

Northland Pioneer College provides, supports and promotes lifelong learning.

## **Instructional Council (IC)**

**January 24, 2020, 8:30-11:30 a.m.-SCC, PAC 124**

### **Agenda**

- I. Roll Call
- II. Approval of 12-13-19 IC Minutes – Eric Bishop (Action)
- III. IC Subcommittees/Task Forces (action as needed)
  - a. Dual Enrollment –No Report Received
  - b. Professional Development- No Report Received
- IV. Curriculum (Action as Needed)
  - a. Courses in ACRES-Eric Bishop
  - b. New Programs-None
    - i. Pharmacy Technician CP Feasibility Study
  - c. Program Modification-None
  - d. Program Deletions-None
  - e. Program Suspensions-None
- V. Old Business Not Related to Curriculum (Action as Needed)
  - a. Course Improvement Survey Intro Language-Pat Lopez
  - b. IC Meeting Prep Schedule-Eric Bishop
- VI. New Business Not Related to Curriculum (Action as Needed)
  - a. What courses are appropriate for General Education? -Eric Bishop
  - b. New Technologies selection for Audio, Model, and CCP Replacement-Scott Estes
- VII. Agenda Items for Future Meetings-IC Members
- VIII. Adjournment – Eric Bishop (Action)

## Northland Pioneer College Instructional Council (IC) 1-24-20 Meeting Minutes

Voting Members Present: Eric Bishop, Ruth Creek-Rhodes, Brian Gardner, Eric Henderson, Rickey Jackson, Dawn Johnson, Wes King, Pat Lopez, Deb McGinty, Gary Santillanes, and Ruth Zimmerman

Non-Voting Members Present: Jeremy Raisor, Josh Rogers, Wei Ma, Rebekah Wilson, and Anne Lang (recorder)

Guests: Rachel Arroyo-Townsend, Jennifer Bishop, Lia Keenan, Donna Keiser, Amelinda Webb, Curtis Stevens, and Scott Estes

- I. Roll Call
- II. Approval of 12-13-19 IC Minutes – Eric Bishop
  - a. Gary Santillanes **MOVED** to approve the IC Minutes of 12-13-19.
  - b. **SECOND** by Dawn Johnson.
  - c. Change was made: V. Old Business, e. ATF Reports section, i. was split into two bullet points.
    - i. i. Eric received 12 different reports.
    - ii. ii. Magda Gluszek gave an oral report for Art.
  - d. Motion **APPROVED** by unanimous vote.
- III. IC Subcommittees/Task Forces (action as needed)
  - a. Dual Enrollment –No Report Received
  - b. Professional Development- No Report Received
- IV. Curriculum (Action as Needed)
  - a. Courses in ACRES-Eric Bishop
    - i. There are a lot of courses that need to be moved through and there are a lot of courses that are stuck. We will go through them today.
    - ii. Conflicting information on the IC Calendar; due dates states two different things. This needs to be clarified before next year's calendar is created at our April meeting.
    - iii. BUS 184-Has the votes to move through ACRES, but it has a typo. Eric Bishop will go through to fix the typo.
    - iv. Eric Bishop will create a log to track all typo errors he fixes in ACRES.
    - v. BUS 183-Is wordy and is confusing, Jennifer Bishop will rewrite the description.
      1. EMR and EHR need better clarification between the two.
      2. Spell out the acronyms the first time it is used in the description.
    - vi. BUS 227 Medical Coding-There is a large number of acronyms
    - vii. BUS 131 Medical Transcription Fundamentals-The second sentence need to be revised for clarity.

- viii. BUS 119 Medical Office Administrative Procedures-Course description does not follow the direction of IC; the information has been given to correct it.
- ix. BUS 118 Computerized Medical Billing-The prerequisite is a higher course number than the course.
- x. Prerequisite number should be lower than the course.
  - 1. There is a 10 year waiting period to reuse numbers.
  - 2. In the future, we need to work on a policy for the proper sequencing of course numbers.
  - 3. BUS has been given an extension until the meeting on 2/14/2020 to create two new courses in ACRES that would fix the prerequisite concerns.
- xi. BUS 122 and 125- can be denied, changes will be brought back next year. Jennifer Bishop will bring it back to IC in August. Anne Lang will put it on the calendar.
  - 1. Dawn Johnson **MOVED** to deny course modification forms for BUS 123, 125 and 122.
  - 2. **SECOND** by Gary Santillanes.
  - 3. Eric Bishop **ABSTAIN**.
  - 4. Motion **APPROVED** by majority vote.
  - 5. BUS has been given an extension until the meeting on 2/14/2020 to create two new courses in ACRES that would fix the prerequisite concerns.
- xii. The policy for prerequisites (prerequisites courses within the same prefix need to have a lower number) needs to be changed on the *Instructions for Course Forms in ACRES*, when we do our annual update in April.
- xiii. EDU 223/200
  - 1. Eric Henderson **MOVED** to approve EDU 223 as it reads in the course modification form based on removing the prerequisite that is currently listed.
  - 2. **SECOND** by Gary Santillanes.
  - 3. Dawn Johnson **ABSTAIN**.
  - 4. Motion **APPROVED** by majority vote.
- xiv. EDU 250
  - 1. Gary Santillanes **MOVED** to approve EDU 250.
  - 2. **SECOND** by Eric Henderson.
  - 3. Dawn Johnson **ABSTAIN**.
  - 4. Motion **APPROVED** by majority vote.
- xv. EDU 275
  - 1. Pat Lopez **MOVED** to approve EDU 275.
  - 2. **SECOND** by Gary Santillanes.

3. Dawn Johnson **ABSTAIN**.
  4. Motion **APPROVED** by majority vote.
- xvi. HDE 103
1. Change was made.
  2. Gary Santillanes **MOVED** to approve HDE 103, with the change.
  3. **SECOND** by Wes King.
  4. Motion **APPROVED** by unanimously vote.
- b. New Programs
- i. Pharmacy Technician CP Feasibility Study
    1. We have six students with incompletes at the Snowflake Campus, and six students with incompletes at the Little Colorado Campus. It's not possible to get through the requirements for the course in one semester.
    2. The program change will allow adding compounding skills and the sterilizing process.
    3. Some IC members raised concerns about an entire program being administered and overseen by adjunct faculty. On the one hand, it seems exploitative, and on the other, it raises concerns about what happens to the program if and when those faculty, who are not beholden to the college, move on.
    4. McGinty explained the pharmacy tech program has a capable allied health coordinator who oversees the program.
    5. It was suggested that a full-time faculty be hired; however, Dr. McGinty pointed out that the college could not offer the current adjunct faculty (who are practicing pharmacists) a competitive enough salary, and that the two current adjuncts are enthusiastic professionals who proposed this robust program to better prepare the students for standardized pharmacy tech qualifying exams.
    6. . It was further suggested that perhaps instead of an entire program, there could be a course sequence.
    7. Faculty were aware a course sequence would not allow student to qualify for financial aid.
    8. Pat Lopez **MOVED** to table the discussion on Pharmacy Technician Program until the next meeting.
    9. **SECOND** by Ruth Creek-Rhodes.
    10. Motion **APPROVED** by unanimously vote.
  - c. Program Modification-None
  - d. Program Deletions-None
  - e. Program Suspensions-None
- V. Old Business Not Related to Curriculum (Action as Needed)
- a. Course Improvement Survey Language Common Syllabus Statement-Pat Lopez

- i. Gary Santillanes **MOVED** to insert this additional language into what we already have.
    - ii. **MOTION** retracted by Gary Santillanes for revisions.
    - iii. Gary Santillanes **MOVED** to accept with the new language: Because the survey is provided in Moodle, your instructor may know whether or not you have participated in the survey. After the semester ends and final grades have been submitted, your instructor will receive an anonymized, aggregated survey of all students' responses. This helps to ensure student privacy and promotes honest responses to the survey.
    - iv. **SECOND** by Wes King.
    - v. Motion **APPROVED** by unanimously vote.
    - vi. **TASK**: Eric to send this to Dr. Yip-Reyes.
  - b. IC Meeting Prep Schedule-Eric Bishop
    - i. Gary **MOVED** accept the IC Meeting Prep Schedule.
    - ii. **SECOND** by Eric Henderson
    - iii. Motion **APPROVED** by unanimously vote.
- VI. New Business Not Related to Curriculum (Action as Needed)
  - a. New Technologies selection for Audio, Model, and CCP Replacement-Scott Estes
    - i. Three different platforms we already use. We will move forward with continuing with all three: WebEx, Zoom and Telepresence.
    - ii. Instructors will need to set-up which system they plan to use.
    - iii. The recommendation would be if you're using classroom to classroom, you use the Cisco Telepresence. If you want to branch out and you have your students have the flexibility to connect from anywhere and allows the instructor the flexibility to teach from their office, and not have to go to the classroom, and you send out the Zoom link or the WebEx links and those students can connect from anywhere.
    - iv. We want to replace audio and model with a Cisco technology.
    - v. Ordering the equipment can take up to a six-month turnaround time.
    - vi. There is budget allocation for 18 rooms that should include CCP, and then we choose either audio or model whichever ones, we want to do first. Then next fiscal year, we request funds to replace the other room that we didn't do, whether it was audio or model.
    - vii. We might need to request additional money to go ahead and replace them all right now.
    - viii. We are hoping that Bridgit will continue to work until we can everything over, possible up to a year.
    - ix. IC would like to see a schedule with the more details. Scott will come back with a plan at the next meeting
- VII. Agenda Items for Future Meetings-IC Members

- a. What courses are appropriate for General Education? -Eric Bishop
  - b. Academic Misconduct Procedure is being revised and it doesn't seem to be going through IC, but it must.
- VIII. Adjournment – Eric Bishop
- a. Gary Santillanes **MOVED** the meeting to be adjourned.
  - b. **SECOND** by Dawn Johnson.
  - c. Motion **APPROVED** unanimously.

Approved 3/13/20

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  - b. Professional Development- No Report Received
- IV. Curriculum (Action as Needed)
  - a. Courses in ACRES-Eric Bishop
  - b. New Programs-None
    - i. Pharmacy Technician CP Feasibility Study
  - c. Program Modification-None
  - d. Program Deletions-None
  - e. Program Suspensions-None
- V. Old Business Not Related to Curriculum (Action as Needed)
  - a. Course Improvement Survey Intro Language-Pat Lopez
  - b. IC Meeting Prep Schedule-Eric Bishop
- VI. New Business Not Related to Curriculum (Action as Needed)
  - a. What courses are appropriate for General Education? -Eric Bishop
  - b. New Technologies selection for Audio, Model, and CCP Replacement-Scott Estes
- VII. Agenda Items for Future Meetings-IC Members
- VIII. Adjournment – Eric Bishop (Action)

## Northland Pioneer College Instructional Council (IC) 12-13-19 Meeting Minutes

Voting Members Present: Eric Bishop, Ruth Creek-Rhodes, Deb Keith proxy for Brian Gardner, Eric Henderson, Rickey Jackson, Dawn Johnson, Wes King, Pat Lopez, De McGinty, Gary Santillanes, and Ruth Zimmerman

Non-Voting Members Present: Jessica Clark, Josh Rogers, Wei Ma, Rebekah Wilson, and Anne Lang (recorder)

Guests: Rachel Arroyo-Townsend, Susan Hoffman, Deena Gillespie, Magda Gluszek, Lia Keenan, Donna Keiser, Amelinda Webb, and Judy Yip-Reyes

- I. Roll Call
- II. Approval of 11-22-19 IC Minutes – Eric Bishop
  - a. Pat Lopez **MOVED** to approve the IC Minutes of 11-22-19.
  - b. **SECOND** by Dawn Johnson.
  - c. Motion **APPROVED** by unanimous vote.
  - d. Abstain Rickey Jackson and Deb McGinty.
- III. IC Subcommittees/Task Forces
  - a. Academic Standards – No Report
  - b. ASK – Judy Yip-Reyes
    - i. Planning Day Reports-there is a delay in submission, the NPC Faculty email group does not include all Faculty.
    - ii. Social and Behavioral Science have not turned in reports.
    - iii. Most current Planning Day Reports and the last 2 years are now posted MyNPC.
    - iv. They are working on developing outcomes.
    - v. Developing guidelines for the committee to follow.
    - vi. Planning Dialog Day.
    - vii. Dawn Johnson **MOVED** to accept this report.
    - viii. **SECOND** by Ruth Zimmerman.
    - ix. **RECOMMENDATION:** to give an overview at Division Day for two minutes.
    - x. Motion **APPROVED** by unanimous vote.
  - c. LT – Ruth Creek-Rhoades
    - i. Late submission, will report next time.
  - d. PD-Magda Gluszek
    - i. PD has approved 8 applications, about \$16,000.



- ii. Magda Gluszek will be on sabbatical; Ruth Creek-Rhoades will serve as Chair while Magda Gluszek is away.
  - iii. Clarification on Charges: Focus on fourth Friday trainings or additional in-house trainings.
    - 1. ISW has its own funding.
    - 2. Two different applications; attending vs teaching.
    - 3. Load release might be useful.
  - iv. Deb McGinty **MOVED** to accept this report.
  - v. **SECONDED** by Pat Lopez.
  - vi. Ruth Creek-Rhoades **ABSTAINED**.
  - vii. Motion **APPROVED** by majority vote.
- IV. Curriculum – Eric Bishop
- a. Courses in ACRES-Eric Bishop
    - i. Check for Courses in ACRES.
    - ii. No more CTE Courses to consider, today was the deadline.
    - iii. Comments have been made, check ACRES.
  - b. New Programs-None
  - c. Program Modification-None
  - d. Program Deletions-None
  - e. Program Suspensions-None
- V. Old Business Not Related to Curriculum
- a. Instructional Support Specialist Job Description-Eric Bishop
    - i. Position title has changed to Curriculum Coordinator.
    - ii. Originally this position was intended to be a Faculty member, we will be going back to the original idea.
    - iii. This position will be a 10-month position.
    - iv. IC has given suggested changes to Dr. Clark, Dr. Clark will make changes, and submit for posting.
    - v. Dr. Clark stated, the search committee for this position will be chaired by Dr. Clark, there will be three members of IC serving on the search committee and one or two external faculty members. The committee will be largely faculty driven, and will be moving forward soon to insure applications for spring interviews.
  - b. Common Syllabus Statement-Pat Lopez
    - i. Revised statement can be use on syllabi to replace several long statements presently on the syllabi.
    - ii. The language used in Moodle, in the DRA statement, needs to be updated.

- iii. This new Syllabus Statement needs to be sent out soon, while faculty are preparing for next semester.
- iv. **TASK:** Eric Bishop will send an email to Faculty, Karen Zimmerman, Renell Heister, and CC Deans today or next week, about the use of the Syllabus Statement.
- v. Dr. Clark confirmed with President Vest, Safe Colleges does not have to be in the Syllabi.
- vi. Eric Henderson **MOVED** to adopt the Syllabus Statement, to be used by all instructors.
- vii. **SECONDED** by Dawn Johnson.
- viii. Pat Lopez **ABSTAINED**.
- ix. Motion **APPROVED** by majority vote.
- c. Course Improvement Survey Intro Text-Eric Bishop
  - i. Language from the minutes is not helpful, to be cut and pasted in.
  - ii. **TASK:** Pat Lopez and Judy Yip-Reyes will craft language for the survey's introduction to bring back to IC in April or May.
- d. Academic Advisor Access to ACRES-Eric Bishop
  - i. Discussion:
    - 1. Advisors are not part of the shared governance.
    - 2. Advisors will know more of the prerequisite.
    - 3. Ability to view only.
  - ii. Eric Henderson **MOVED** to table this discussion to give more time to consider this proposal.
  - iii. **SECOND** by Pat Lopez.
  - iv. Motion **APPROVED** by unanimous vote.
- e. ATF Reports-Eric Bishop
  - i. Received 12 different reports and Magda Gluszek will give a verbal report.
  - ii. Common theme, there was a lot of time spent on Course Credit by Exams discussions.
  - iii. Frustrations with AzTransfer pressuring to put something down when the universities have not made a decision, it could hurt the student.
  - iv. In Sociology this year ASU decided not to accept the Cambridge Exam.
  - v. IC Makes the decisions to accept an exam for this institution.
  - vi. The exam equivalency should be determined by the qualified people in that field.
  - vii. In the future we will ask annually for an ATF Report from each department to discuss at an IC meeting.

- f. Faculty Association Discussion Regarding D Grades and Adjunct Faculty-Eric Bishop
  - i. The Faculty Association did discuss the “D” grades at their last meeting.
    - 1. No one was really in favor of getting rid of the “D” grade as an option.
    - 2. Students need to understand they may be able to receive a degree from NPC with a “D” grade, but course with the “D” grade might not transfer to the university.
    - 3. We need to evaluate if we want a plus and minus system, this goes hand in hand with the “D” grade discussion.
  - ii. Deena Gillespie’s research found:
    - 1. Only two of our sister community colleges in Arizona allow the “D” grade for degrees: a Native American college and Mohave. All of the other colleges do not allow the “D” grade for degrees.
    - 2. The Associate of Applied Science is the only degree that NPC offers that allows the “D” grade, up to nine credits.
    - 3. For Financial Aid purposes “D” are considered passing.
    - 4. For VA students “D” are not considered passing.
    - 5. None of the sister community colleges in Arizona, use the pluses or minuses for grades.
  - iii. At this point we will take some time to think about it and prepare for a bigger discussion in the future.
  - iv. Deena Gillespie will check the universities to find out their grading scales.
- VI. New Business Not Related to Curriculum
  - a. Bookstore Concerns-Pat Lopez
    - i. We no longer have a Bookstore Manager, the Business Office coordinates with E-Campus.
    - ii. Faculty, in the past, had the ability to put comments in for the Bookstore Manager.
    - iii. There are concerns on how students are treated as customers with the Bookstore, shipping is not timely.
    - iv. We need to reevaluate how we provide textbook information to the students.
    - v. Textbook options should be in the course schedule, listed with the course.
    - vi. **TASK:** Dr. Clark will find out if other colleges are using E-Campus or what they are using and will follow up on the IC recommendation.

- vii. Eric Henderson **MOVED** that IC recommend that NPC's relationship with E-Campus be reevaluated.
        - viii. **SECOND** by Gary Santillanes.
      - b. Motion **APPROVED** by unanimous vote.
- VII. IC Meeting Prep Schedule-Eric Bishop
  - a. Eric Bishop will serve as a back-up, also the future Curriculum Coordinator will assist in some of the process.
  - b. Call for Agenda email will go out by 9:00am, the Thursday before the week of the IC Meeting.
  - c. Agenda items will be due on the following Monday, by Noon.
  - d. That Monday, Eric Bishop and Anne Lang will meet to finalize the agenda, and try to email agenda with the supporting documents out by 5:00pm. If not Monday, Tuesday by noon.
  - e. The Monday following the IC Meeting, meeting minutes will be drafted and uploaded into MyNPC for review.
  - f. There could be exceptions to the schedule; the VP office sometimes has deadlines that need to be met first, i.e. Title IX Investigations, Student and Faculty Grievances, etc.
  - g. We need a firm cutoff date/time for sending in agenda documents to insure time to review before the meeting.
  - h. **TASK:** Eric will bring back to next meeting a cleaned-up version of the schedule.
- VIII. IS Matters-Curtis Stevens
  - a. IS will be working to install Adobe Acrobat Pro during winter break.
  - b. Working to get more licenses.
  - c. Testing logging into the application.
- IX. Future agenda items
  - a. Criteria for General Education Courses.
  - b. Discuss "D" Grades and a plus and minus system.
- X. Adjournment – Eric Bishop
  - a. Gary Santillanes **MOVED** the meeting to be adjourned.
  - b. **SECOND** by Ruth Zimmerman.
  - c. Motion **APPROVED** unanimously.

**From:** Pat Lopez <[patricia.lopez@npc.edu](mailto:patricia.lopez@npc.edu)>  
**Subject:** Course Improvement Survey Language  
**Date:** December 30, 2019 at 4:19:41 PM MST  
**To:** "Bishop, Eric" <[eric.bishop@npc.edu](mailto:eric.bishop@npc.edu)>  
**Cc:** "Yip-Reyes, Judy Y." <[Judy.Yip-Reyes@npc.edu](mailto:Judy.Yip-Reyes@npc.edu)>, "Santillanes, Gary" <[Gary.Santillanes@npc.edu](mailto:Gary.Santillanes@npc.edu)>

Hi Eric,

Because we could not completely anonymize the student surveys using Moodle, Judy thought of tweaking the language on the survey introductory page to let students know the extent to which their participation in the survey is known to faculty.

Judy, Gary and I came up with the following, to be presented at the next IC meeting for the committee's approval:

The purpose of this course improvement survey is to obtain your opinion about the quality of this course, the effectiveness of your instructor, and your own level of engagement with the material. The College will use the information you provide to review and improve the course. Your instructor will use your evaluation to review all aspects of his/her instruction in this course. Your thoughtful and honest responses to the survey questions play a key role in improving the quality of education NPC provides.

Because the survey is provided in Moodle, your instructor may know whether or not you have participated in the survey. However, your instructor will not receive an anonymized, aggregated survey of all student's responses until after the semester ends and final grades have been submitted. This helps to ensure student privacy and promotes honest responses to the survey.

The part that is highlighted is new suggested language.

Thanks Eric,

Pat

E. Patricia Lopez  
Faculty in Biology  
Chair, Science Department  
White Mountain Campus  
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(928) 532-6789



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**Northland Pioneer College**  
EXPANDING MINDS • TRANSFORMING LIVES<sup>SM</sup>

FEASIBILITY STUDY  
Pharmacy Technician

Prepared by  
Debra McGinty  
Dean of Nursing and Allied Health

Northland Pioneer College  
2251 E. Navajo Blvd  
Holbrook, AZ 86025

January 5, 2019

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## 1. EXECUTIVE SUMMARY

Northland Pioneer College consistently strives to meet the needs of its constituents by providing education programs to improve the quality of healthcare throughout northeastern Arizona. This proposal occurs at a time of significant demand for pharmaceutical services. Employment of pharmacy technicians is projected to grow 7 percent from 2018 to 2028, faster than average for all occupations (U.S. Bureau of Labor Statistics, 2018). More specifically, compounding pharmacy market size is expected to reach USD 12.5 billion by 2024 according to a recent research report (MarketResearch.com, 2018). A growing elderly population increasingly suffering from diabetes and cardiopulmonary disorders as well as reductions in the supply of cancer drugs are expected to fuel the growth of this market.

A reasonable investment of equipment and start-up supplies will allow significant improvements to the pharmacy technician curriculum. We anticipate a minimum enrollment of 12 students and possibly as many as 20 students in Fall 2020. However, once the program is established, sustaining the program may allow for increases in enrollment.

This feasibility study explains that the current, one-semester pharmacy technician course has been insufficient to adequately train our graduates to meet current role expectations and to achieve positive program outcomes. A modest investment in equipment will not only support developing additional skills in medication administration and compounding pharmaceuticals but will also improve retention, completion and certification metrics. The curriculum allows faculty to extend the time students spend with the content so they have a deeper, more meaningful understanding of pharmaceutical therapies. Capital equipment may be eligible for purchase with the Perkins grant. We anticipate calculations of indirect administrative costs from Administrative Services.

Locally, Whiteriver Service Unit and CVS Pharmacies are seeking additional pharmacy technicians at the present time. CVS pharmacy recently reported that while they have had “an excellent experience with NPC graduates”, they strongly support the proposed curricular changes to include immunization administration and sterile compounding objectives for training. We are very fortunate to have adjunct faculty Dr. Nicholas Palm, Pharm D, M.Ed and Dr. Devin Brimhall, Pharm D teaching these courses. They are presently employed at the Winslow Indian Health Care Center pharmacy and work closely with technicians in the workplace.



## 2. DESCRIPTION OF PROGRAM

The Nursing and Allied Health Division proposes to establish an 18-credit Pharmacy Technician Certificate of Proficiency program. Pending approval, the PHT CP program will be a new NPC program offered at both Little Colorado and Silver Creek Campuses. The curriculum and internship will prepare the student to test for the national Certified Pharmacy Technician (CPhT) examination (PTCE) offered by the Pharmacy Technician Certification Board (PTCB). NPC is presently an PTCB-approved program for students seeking the CPhT designation. Pending approval by the Instructional Council and District Governing Board, the program will seek to become a PTCB approved provider of training for students seeking the designation of Certified Compounded Sterile Preparation Technician (CSPT). The revised program requires a 120-hour clinical internship in a pharmacy setting. Prerequisites for PHT 103 Pharmacy Technician I include basic typing skills, a high school diploma or equivalent and co-enrollment in HES170 Medical Terminology and EMT 104 Healthcare Provider CPR and First Aid (Appendix A). Prerequisite requirements for the second course in the series is PHT104 Pharmacy Technician II include both a DPS Level 1 Fingerprint Clearance Card and an Arizona Pharmacy Technician Trainee License. The application for trainee licensure requires proof of legal U.S. residency (Appendix B). Credit hour calculations and program totals are available (Appendix C).

The Arizona State Board of Pharmacy requires all pharmacy technicians to pass a certifying exam such as the PTCE to continue to work in the role. Candidates have the option to acquire on-the-job training at a pharmacy and challenge the certification board, however the exam is rigorous and difficult to pass without guided preparation. Table 1 demonstrates national PTCE pass rates for the past 5 years.

Exam Date	Exams Administrated	Exams Passed	Pass Rate
2014 Exams	53,508	30,358	57%
2015 Exams	56,253	31,823	57%
2016 Exams	53,353	30,872	58%
2017 Exams	52,324	30,302	58%
2018 Exams	48,862	28,058	57%

Table 1. PTCE Pass rates 2014-2018 (PTCB, 2019)

The introduction of this program is anticipated to have minimal impact on the college from facilities, financial aid, records and registration, marketing, business office, and advisement, to library, disability resources, human resources, payroll, and center managers. The introduction of students to the program will not have an impact on enrollment in Arts and Sciences and Career and Technical Education coursework. Nursing and Allied Health division will need to allocate additional space for sterile compounding equipment and immunization supplies at both campuses.

Providing students with additional time and depth will improve retention and completion rates, and offer students greater preparation for certification and employment. The proposal will increase requirements for completion from one 8 credit hour course to two courses totaling 15 credits and a co-requisite 3 credit hour medical terminology course. The proposed courses in the Certificate of Proficiency provide for Pell eligibility, thus opportunities for employment with minimal investment.

### **3. TECHNOLOGY CONSIDERATIONS**

This initiative will utilize technology and resources already in place to provide students an integrative learning experience and improved laboratory practice and instruction. The classrooms in use presently have smartboards and sufficient bandwidth for students to access the internet during class. The nursing and science laboratories at LCC and Science lab at SCC are completely functional to provide lecture and skill practice for students prior to their internship. The program will attempt to acquire discarded and expired equipment and supplies to provide students with realistic instruction to develop safe and competent pharmaceutical practices.

### **4. PRODUCT/SERVICE MARKETPLACE**

The median annual wage for pharmacy technicians was \$32,700 in May 2018. Employment of pharmacy technicians is projected to grow 7 percent from 2018 to 2028, faster than average for all occupations. Advances in pharmacology have increased demand for prescriptions medications which will lead to more demand for pharmaceutical services.

Presently there are at least 6 accredited programs offering Pharmacy Technician certificates and degrees in Arizona. Public programs include Gateway, Pima and Central Arizona Community Colleges. Private programs are found at Carrington College, Arizona College, and Pima Medical Institute. Most programs are more than 32 credits and 2-3 semesters in length. Gateway and Mohave admit 20 and 10 to 15 students each fall, respectively. These programs require students to complete prerequisites similar to the nursing program prior to enrollment. Graduates receive a Certification or an Associate degree in Pharmacy Technician (see Table 2).

	Pima Community College	Central Arizona College	Gateway Community College	Northland Pioneer College
Program Type	Certificate for Direct Employment	Certificate and AAS	Technical Diploma	Certificate of Proficiency
Total Credits	44 credits	34 credits	34 credits	18 credits
Tuition and Fees	\$7,132	\$2,924	\$5,764	\$1,690
Course Length	48 weeks	48 weeks	32-48 weeks	32 weeks
Additional Information Links	<a href="#">Pima County Community College Undergraduate Certificate in Pharmacy Technology-Cert</a>	<a href="#">Central Arizona College Pharmacy Technician</a>	<a href="#">Gateway Pharmacy Technician</a>	<a href="#">Northland Pioneer College Pharmacy Technician</a> (Current Course)
Accreditation	American Society of Health-System Pharmacists (ASHP)	American Society of Health-System Pharmacists (ASHP)	American Society of Health-System Pharmacists (ASHP)	PTCE Approved

Table 2. Pharmacy Technician Programs Accredited in Arizona

## 5. MARKETING STRATEGY

NPC Marketing and Public Relations staff typically target healthcare occupation is 20-45 year olds, both men and women. NPC uses all media outlets, e.g., radio, social media, print, mailings such as Career Focus and community events. This career choice may appeal to students who wish employment while pursuing a degree in pharmacy or other healthcare related profession. The program should appeal to persons with unique abilities to closely focus on specific information and general skills that include customer-service and communication skills, a consistent attentiveness, math computation, multi-tasking abilities and sound judgment. While the scope of the work may be narrow, pharmacy technicians' competency and responsibility to assure the safe preparation and delivery of medications are critically important. The public should be apprised that Certificate of Proficiency was created to enlarge students' scope of practice and enhance employability with the addition of immunization administration training and eligibility to become a Certified Compounded Sterile Preparation Technician (CSPT) as well as a Certified Pharmacy Technician (CPhT). Cost: \$500

## 6. ORGANIZATION AND STAFFING

It is highly desirable to continue using adjunct faculty who are currently employed in the field to provide program oversight, write curricula and assure accreditation compliance as well as provide lab instruction and clinical supervision. Quality and consistency in staffing is the most important consideration as faculty performance directly influences program outcomes, i.e., student retention/completion, certification and employment.

## 7. SCHEDULE

Table 3. below provides targeted milestones and timeframes for completion as guidelines. In future, the department plans to acquire commitments from local pharmacy to improve planning for the internship experience as well as to better estimate the capacity and costs of the program.

Processes and Estimated Completion		
Curriculum Plan	100%	
Technology Plan	100%	
Advisory Board	50% Ongoing	Internship Commitments
Marketing Plan	100%	
Staffing Plan	100%	
Financial Aid Approval	Approved	
Capital Equipment Plan	100%	
Create Guided Pathway	100%	
Preliminary Cost Benefit Analysis	Submitted	
Facilities Plan	75%	Supply & Equipment Storage
Feasibility Study	Submitted	
Registrar Implementation Schedule	Pending Approvals	
Submit PTCB Application for CSPT Approval	Pending Approvals	
Table 3. Processes and Estimated Completion for PHT COP Implementation Fall 2020		

## 8. PRELIMINARY COST BENEFIT ANALYSIS

Preliminary Cost Benefit Analysis: As the proposal moves through the process of approvals, a comprehensive multi-year analysis will be provided for years one through five before final approval by the college.

### *PROGRAM REVENUE*

#### Projected Enrollment

- Initial expected enrollment will be 6 LCC and 6 SCC students. It is expected that the program will start with two concurrent cohorts at two different sites. The department will increase enrollment to meet demands within budgetary constraints as students and constituents indicate interest and facilities, faculty and clinical placements are available.

#### Course Fees (if applicable)

- The program proposes applying a \$40 fee to PHT103 and PHT104 to offset the cost of instructional supplies attributable to the program for a total of **\$960** annually.

#### Credit Hours/Tuition

- Based on initial enrollment of 12 students and proposed credit hours (18), tuition generated by the program will be **\$17,280**.

#### Total Program Revenue

- Based on the projected enrollment/load hours/tuition **\$17,280** and applicable fees **\$960**, the total revenue expected by the program at first-year, conservatively estimated capacity is **\$18,240**.

#### Grants

- The program will investigate the availability of Perkins Funds.

### *PROGRAM EXPENSES*

#### Class Size

- Class size will be based on classroom size at SCC and LCC to accommodate 10 students in a combined lecture/lab environment. The program plans to acquire a commitment from area pharmacies to offer a specific number of internships in order to anticipate enrollment capacity based on availability of clinical opportunities. With this information, faculty can more accurately plan and manage the 120-hour internship in PHT 104. Students may need to travel to communities outside of Navajo and Apache counties.

### Load Hours

- The courses will be staffed with adjunct faculty and meet the restrictions for employment. Normal load hours for adjuncts are equal to or less than 19 hours per week and fewer than 9 credits per semester.

### Operating Expenses

Please estimate the following expenses:

• Marketing	\$ 500
• Contractual Services	250
• Non-instructional	335
• Instructional Supplies	
○ Immunization	1,452
○ Sim-Meds	1,080
○ IV Prep	498
○ PPE	1,467
• Insurance	265
• Travel In-State	<u>200</u>
<b>Total Operating Expenses</b>	<b>\$ 6,047</b>

### FTSE Indirect Costs

- Administrative Services will estimate overhead costs for each program. This program will not affect any department within the college any differently than the prior pharmacy technician certificate of completion program with the exception of the biology and nursing/allied health units. Faculty are starting to instruct in the LCC science lab classroom Spring 2020 and plan to utilize anatomical models. Nursing labs are available in the evening for students to practice immunization administration and storage space is available in Ruby Hill A and nursing lab classrooms. Storage areas at SCC will be evaluated. An orientation to the program will be provided to advisors, including role of a pharmacy technician and benefits of additional curriculum to address the expanding scope of practice of pharmacy technicians.

### Capital Expenditures

- No new construction or remodeling will be needed at either location.
- Capital Equipment
  - 2 Cleatech Compounding Two Port Glove Box Four Feet Isolators  
\$13,056
  - 2 Rolling Stands  
1,680
  - Capital Equipment**                      **\$14,736**

## Faculty

Presently the pharmacy technician course is taught by two pharmacists holding doctoral degrees in adjunct positions. They are adjunct faculty and employed full-time by Winslow Indian Health Service. Additional faculty is not needed.

- Operating Expenses           \$ 6,047
  - Capital Equipment           \$14,736
  - Staffing                       \$25,000
  - Indirect costs       to be determined
- Total Program Expenses \$45,783**

TOTAL PROGRAM REVENUE LESS TOTAL PROGRAM EXPENSE

**\$18,240 less \$45,783 = (\$27,543)**

## 9. FINDINGS AND RECOMMENDATIONS

Presently this feasibility study demonstrates a modest investment due to the need for an initial investment in capital equipment and ongoing supplies for laboratory skill development thereafter. Prospects for student employment are promising with proposed program enhancements that are expected to favorably impact student success. The capital equipment may be eligible for purchase with the Perkins grant. Pharmacies are understandably excited about the prospects for employment of our graduates within our communities. Nursing and Allied Health dean and faculty appreciate your consideration of this proposal and welcome your suggestions and recommendations upon your review.

### References

MarketResearch.com (2018). *Compounding pharmacies market size by product, by application, by therapeutic area: Industry analysis report by region*. [Available at MarketResearch.com](https://www.marketresearch.com)

PTCB (2019). *CPhT Statistics*. Available at [PTCB Pharmacy Statistics](https://www.ptcb.org/industry-statistics)

United States Bureau of Labor Statistics (2018). *Occupational outlook handbook: Pharmacy technicians*. Available at [Occupational Outlook Handbook > Healthcare > Pharmacy Technicians](https://www.bls.gov/occupational-outlook-handbook/healthcare/pharmacy-technicians)

# Pharmacy Technician (PHT) Certificate of Proficiency (CP)

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The Northland Pioneer College **Pharmacy Technician** program trains students for a career providing assistance in pharmacies located inside of drugstores, general merchandise stores, and grocery stores, and as well as in hospitals. Classes include theory and procedures, preparing students for national certification examination. A 120-hour internship is required.

## Pharmacy Assistant (CP) • 18 credits

HES 170 Medical Terminology for Clinical Health Professionals.....	3 credits
PHT 103 Pharmacy Technician I .....	7 credits
PHT 104 Pharmacy Technician II .....	8 credits

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## Career Opportunities

Employment of medical assistants is projected to grow 7 percent from 2018 to 2028, faster than the average for all occupations. The growth of the aging baby-boom population will continue to spur demand for pharmaceutical services, which are often provided by technicians. As their practices expand, pharmacies will hire more assistants to perform routine administrative and clinical duties, allowing pharmacists to see more patients.

The median annual salary for the United States was \$32,700 in May 2018. Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, 2017-18 Edition.

## Cost & Time for Completion

The U.S. Department of Education requires NPC to annually publish cost and time for completion data on Career & Technical Education certificate programs.

You can access the current data online.



## Appendix B



**Northland Pioneer College**  
EXPANDING MINDS • TRANSFORMING LIVES<sup>SM</sup>

### ***Pharmacy Technician Certificate of Proficiency***

**FEES 2020-2021**

**Estimated Costs\***

HES 170, PHT 103/104 TUIITION – 18 Credit hours (\$80 per credit hour)	\$1,440.00
Course Fees	80.00
Media Fees	<u>90.00</u>
Sub Total	\$1,610.00

**Pre-Requisites:**

*Prior to PHT 103 registration*

Keyboarding skills equivalent to 20 words per minute	
Satisfactory reading and math placement	20.00

*Prior to PHT 104 registration*

EMT104 CPR and First Aid or the equivalent of	
CPR for Healthcare Providers and First Aid	
(.5 credit class \$40 & \$15 course fee)	55.00
DPS fingerprint clearance card	75.00
State Pharmacy Technician Trainee application fee	60.00
Requires legal residency and a background check	

Textbook & Workbook	131.00
Optional Certification Review Book	48.00

National Pharmacy Technician Certification Exam (PTCE) fee (upon conclusion of PHT104 internship)	<u>129.00</u>
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Estimated Total\*                      \$2,208.00

\*Estimated costs do not include proof of immunizations and the annual TB test. Proof of immunity required before attending clinical.

For general information use only. See college catalog for further information and requirements.

**PUBLIC NOTICE OF NONDISCRIMINATION:** Northland Pioneer College does not discriminate on the basis of race, color, national origin, veteran status, religion, marital status, gender, age or disability in admission or access to, or treatment or employment in its educational programs or activities. District grievance procedures will be followed for compliance with Title IX and Section 504 requirements. The Affirmative Action Compliance Officer is the Director of Human Resources, 2251 E. Navajo Blvd., Holbrook, Arizona 86025, (800) 266-7845. The Section 504 Compliance Officer is the Coordinator of Disability Resource and Access, 1001 W. Deuce of Clubs, Show Low, Arizona 85901, (800) 266-7845. The lack of English language skills will not be a barrier to admission and participation in vocational education programs. Revised 9-12-14

Appendix C

Credit : Hour Calculation  
Program Totals for Pell Eligibility

Course	Semester	Weekly			Program Hour Totals	
	Credit Hours	Lecture	Lab 1:3 credit:hr ratio	Clinical 1:3 credit:hr ratio	In Person On Campus Online	Off Campus CLN
HES170 Medical Terminology	3	3	0	0	48 Lec	0
PHT 103 Pharmacy Tech I	7	3 In Person 3 Online	1	0	48 Lec 48 Lec Online 16 Lab	0
PHT 104 Pharmacy Tech II	8	3 In Person 2 Online	1	7.5	48 Lec 48 Lec Online 15 Lab	120 Internship
Total	18				271	120

## Appendix D

### Pharmacy Technician CP 5-Year Preliminary Cost Analysis

		Year 1	Year 2	Year 3	Year 4	Year 5
	Enrollment	n=12	n=14	n=16	n=18	n=20
	Program Tuition	\$17,280	\$20,664	\$24,192	\$27,864	\$31,680
	Course Fees	960	960	960	960	960
	Total Program Revenue	\$18,240	\$21,624	\$25,152	\$28,824	\$32,640
5001	Adjunct Salary	\$25,000	\$26,000	\$27,040	\$27,580	\$28,132
5104	Contractual	250	250	250	250	250
5108	Professional/Consulting	200	200	200	200	200
5200	Non-instructional Supplies	335	335	335	335	335
5208	Equipment <\$5K		2000	2000	2000	2000
5210	Instructional Supplies	4497	3417	3417	3417	3417
5320	Insurance	265	308	352	296	440
5500	Travel Instate	200	200	200	200	200
5645	Capital Expenditures	14,736	0	0	0	0
	Total Program Expense	\$45483	\$32710	\$33794	\$34278	\$34974
	Revenue less Expense	\$(17,243)	\$(11,086)	\$(8,642)	\$(5,454)	\$(2,334)

Indirect Costs include Marketing \$500

# Ideal IC Meeting Prep Schedule

## Week Before IC Meeting

- Thursday
  - VPLSS Assistant sends out call for agenda items by 9:00 AM

## Week of IC Meeting

- Monday
  - **ALL** agenda items are due to VPLSS Assistant by 12:00 PM.
  - IC Chair and VPLSS Assistant will meet in the afternoon to prepare agenda and attempt to email & post the agenda/packet by 5:00 PM. If this is not possible, the agenda/packet will be sent out on Tuesday
- Friday
  - IC Meeting

## Week After IC Meeting

- Monday
  - VPLSS Assistant will prepare a draft of the IC Minutes
- Tuesday
  - IC Chair will assist in double checking the draft minutes and VPLSS Assistant will then upload to MyNPC group by 5:00 PM.

*Holidays, college closure, absences/illnesses, and other extenuating circumstances may cause exceptions to this schedule.*

To: Instructional Council Members  
From: Scott Estes, CIO  
CC: IC Chair – Eric Bishop  
Dr. Jessica Clark, VP for Learning and Student Services  
Date: January 10, 2020  
Re: New Technologies selection for Audio, Model, and CCP replacement

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I would like to present this solution at the next IC Meeting on Friday, January 17<sup>th</sup>, but wanted to provide this memo to give everyone time to discuss with your fellow faculty and coworkers.

I would like to recommend that we move forward with a multifaceted solution to replace the current technology in Audio, Model, and CCP classrooms and instructional areas.

After careful review of the information and current research that has been previously conducted on Zoom, WebEx, and Cisco Telepresence, along with meeting members of Information Services, faculty, and Dr. Clark, I would like to propose a solution that should benefit all interested parties – to move forward with all three.

Several programs at NPC have already vetted each of these platforms and some of our faculty and staff are already using them. The research and testing demonstrates that each of the platforms works well within our environment, and that there are Pros and Cons to each. By selecting all of these applications, we can allow the faculty the flexibility to use the technology appropriate to their intended delivery method and audience.

We know that the Cisco Telepresence endpoints work great for point-to-point sessions, and the equipment has great audio, video, and speaker tracking capabilities. We also know that both Zoom and WebEx applications can work separately or in conjunction with these endpoints. This allows greater flexibility for the faculty to use Zoom or WebEx from their offices, regular classrooms, or connected classrooms.

Everyone involved in this project thus far has made great contributions, and as the new CIO coming in fresh, see this as the best possible solution from my perspective.

I would ask that IC consider this solution, and if you have any questions or concerns, please know that I will be on the agenda on the 17<sup>th</sup> to discuss them.