



Date: February 21, 2020

To: John Stalvey, Interim Provost

From: Jeff Jessee, Dean of the College of Health and Vice Provost of Health Programs

Cc: Sandra Pence, Committee Chair & Professor of Dental Hygiene
Lita Preston, Term Assistant Professor of Medical Imaging Science

Re: AY20 Expedited Program Review Findings

Program/s in this review: Pharmacy Technology OEC

Specialized accrediting agency (if applicable): N/A

Campuses where the program is delivered: Anchorage

Centrality of Program Mission and Supporting Role:

The Pharmacy Technology OEC prepares students to work as pharmacy technicians. Pharmacy technicians work in pharmacies under the direct supervision of a pharmacist. They help prepare prescriptions, sometimes measuring, mixing, packaging, labeling and delivering medications to patients. They order supplies and help to keep pharmacy equipment clean. Pharmacy technicians also help to maintain confidential drug and patient records. Upon successful completion of the certificate, students are well-prepared to work in various settings as a pharmacy technician and to successfully sit for the national Pharmacy Technician Certification Board (PTCB) examination. National certification is not currently required for licensure by the State of Alaska, but that is expected to change. A program review for the Pharmacy Technology OEC was completed last academic year. As stated in last year's review, the program makes an important contribution to our strategic priority of efficiently and effectively utilizing our resources to prepare and maintain a workforce to meet future healthcare needs in Alaska. The program also contributes to the strategic priority of forging strong relationships, partnerships, and ties with our communities, businesses, schools and people. The Pharmacy Technology OEC has the potential to make an important contribution to the Board of Regents' goal to double the number of health graduates.

Program Demand (including service to other programs), Efficiency, and Productivity:

During the review period, the Pharmacy Technology OEC granted an average of nine degrees per year. The number of majors averaged 26 per year. So far, program demand has been modest (but is expected to grow). The program offers courses that are often taken by non-majors. In fact, more than half of the program's student credit hour production is generated from non-majors. Overall, the program has an excellent return on investment. Full tuition revenues are 148% higher than instructional costs (the program has no faculty; it is entirely staffed with Adjunct Professors). On average, every dollar invested in instruction has generated \$2.48 in full tuition revenue. Unfortunately, while the return on investment

is high, the tuition revenue remains low (an average of \$64,215 per year; but again, this more than covers the instructional costs, which averaged only \$25,852 per year). The low tuition revenue makes it difficult to justify the hiring of full-time faculty.

Program Quality, Improvement and Student Success:

The program was designed to meet the outcomes of the Model Curriculum for Pharmacy Technician Training developed by the Accreditation Council for Pharmacy Education (ACPE). The curriculum was recently updated. Program graduates are eligible to sit for the national Pharmacy Technician Certification Board (PTCB) examination. Starting January 1, 2020, completion of a PTCB-recognized education/training program is now required to sit for the national examination. The Pharmacy Technology OEC became a PTCB-recognized education/training program in 2019. All coursework is offered exclusively in a distance-delivered, online learning format. Program student learning outcomes are regularly assessed, and key recommendations for program improvement are identified, implemented, and evaluated.

Program Duplication / Distinctiveness:

There are no other Pharmacy Technology OEC programs in Alaska, but there are two PTCB-recognized education/training programs in Alaska – the one offered by UAA and one offered by the Fairbanks North Star Borough School District (Hutchison High School). These programs clearly serve different populations of students. The UAA program is available statewide as a postsecondary education option.

Commendations and Recommendations:

The Pharmacy Technology OEC provides essential training to sit for the national Pharmacy Technician Certification Board (PTCB) examination. The program is commended for its commitment to continuous improvement. The program has already implemented key recommendations from last year's program review. Most importantly, the program is now a PTCB-recognized education/training program. There are two factors that could significantly increase program demand – the recent requirement of completing a PTCB-recognized education/training program to sit for the national PTCB examination, and the possible requirement of passing the PTCB examination for licensure. Because tuition revenues are still low, it would be difficult at this time to hire full-time faculty to support the program. However, the College of Health agrees with the program that part-time faculty support is needed and justifiable. This enhancement would provide the support that is needed to maintain and grow the program.

Decision:

Enhancement.