian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander,	Ü	0.070	ŭ	0.070	Ü	0.070
Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Under the age of						
18	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Under the						
age of 18	0	0.0%	0	0.0%	0	0.0%
Unknown, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Under the age of 18 Total	0	0.0%	0	0.0%	0	0.0%
African American, 18-24	4	33.3%	0	0.0%	4	36.4%
American Indian/Alaskan Native,						
18-24	0	0.0%	0	0.0%	0	0.0%
Asian, 18-24	0	0.0%	0	0.0%	0	0.0%
Caucasian, 18-24	3	25.0%	0	0.0%	3	27.3%
Hawaiian/Other Pacific Islander,						
18-24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 18-24	0	0.0%	0	0.0%	0	0.0%
Unknown, 18-24	0	0.0%	0	0.0%	0	0.0%
18-24 Total	7	58.3%	0	0.0%	7	63.6%
African American, 25-44	1	8.3%	0	0.0%	1	9.1%
American Indian/Alaskan Native,						
25-44	0	0.0%	0	0.0%	0	0.0%
Asian, 25-44	0	0.0%	0	0.0%	0	0.0%
Caucasian, 25-44	3	25.0%	0	0.0%	3	27.3%
Hawaiian/Other Pacific Islander,	_		_		_	
25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 25-44	0	0.0%	0	0.0%	0	0.0%
Unknown, 25-44	0	0.0%	0	0.0%	0	0.0%
25-44 Total	4	33.3%	0	0.0%	4	36.4%
African American, 45-64	1	8.3%	0	0.0%	0	0.0%
American Indian/Alaskan Native,	0	0.00/	0	0.00/	0	0.00/
45-64	0	0.0%	0	0.0%	0	0.0%
Asian, 45-64	0	0.0%	0	0.0%	0	0.0%
Caucasian, 45-64 Hawaiian/Other Pacific Islander,	0	0.0%	0	0.0%	0	0.0%
45-64	0	0.00/	0	0.00/	0	0.00/
Hispanic/Latino, 45-64	0	0.0%	0	0.0%	0	0.0% 0.0%
Two or More Races, 45-64	0	0.0%	0	0.0%	0	
Unknown, 45-64	0	0.0%	0	0.0%	0	0.0%
Unknown, 45-64 Total	0	0.0%	0	0.0%	0	0.0%
African American, 65+	0	8.3%	0	0.0%	0	0.0%
American American, 65+ American Indian/Alaskan Native,	U	0.0%	U	0.0%	U	0.0%
65+	0	0.0%	0	0.0%	0	0.0%
Asian, 65+	0	0.0%	0	0.0%	0	0.0%
Caucasian, 65+	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander,	U	0.070	U	0.0 /0	U	0.070
65+	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 65+	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 65+	0	0.0%	0	0.0%	0	0.0%
Unknown, 65+	0	0.0%	0	0.0%	0	0.0%
65+ Total	0	0.0%	0	0.0%	0	0.0%
Total	12	100.0%	0	0.0%	11	100.0%
Total	14	100.070	U	0.070		100.070

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

To help retain students, I watch and follow their work weekly, such as homework and exams. I help them immediately if problems arise. I do not allow them to get to the point of no return. I have had students that also have mental and financial problems. I refer them to our financial aid and counseling services. I work hard at helping the students with any areas they might need help with. This helps them succeed and want to stay in the program.

Identify Retention Action Items

10.0		-
Item	Action Items (What actions can be taken to	Assessment of Action Items (How will you assess the
	increase program retention?)	results of action items?)
1	Retain student retention by assessing the	Contact students via email; follow-up with one-on-
	student's work	one counseling for the completion of the assignments
2	Refer students with emotional or financial	Refer students to Counseling Services and Financial
	needs to Counseling Services and Financial	Aid; follow-up with students after counseling
	Aid	

Outcome #3: Completers (unduplicated) (Degree level, highest level of attainment)

Baseline: 7 # (Average of total completers for the last three years – 2019-20; 2020-21; 2021-22)

Standard: 9 #
Target: 11 #

Number of Completers (unduplicated) – Graduation Year – Summer, Fall, Spring			
Graduation Year	Total Completers		
2019-2020	1		
2020-2021	10		
2021-2022	9		

Completers by Ethnicity, Gender, and Age

	2019-2020		2020-2021		2021-2022	
Ethnicity & Gender	N	%	N	%	N	%
African American, Female	1	100.0%	2	20.0%	1	11.1%
American Indian/Alaskan Native,						
Female	0	0.0%	0	0.0%	0	0.0%
Asian, Female	0	0.0%	0	0.0%	0	0.0%
Caucasian, Female	0	0.0%	5	50.0%	4	44.4%
Hawaiian/Other Pacific Islander,						
Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	0	0.0%	3	30.0%	3	33.3%
Two or More Races, Female	0	0.0%	0	0.0%	0	0.0%
Unknown, Female	0	0.0%	0	0.0%	0	0.0%
Female Total	1	100.0%	10	100.0%	8	88.9%
African American, Male	0	0.0%	0	0.0%	1	11.1%
American Indian/Alaskan Native, Male	0	0.0%	0	0.0%	0	0.0%
Asian, Male	0	0.0%	0	0.0%	0	0.0%
Caucasian, Male	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Male	0	0.0%	0	0.0%	0	0.0%
Unknown, Male	0	0.0%	0	0.0%	0	0.0%
Male Total	0	0.0%	0	0.0%	1	11.1%
Total	1	100.0%	10	100.0%	9	100.0%

	22.42			2004		
F	2019-2020		2020-2021		2021-2022	
Ethnicity & Age Range Table	N	%	N	%	N	%
African American, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native,	U	0.076	ľ	0.076		0.070
Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Asian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Asian, onder the age of 10	U	0.070	ľ	0.070		0.070
Caucasian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander,						
Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Under the age of						
18	0	0.0%	0	0.0%	0	0.0%
Unknown, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Under the age of 18 Total	0	0.0%	0	0.0%	0	0.0%
African American, 18-24	1	100.0%	1	10.0%	0	0.0%
American Indian/Alaskan Native, 18-						
24	0	0.0%	0	0.0%	0	0.0%
Asian, 18-24	0	0.0%	0	0.0%	0	0.0%
Caucasian, 18-24	0	0.0%	3	30.0%	4	44.4%
Hawaiian/Other Pacific Islander, 18-						
24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	0	0.0%	1	10.0%	3	33.3%
Two or More Races, 18-24	0	0.0%	0	0.0%	0	0.0%
Unknown, 18-24	0	0.0%	0	0.0%	0	0.0%
18-24 Total	1	100.0%	5	50.0%	7	77.8%
African American, 25-44	0	0.0%	1	10.0%	2	22.2%
American Indian/Alaskan Native, 25-						
44	0	0.0%	0	0.0%	0	0.0%
Asian, 25-44	0	0.0%	0	0.0%	0	0.0%
Caucasian, 25-44	0	0.0%	1	10.0%	0	0.0%
Hawaiian/Other Pacific Islander, 25-						
44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	0	0.0%	2	20.0%	0	0.0%
Two or More Races, 25-44	0	0.0%	0	0.0%	0	0.0%
Unknown, 25-44	0	0.0%	0	0.0%	0	0.0%
25-44 Total	0	0.0%	4	40.0%	2	22.2%
African American, 45-64	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, 45-	_				_	
64	0	0.0%	0	0.0%	0	0.0%
Asian, 45-64	0	0.0%	0	0.0%	0	0.0%
Caucasian, 45-64	0	0.0%	1	10.0%	0	0.0%
Hawaiian/Other Pacific Islander, 45-		2 22/		2 22/		2 22/
64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 45-64	0	0.0%	0	0.0%	0	0.0%
Unknown, 45-64	0	0.0%	0	0.0%	0	0.0%
45-64 Total	0	0.0%	1	10.0%	0	0.0%
African American, 65+	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Nativa C5:	_	0.00/		0.00/		0.00/
American Indian/Alaskan Native, 65+	0	0.0%	0	0.0%	0	0.0%
Asian, 65+	0	0.0%	0	0.0%	0	0.0%
Caucasian, 65+	0	0.0%	0	0.0%	0	0.0%
Housiign/Other Pacific Islander CC	_	0.00/		0.00/		0.00/
Hawaiian/Other Pacific Islander, 65+	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 65+	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 65+	0	0.0%	0	0.0%	0	0.0%
Unknown, 65+	0	0.0%	0	0.0%	0	0.0%
65+ Total	0	0.0%	0	0.0%	0	0.0%
Total	1	100.0%	10	100.0%	9	100.0%

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 completion. How might you increase the number of completers in your program?)

The same factors that have helped me retain my students are what has helped my students complete the program. By helping them with keep up with their work, it has helped them want to complete my program. Also helping the students with not just their education, but their mental and financial problems, it helps the students want to stay in my program and succeed. I focus on the whole student, not just their education. This creates a bond and helps the students be committed to finishing my program.

Identify Completer Action Items

Item	Action Items (What actions can be taken to increase student completion in your program?)	Assessment of Action Items (How will you assess the results of action items?)				
1	Focus on the overall health of the student (education, financial, and mental) to help them succeed	Following the student weekly and utilizing counseling forms if student needs help with other areas of their lives				

Section 3: Other Assessments

Do you use other methods of assessment to evaluate the effectiveness of your program, to include surveys, self-assessments, student licensure/certification, or third-party credentials? If so, please explain how information collected from the(se) assessments can be used to improve the program.)

Working toward program accreditation. Anticipate the submission of the application by July 2023.

Administer post-graduate survey to graduates 6-9 months after graduation.

Planning Objectives (2019-20; 2020-21; 2021-22 - Fiscal Year, July 1-June 30)

Provide a summary of planning objectives submitted for the last three years, including the use of results of the planning objectives in the table provided.

Summary of Planning Objectives

Planning Year (Fiscal Year – July 1-June 30)	Objective(s) Submitted	Use of Results
2019-20	No planning objectives submitted.	Not applicable.
2020-21	No planning objectives submitted.	Not applicable.
2021-22	No planning objectives submitted.	Not applicable.

What planning objectives (equipment, supplies, software, etc.) do you anticipate needing over the next three years? Justify the need.

A planning objective was submitted for the 2022-23 Plan/Budget for PioneerRX Software. The software allows students simulation activities for retail and hospital settings. Over the next three years, the program needs will be: Sterile Prep compounding items such as a Repeater Pump, Isolator Cabinet, and a Biological Safety Cabinet. With the addition of the PioneerRx software, we will need more computers, telephones, fax machines, and printers to help students simulate prescription filling procedures. I also will need Blood Glucose Monitors and digital blood Pressure Monitors to help simulate patient care services.

What positions (faculty and/or staff) do you anticipate needing over the next three years? Justify the need.

No faculty will be needed for the Pharmacy Technology program.

Provide narrative for your program facility needs over the next three years. If facilities are adequate, please confirm.

Facilities – lab space and a larger room to provide hospital and retail settings. The settings are needed to provide simulation practice for these two pharmacy settings.

Provide narrative for academic / student support services needs over the next three years. (Are services adequate for your program/service?)

Personal tutoring is being provided to the students by myself, as Department Chair of the Pharmacy Technology program. If the student has a financial or mental issue, I will offer to send them to Counseling Services or Financial Aid.

Provide narrative for analysis of the program's / discipline's strengths, weaknesses, and opportunities.

Strengths are steady enrollment. Weaknesses are that the program is in flux, there's a lack of data from previous years, and inadequate lab space for our program needs. Opportunities include relationship building with industry partners and the potential to increase program recruitment because Johnston Community College eliminated their program recently.

Review prepared and submitted by: (Please list name(s) and titles)

Dr. Marcie Quinn, Department Chair, Pharmacy Technology

Approvals

- 1. Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Review when completed by the responsible program/service personnel.
- 2. Using DocuSign (electronic signature), appropriate Division Dean, Director, or AVP is asked to read and approve the Review.
- 3. Using DocuSign (electronic signature), appropriate Vice President/Associate Vice President is asked to read and approve the Review.

IE Acceptance / Date:	rothy Moore	11/8/2022	
Dean, Director, or AVP / Date: _	Janeil Marak	11/8/2022	
Administrator Approval / Date:	Dr. Brandon M. Jenkins	11/22/2022	