

Northland Pioneer College provides, supports and promotes lifelong learning.

**Instructional Council Meeting
February 14, 2020- CC2, 8:00-10:45 a.m.
Agenda**

- I. Roll Call
- II. Approval of 1/24/20 IC Minutes – Eric Bishop (action)
- III. IC Subcommittees/Task Forces Reports (action as needed)
 - A. Academic Standards - Amy Grey
 - B. Assessment of Student Knowledge - Will report next meeting.
 - C. Learning Technology - Amelinda Webb
- IV. Curriculum (action as needed)
 - A. Courses in ACRES - Eric Bishop
 - B. New Programs
 - 1. Pharmacy Technician Feasibility Study (revised version) - Deb McGinty
 - C. Program Modifications
 - 1. BUS Medical Office Administration (previously approved - revised version)
 - D. Program Deletions – none
 - E. Program Suspensions – none
 - F. Request to Proceed - none
 - G. Misc. Curriculum – none
- V. Old Business Not Related to Curriculum (action as needed)
 - A. Proctoring Testing Ad Hoc Committee Report - Amelinda Webb
 - B. IC's role with the Academic Misconduct Procedure - Pat Lopez
 - C. What courses are appropriate for General Education? - Eric Henderson
- VI. New Business Not Related to Curriculum (action as needed)
 - A. IS Matters - (action as needed)
- VII. Agenda Items for Upcoming Meetings
- VIII. Adjournment - (action)

Northland Pioneer College Instructional Council (IC) 2-14-20 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: Wei Ma, Rebekah Wilson, and Anne Lang (recorder)

Guests: Jennifer Bishop, Cassie Dows, Donna Keiser, Allison Landy, Amelinda Webb, Susan Hoffman, and Scott Estes

- I. Roll Call
- II. Approval of 1-24-20 IC Minutes – Eric Bishop
 - a. Pat Lopez **MOVED** to accept the minutes.
 - b. **SECOND** by Gary Santillanes.
 - c. Pat Lopez stated that she would like to see some changes to the minutes, she believed that the minutes did not adequately reflect information discussed pertaining to the Pharmacy Technician Program, specifically the statements Pat Lopez had made.
 - d. Anne Lang stated that some of that discussion was muffled on the recording and asked if her and Pat Lopez could get together to go over the information.
 - e. Pat Lopez **MOVED** to modify her motion to accept the minutes after the changes have been made.
 - f. **SECOND** by Gary Santillanes.
 - g. Motion **APPROVED** by unanimous vote.
- III. IC Subcommittees/Task Forces (action as needed)
 - a. Academic Standards - Amy Grey
 - i. Changes need to be made to the Academic Success Plan.
 - ii. Name change for “Academic Success Plan” form since it is confusing for staff. Currently in the catalog is “Academic Plan Agreement Form” this is too vague.
 - iii. Eric Bishop mentioned, it had been brought to his attention this report was not the consensus of the committee. This was the second time that Amy Grey has brought a committee report that was not from the committee.
 - iv. Eric Bishop **MOVED** to send the form back to the committee for changes to be made and not accept the report.
 - v. **SECOND** by Gary Santillanes.
 - vi. Motion **APPROVED** by unanimous vote.
 - b. LTC-Amelinda Webb
 - i. Amelinda is the new Chair for LTC.
 - ii. LTC is reviewing the current forms used for evaluating technology and plans to revise the process to improve efficiency.
 - iii. LTC suggests that a regular pre-semester technology check is scheduled with IS.

- iv. Pat Lopez **MOVED** to accepting the recommendation that LTC scheduled ongoing pre-semester technology check during the week of convocation.
 - v. **SECOND** by Dawn Johnson.
 - vi. Motion **APPROVED** by unanimous vote.
 - vii. Deb McGinty **MOVED** to accept the LTC Report.
 - viii. **SECOND** by Ruth Zimmerman
 - ix. Motion **APPROVED** by unanimous vote.
- I. Curriculum (Action as Needed)
- a. Courses in ACRES-Eric Bishop
 - i. There are two courses forms that need action today before we can move forward; BUS 188 and 189 needs to be approved before the program modification can be approved today.
 - ii. Pat Lopez **MOVED** to approve BUS 188 and BUS 189.
 - iii. **SECOND** Dawn Johnson.
 - iv. Motion **APPROVED** by majority vote.
 - v. Eric Bishop **ABSTAINED**.
 - b. New Programs
 - i. Pharmacy Technician Feasibility Study (revised version)-Deb McGinty
 - a. Corrections have been made to the forms and the corrected table to the Feasibility Study.
 - b. Working with immunizations and the compounding.
 - c. Need to approve the feasibility study before we can approve the program.
 - d. Eric Henderson **MOVED** adopt the Pharmacy Technician Feasibility Study.
 - e. **SECOND** by Pat Lopez.
 - f. Motion **APPROVED** by majority vote.
 - g. Eric Henderson and Deb McGinty **ABSTAINED**.
 - c. Program Modifications
 - i. BUS Medical Office Administration (previously approved - revised version)
 - a. This has been previously approved; just re-approving it because of the courses themselves changed.
 - b. Dawn Johnson **MOVED** to approve BUS Medical Office Administration Program Modifications.
 - c. **SECOND** by Ruth Creek.
 - d. Motion **APPROVED** by majority vote.
 - e. Eric Bishop **ABSTAINED**.
 - d. Program Deletions – none
 - e. Program Suspensions – none
 - f. Request to Proceed – none
 - g. Misc. Curriculum – none
- II. Old Business Not Related to Curriculum (action as needed)

- a. Proctoring Testing Ad Hoc Committee Report - Amelinda Webb
- i. Concluded the Proctorio Pilot at the end of Fall 2019 semester.
 - ii. It was rather frustrating for both students and faculty and like I know that the library staff were a bit frustrated with the lack of preparatory training and there were some communication issues in terms of which instructors were testing when, how, what information they needed to give the library staff, so there was a lot of lessons learned.
 - iii. Student either really liked it or really hated it.
 - iv. Moving forward with the Respondus pilot.
 - v. VPLSS Clark has asked faculty to decide which proctoring option we (as a whole) prefer: A) the current paper system of distance class proctoring through the library, or B) online proctoring with library space/support for students to test in the library.
 - vi. The committee is in favor of supporting online proctoring moving forward and putting our funds into supporting that.
 - vii. Dr. Clark indicated this she's interested in supporting a remodel of some of the library space to dedicate it to online testing.
 - viii. It is possible to set things up so that the students can actually have like a whiteboard, that they can sketch and it saved with the digital one though. So they'd have to have like a stylus or stylus or use a touchpad or use their camera there's a lot of different options.
 - ix. The charge for this committee was to research proctoring sources to supplement our current test procedures.
 - x. When reading this report, there are some contradictory statements. If you look at number five, Dr. Clark is dedicated to improving, but then, we need or faculty needs to choose which option we prefer. It is not feasible to support both options long term. **Regardless, Dr. Clark indicated that she will** support online proctoring for online classes, due to federal requirements of identity verification.
 - xi. It would just be really helpful to have either Library Director Clark or Vice President of Learning Services Dr. Clark in this meeting.
 - xii. It appears to me that a member of the executive team of NPC was kind of using this ad hoc subcommittee report, to, kind of, screw into the meeting, without really presenting the positions in a clear way and that. And I don't mean any disrespect but I think that the committee is sort of a used as a stocking wars, here are some policy decisions that are that are pretty far reaching.
 - xiii. We like what's happening in Proctor testing, but it's far too early to make a decision on the recommendation or the action item that is listed here.
 - xiv. Having multiple options for assessment of student knowledge is important.
 - xv. Gary Santillanes **MOVED** to accept the Proctor Testing Ad Hoc Committee report, but not accepting the action items or recommendations
 - xvi. **SECOND** by Dawn Johnson.

- xvii. Motion **APPROVED** by unanimous vote.
- b. IC's role with the Academic Misconduct Procedure - Pat Lopez
 - i. It's been brought to Pat's attention that the academic misconduct procedures is being revised. The fact that it's being revised outside of instructional Council is giving Pat some concerns, and she wanted to raise those and I wanted to raise those with the Vice President for Learning and Student Services.
 - ii. Table until the next meeting since Dr. Clark is not present today.
 - iii. We tabled the discussion last time because Dr. Clark was absent and I'm going to have to ask that we table the discussion on that, again, because Dr. Clark is not here to address it.
 - iv. Pat also would like to state that I have some concerns about Dr. Clark's absence at a lot of IC Meetings. Pat stated that she wants it noted in the minutes.
 - v. Pat Lopez **MOVED** to table IC's role with the Academic Misconduct Procedure.
 - vi. **SECOND** by Dawn Johnson.
 - vii. Motion **APPROVED** by unanimous vote
 - viii. **TASK:** for Eric to meet with Dr. Clark about this concern.
- c. What courses are appropriate for General Education? - Eric Henderson
 - i. At a lot of liberal arts colleges, students are required to take two or three or four courses that everybody takes their freshman and sophomore year, like humanities, or something of that sort.
 - ii. We the fewest or close to the fewest number of Gen Ed course of all of the community colleges in Arizona.
 - iii. We don't want to confuse classes designed for a major as people move centralized as being general education.
 - iv. The general concern is that maybe we're putting too many courses in the general education that we're then kind of diluting enrollment across those courses that make it hard to make those courses.
 - v. We maybe have two options is think more about adding courses to the Gen Ed list or if we are adding more courses to Gen Ed list, be more mindful about how we schedule certain courses.
 - vi. According to the university it says as long as we designate it as a general education course they'll accept it as a block transfer.
 - vii. The only place that we really have this formalized is in critical thinking effective communication field in the course form, and the diversity.
 - viii. If this institution wants to define what a general education course is really, that's a really healthy conversation we need to discuss it.
 - ix. **TASK:** Rebekah Wilson will run a report on the Gen Ed courses that have been removed.
 - x. There's always going to be sort of level of judgment of what faculty think the purpose of Gen Ed is.

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- VI. New Business Not Related to Curriculum (action as needed)
 - A. IS Matters - (action as needed)
- VII. Agenda Items for Upcoming Meetings
- VIII. Adjournment - (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 higher 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 use 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 Eric Henderson.
 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-None
- 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. So the program itself is not completely regulated the practice of the pharmacy technicians are regulated and the pharmacists are active pharmacist with Indian Health Services.
 4. Looking at the potential student impact in case we lose our pharmacist, as an instructor.
 5. IC will provide discussion and suggestions in ACRES for Deb McGinty.
 6. Pat Lopez **MOVED** to table the discussion on Pharmacy Technician Program until the next meeting.
 7. **SECOND** by Ruth Creek-Rhodes.
 8. 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.

Academic Standards Committee report to Instructional Council for February 14, 2020

Charge from IC to AS for 2109-2020:

- a. Communicate with PASS, Department Heads, and Institutional Effectiveness to continue to evaluate the placement mechanism and make recommendations as needed.

Composition of AS for 2019-2020:

- 6 Faculty voting members with a minimum of 1 from each division – AS, CTE, NAH.
- Advisory members (non-voting) Library Services and Academic Advisor.

Members: Amy Grey, Andrew Hassard, Loria Hute, Ryan Jones, and Donna Krieser

- A. The attached “Academic Success Plan” form has been approved by the Academic Advisors in a meeting held on October 11, 2019.
- B. Gail Campbell has pointed out some confusion in terms used at NPC. She is requesting that the name of the “Academic Success Plan” form be changed to something else. It is too close to “Satisfactory Academic Progress” and is confusing staff members. I had originally labeled the document the “Academic Probation” form, but that was deemed too harsh. Any suggestions for a new name are welcomed.
- C. Records and Registration has requested exact parameters for running reports for students who are not making satisfactory academic progress. Gail Campbell has requested that CCP students and students who are returning to NPC after an absence be exempted from the sanctions and the letters sent to the office of the Associate Dean of Education and College and Career Preparation.

This is tentative language for the Records and Registration report with CCP and returning student exemption:

1. All students with cumulative GPAs below 2.0.
 - A. All students with cumulative GPAs below 2.0 after one semester receive an Academic Warning (in Starfish)
 - a. Except any student without a high school diploma or any student currently enrolled in CCP classes — instead the Academic Warning goes to the office of the Associate Dean of Education and College and Career Preparation.
 - B. All students with cumulative GPAs below 2.0 after two semesters are placed on Academic Probation (academic probation letter)
 - a. Except any student without a high school diploma or any student currently enrolled in CCP classes — instead the academic probation letter goes to the office of the Associate Dean of Education and College and Career Preparation.
 - b. Except any student whose transcripts are older than 3 years. (We don’t want students with old transcripts coming back on Academic Probation in case it discourages them.) Instead the academic probation letter goes to the office of the Associate Dean of Education and College and Career Preparation.

Academic Success Plan

Northland Pioneer College

An academic plan is a formal process by which a student, in consultation with an academic advisor, maps out a strategy for success in subsequent college classes. The student, working with an academic advisor, must decide on a strategy to bring the cumulative grade point average (GPA) above 2.0 in future semesters. That strategy must be documented on this Academic Plan Agreement form. The student will remain on Academic Probation Status until they have completed a subsequent semester in good academic standing; the cumulative GPA must be 2.0 or above.

Students on Academic Probation will not be allowed to enroll in classes without an approved Academic Plan in place. The Academic Plan must be reviewed, re-written, and signed for each semester in which a student remains on Academic Probation.

Students will be removed from Academic Probation status after completing a subsequent semester in good academic standing; the cumulative GPA must be 2.0 or above.

Student's name: _____ Student's ID number: _____

Financial Aid Student? Y__N__

Last semester student completed at NPC: _____

Current cumulative GPA: _____

Semester petitioning for: _____

Please describe events which led to student's Academic Probation status: _____

Please indicate the student's assessment of the issues that contributed to the student's Academic Probation status (check all that apply):

- | | | |
|--|--|---|
| <input type="checkbox"/> Work-load | <input type="checkbox"/> Lack of motivation | <input type="checkbox"/> Instruction unsatisfactory |
| <input type="checkbox"/> transportation | <input type="checkbox"/> Underdeveloped skills | <input type="checkbox"/> Financial |
| <input type="checkbox"/> Study skills | <input type="checkbox"/> Testing | <input type="checkbox"/> Childcare |
| <input type="checkbox"/> Time management | <input type="checkbox"/> Media distractions | <input type="checkbox"/> Other _____ |

**Learning Technologies Committee Report
February 14, 2020**

Chair: Amelinda Webb, WMC - Sciences

Voting Members:

Harshika Bhatt, PDC – CCP
Michael Collier, SCC – Psychology
Madilyn Marshall, SCC – Math
Candy Lee Martinez, WMC – NAH
Kevin Westfall, PDC – CTE
Victor Love, PDC – Information Services
Denise Rominger –Library

Consulting members (non-voting)

Wei Ma – Ed. Technologist, EDU
Sandy Manor – DRA Coordinator
Ruth Creek-Rhodes, PDC – Education, CCP

LTC Meetings: 11/25, 12/9, 1/28, 2/11

Charges from IC for 2019-2020:

- I. Priority - Work with Information Services to evaluate Title III grant data and make recommendations on sustainability
 - a. Currently, Renell Heister has been working with this data.
 - b. CIO Estes has offered any relevant data from IS.
 - c. Webb will coordinate with Heister to see how LTC can assist, other than evaluating the technology in the classrooms.
- II. Meet with Chief Information Services Officer on a regular basis to improve facilitated communications between Faculty and IS
 - a. Webb met with CIO Estes on 1/28 to discuss current LTC goals and to coordinate ongoing information exchange.
- III. Give recommendations for best practice trainings
 - a. Scheduled: Quality Matters training on 2/28 (>20 faculty members registered)
 - b. Suggested: Trainings on WebEx and Zoom use in the classroom
- IV. Conduct reviews for online courses
 - a. This charge is waiting for completion of the updated Distance Education Guidelines.
- V. Update Distance Education Guidelines document
 - a. Members from LTC and IS completed edits on 2/10. LTC will review the updated document at the 2/11 meeting, and then send it to IC for review if all approve.
- VI. Continue to develop a process for evaluating instructional technology
 - a. LTC worked with IS to test the functionality of Zoom, WebEx, and Telepresence at the end of last semester.
 - i. Wei Ma compiled the following comparison table:
<https://docs.google.com/document/d/1svRhhVd6Lf44GN6tY8rOx08B5Ix8ZkmpYi9qN5WEh7c/edit>
 - ii. A faculty survey showed mixed support for all modalities (15 responses):
https://docs.google.com/forms/d/1_1wHvV5Dh2cMoSb6dER_2SNVrHoLLMusRDh8WntdvB0/edit#responses
 - iii. Following testing, Michael Meeks identified a setting for Telepresence that has improved video playback quality, such that they are less choppy and pixelated.
 - b. LTC is reviewing the current forms used for evaluating technology and plans to revise the process to improve efficiency.
 - c. LTC suggests that a regular pre-semester technology check is scheduled with IS.
ACTION: Does IC approve of LTC scheduling an ongoing pre-semester technology check the Friday of Convocation week?



Northland Pioneer College
EXPANDING MINDS • TRANSFORMING LIVESSM

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 27, 2020

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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	Pima County Community College Undergraduate Certificate in Pharmacy Technology-Cert	Central Arizona College Pharmacy Technician	Gateway Pharmacy Technician	Northland Pioneer College Pharmacy Technician (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	
o Immunization	1,452
o Sim-Meds	1,080
o IV Prep	498
o PPE	1,467
• Insurance	265
• Travel In-State	<u>200</u>
Total Operating Expenses	\$ 6,047

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
 - o 2 Cleatech Compounding Two Port Glove Box Four Feet Isolators \$13,056
 - o 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)



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

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 LIVESSM

Pharmacy Technician Certificate of Proficiency

FEES 2020-2021

Estimated Costs*

HES 170, PHT 103/104 TUTION – 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 Requires legal residency and a background check	60.00
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>

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.

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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	4 In Person 3 Online	0	0	64 Lec 48 Lec Online	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



Medical Office Administration Specialization

Medical Office Administration Fundamentals (CP) • 22 credits

Medical office administrative assistants are multi-skilled individuals essential in providing clerical support for the running of an efficient and profitable medical practice. They ensure quality, accuracy, accessibility and security in both paper and electronic systems. Because they work in the health care field, medical office administrative assistants also need specialized

and categorize patient information for

insurance reimbursement purposes, for databases and registries and to maintain patients' medical histories.

Employment of medical office administrative assistants is projected to grow 15 percent through 2024, with a median annual salary in North Nonmetropolitan Arizona of \$33,310. The demand for health services professionals is expected to increase as the population ages.

Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, 2018-19 Edition, Medical Records and Health Information Technicians (May 2018, SOC 43-6013)

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 at www.npc.edu/Medical-Office-Administration.

(CP) Certificate of Proficiency
(CAS) Certificate of Applied Science
(AAS) Associate of Applied Science Degree

BIO160 Intro to Human Anatomy and Physiology.....	4 credits
or HES 190 Human Body in Health and Disease.....	4 credits
BUS 108 Basic Keyboarding and Document Processing.....	3 credits
BUS 105 Techniques of Supervision	3 credits
BUS 118 Computerized Medical Billing.....	3 credits
BUS 119 Medical Office Administrative Procedures.....	3 credits
BUS 144 Professional Office Skills	3 credits
BUS 183 Electronic Medical Records	3 credits
BUS 189 Computerized Medical Billing.....	3 credits
BUS 202 Professional Customer Service.....	1 credit
BUS 203 Introduction to Business Communications	3 credits
BUS 231 Microsoft Office Level I	3 credits
HES 170 Medical Terminology for Clinical Health Professionals.....	3 credits

Medical Office Administration (CAS) • 32 35 credits

Complete the Medical Office Administration Fundamentals CP.....	22 credits
BUS 210 Principles of Management.....	3 credits
BUS 227 Medical Coding.....	4 credits
Communications	3 credits
ENL 101 College Composition I	3 credits
Mathematics.....	3 credits
BUS 133 or select any course under the Mathematics General Education Course Options (for CAS and AAS Degrees) on page 64 EXCEPT for MAT 101, MAT 109, MAT 112 or MAT 125.	

Medical Office Administration (AAS) • 64 credits

Complete the Medical Office Administration CAS 32 35 credits
PLUS

General Education Courses 3 credits

Communications 3 credits
Select any course under the Communications General Education Course Options (for AAS Degrees) on page 64 **EXCEPT** for SPT 110 and SPT 120.

Discipline Studies 7 credits

(Select one course from the Physical and Biological Sciences and one course from either the Arts and Humanities or Social and Behavioral Sciences lists on page 64.)

Core Requirements 14 12 credits

BUS 103 Success on Your Job.....	2 credits
BUS 105 Techniques of Supervision	3 credits
BUS 131 Medical Transcription Fundamentals.....	3 credits
BUS 184 Medical Scribe	3 credits
BUS 188 Medical Transcription Fundamentals.....	3 credits
BUS 231 Microsoft Office Level I.....	3 credits
BUS 230 Organizational Leadership	3 credits
BUS 250 Medical Administration Capstone.....	3 credits

AND

Unrestricted Electives..... 7 credits

(Choose from any unduplicated courses at the 100-level or above)

Proctored Testing Ad Hoc Committee Report
February 14, 2020

Current Membership:

Amelinda Webb (chair) – Sciences
Wei Ma – Ed. Technologist, EDU
Daphne Brimhall – Library
Luann Crosby – Library

Proctorio Pilot Update

1. Concluded at the end of the Fall 2019 semester.
2. Included 4 active classes and 2 attempted:
 - a. GLG101 (Webb)
 - i. Distance class (44 students)
 - ii. Mandatory participation (3 exams)
 - iii. 50% survey response (polarized – strongly like or strongly dislike)
 - b. BIO100 (Webb)
 - i. Distance class
 - ii. Optional participation (1 exam)
 - iii. 6 respondents
 - c. PSY240 (Reyes)
 - i. Online class
 - ii. Mandatory participation (1.5 exams)
 - iii. ~30% survey response (mostly positive)
 - d. MAT142 (Guo)
 - i. Face to face class
 - ii. Mandatory participation (1 exam)
 - iii. No survey responses
 - e. ANT102 (Hassard)
 - i. Face to face class
 - ii. Optional participation (1 exam – no participants)
 - f. MAT142 (Blake)
 - i. Face to face class
 - ii. Withdrew from pilot (attempted practice quiz with some students)
3. Feedback was mixed.
 - a. Faculty and library staff learning curve is steep.
 - b. Software glitches were common (1-20% of students each exam).
 - c. Online support from Proctorio was hit or miss, sometimes with hours wasted on troubleshooting.
 - d. Students either really liked or really disliked the process. Face to face and Distance system students seemed to struggle more with the testing process (student aptitude with technology may play a part, as online students tend to be more comfortable with using technology). Survey results available here: https://drive.google.com/open?id=15Cnm_otlXr0o38WeHf_xKr4d9FbVGsV1
4. Conclusion: Online testing has excellent features, but many challenges. However, Proctorio is not well suited to our particular needs, given our technology resources and our student population.

Proctored Testing Ad Hoc Committee Report
February 14, 2020

Respondus Pilot Update

1. Planned to start after Spring Break 2020.
2. Current participants: Webb (GLG), Lopez (BIO), Reyes (PSY), Guo (MAT), Landy (EDU)
 - a. Still accepting new participants
3. Status: arranging pilot with Respondus liason, library staff, and IS
4. Changes from Proctorio Pilot:
 - a. Additional participants
 - b. Additional pre-pilot training of faculty and library staff
 - c. Student testing account log-in on Library computers (requires student check-in with library staff – will reduce time spent by library staff at student check-in)
 - d. Deploy feedback survey earlier in semester to give more time for feedback/participation

Request from VPLSS/Library Director Clark

ACTION ITEM: VPLSS Clark has asked faculty to decide which proctoring option we (as a whole) prefer: A) the current paper system of distance class proctoring through the library, or B) online proctoring with library space/support for students to test in the library.

Rationale:

1. Current system of distance class proctoring through the library consumes a large portion of library resources – space, workforce, time, paperwork. Temporary staff are brought on at mid-term and final exam time to support demand.
2. Librarians are not trained as testing proctors, and do not have to administer exams at other institutions. This is doubly true for temporary staff.
3. Equitable access is an issue. Not all libraries/centers have a dedicated space for proctoring exams, so the student experience is very different as is exam security.
4. The current system was cobbled together and requires revision.
5. Dr. Clark is dedicated to improving our distance proctoring options for students, but with limited resources to invest, we (the faculty) need to choose which option we prefer. It is not feasible to support both options long-term.

Recommendation: Option B – Online Proctoring

1. Online proctoring improves flexibility for students with time constraints (work, child care, etc.).
2. Students need to develop basic technology skills for today's workforce. By requiring students to learn and use educational technology resources (Moodle, online proctoring, etc.), NPC is providing co-curricular education and important life skills.
3. This would reduce the resource drain on library staff; Dr. Clark and CIO Estes support improving the space- and technology- resources at all libraries and centers for online proctoring.

Regardless, Dr. Clark indicated she will support online proctoring for online classes (due to federal requirements of identity verification).