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| **Clinical Lab Assistant Certificate 2023 Self-Study Report** |
| **Instructions**: The following pages will guide your submission of your Academic Program Review Self-Study. Please type your responses directly into the document. The completed self-study instrument and all attachments must be submitted to the Academic Program Review Coordinator and your Academic Dean by **September 22, 2023.** **March 3,** **2023 September 21,** **2023 October 25,** **2023**  **Nov-Dec 2023 Every Fall from 2024-2027** |
| **Program Under Review** |
| **Degree:** Clinical Lab Assistant**Certificates:** | **If the program has gone through accreditation in the past year, the information from the accreditation packet can be inserted into the corresponding areas on the self-study.** | **Contact Information for lead on** **Self-Study****Name: Nancy Juarez****Campus:SPC****Phone:520-494-5388****Email:nancy.juarez@centralaz.edu****Date of** **APR Completion:** | **Peer Reviewers Name and Role** |
| Areas in **grey** are used by the peer review team to give feedback on your self-study and do not require your contribution.**Mary Kieser – Professor of Reading/ENG****Armineh Noravian – Professor of Engineering****Ali Peyravi – Professor of Mathematics****Lynn Gelfand – Professor of English** |

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| **I. Program Description, Mission, Vision, & Equity Statement**  |
| **1. What is the description of the program as stated in the current CAC (Central Arizona College) catalog:** (Should contain: description, program certifications, accreditations, awards, and skills attained.) **The Clinical laboratory assistants perform phlebotomy, specimen processing, quality control, laboratory orientation and regulation under the supervision of physicians or laboratory scientists or technologists. They also perform point-of-care and waived laboratory tests and procedures with a limited amount of supervision and prepare specimens for transport if necessary.** | **Does the program description provide the following information? a) A synopsis of the program and curricular outcomes.** | **Peer Review Comments:** Would something like “point-of-care" be a skill, or is it simply a description of a lab procedure? -Consider adding the certification that can be attained in the description.  |
| Exemplary3  | Adequate 2 | Opportunity for Improvement 1 |
| **Program certifications, accreditations, and awards.** |
| Exemplary3 | Adequate2 | Opportunity for Improvement 1 |
| **The skills that graduate from the program will attain.** |
| Exemplary3 | Adequate2 | Opportunity for Improvement 1 |
| **2. Does your program have a mission and/or a vision statement? If it does, please write them below and indicate where they appear.**  **The Clinical Laboratory Assistant sponsored by Central Arizona College Health Careers is designed to provide educational experiences which prepare the students for a professional career in the health care system. The Clinical Laboratory Assistant is also designed to prepare students to be eligible for the national certification exam** | **Does the program have a mission and/or a vision statement? If so, are the program’s mission or vision statements clear and reflective of the program?** |  |
| Exemplary 3 | Adequate2 | Opportunity for Improvement 1 |
| **3. Describe how the program’s description, mission and/or vision aligns with the College’s Mission and Vision:****CAC Vision and Mission Statements:****Vision:**Central Arizona’s premier choice in education and career excellence.Central Arizona College is the leader of innovative learnersuccess and the center for educational opportunities in ourDiverse communities**Mission:**Central Arizona College serves as a TRUE Learning community by empowering our students and staff to succeed.Central Arizona College engages our diverse communities inquality learning experiences for lifelong success by providingaccessible educational, economic, cultural, and personalGrowth opportunities.**Teaching. Reaching. Understanding. Empowering. Learning.** Central Arizona College has further advancement opportunities in quality  learning experience through the Medical Laboratory Technologist Program  offered at Central Arizona College which is a two-year associate degree in  Advancing the lifelong successful growth opportunities | **Is the program aligned with the college’s mission, vision, and strategic goals?** |  |
| Exemplary 3 | Adequate2 | Opportunity for Improvement 1 |
| **4. Equity Statement and Evidence:** What efforts have been made to make the program more equitable? [**(Resources here)**](https://www.insidehighered.com/blogs/higher-ed-gamma/how-stand-equity-higher-education)Advertisement through social media such as Facebook, LinkedIn, Central Arizona College website, Flyers, School outreach programs, Open houses at campuses and high schools**.** Adult Education Program HSE/GED students include an overview of the CLA (Clinical Lab Assistant) program and related information that may be beneficial to AE students. | **Appropriate efforts have been made to make the program more equitable?** | Perhaps advertise at local hospitals to attract untrained personnel with an interest in the medical field. AP |
| Exemplary 3 | Adequate2 | Opportunity for Improvement 1 |

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| **II. Program Curriculum:**  |
| 1. **When reviewing the curriculum for the certificate and/or degree, are there any courses that need to be added, deleted or modified?**

CAC and Maricopa both offer one certificate whereas Pima and Carrington offer just Phlebotomy certificates. Central Arizona Community College, Maricopa Community College.Both colleges require the same General Education Requirements that vary 7-28 credits.At Central Arizona College (CAC) we have a prescribed program of study that all students seeking their certificate must follow the 27 credits. At Maricopa Community College they are given two options to follow both include required Courses and depending which option they choose credits vary. Option I: 28 required course and 11 credits in restrictive Elective area. Option 2: 30 required courses and 8 credits in restrictive Elective area. Total credits are 63.Pima Community College has 12 credits of core requirements and requires 12 credits of required electives for 24 credits to earn their certificate.CAC requires 27 total credit hours throughout the nine-month program with an 80% employment placement right out of clinical rotations. **Curriculum change in offering Intro to Phlebotomy CLA155 and Phlebotomy Practicum CLA255 a certificate with acknowledging the skills in a Phlebotomy course.** | **Was any information given as to possible revisions to the course description, articulation, additions, revisions, or deletions anticipated?** | **Peer Review Feedback:**We are curious what math courses are required for each. Nice job comparing CAC’s curriculum to other Arizona Colleges curriculum for this program. |
| Exemplary3 | Adequate2 | Opportunity for Improvement 1 |
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| **III. Program Outcomes and Assessment** |
| 1. **What are the Program Learning Outcomes (PLOs) for the program degree or certificate as currently indicated in ACRES:**

**Program Outcomes for the Clinical Laboratory Assistant Certificate - All Program Measurable Student Learning Outcomes and Standards are based on the National Accrediting Agency for Clinical Laboratory Science (NAACLS) Standards for Clinical Assistant Competencies Core Module**1.0 (Knowledge Level) Define the role of the clinical assistant in the healthcare delivery system as it relates to the point-of-care or clinical laboratory environment.2.0 (Application Level) Use common medical terminology.3.0 (Application Level) Demonstrate knowledge of infection control and safety practices.3.1 (Application Level) Demonstrate accepted practices for infection control, isolation techniques, aseptic techniques, and methods for disease prevention.3.2 (Synthesis Level) Incorporate the mandated regulations with federal, state, and local guidelines regarding all the safety practices required by NAACLS.3.2.1 (Application Level) Observe the OSHA Blood borne Pathogens Standard and Needle Safety Precaution Act.3.2.2 (Application Level) Use prescribed procedures to handle electrical, radiation, biological and fire hazards.3.2.3 (Application Level) Use appropriate practices, as outlined in the OSHA Hazard Communication Standards, including the correct use of the Material Safety Data Sheet, as directed.4.0 (Application Level) Follow standard operating procedures to collect specimens.4.1 (Synthesis Level) Perform assigned specimen collection tasks incorporating knowledge of the circulatory, urinary, and other body systems.4.2 (Comprehension Level) Describe the difference between whole blood, serum, and plasma.4.3 (Application Level) Identify and use blood collection equipment.4.31 (Evaluation Level) Evaluate and identify the additive by the evacuated tube color.4.32 (Application Level) Identify and properly use equipment needed to collect blood by venipuncture and capillary (dermal) puncture.4.4 (Application Level) Collect blood specimens by venipuncture.4.5 (Application Level) Collect blood specimens by capillary (dermal) puncture.4.6 (Knowledge Level) Identify special precautions necessary during blood collections by venipuncture and capillary (dermal) puncture.4.7 (Application Level) List and apply the criteria that would lead to rejection or recollection of a patient sample.4.8 (Synthesis Level) Instruct patients in the proper collection and preservation for non-blood samples.5.0 (Application Level) Prepare blood and body fluid specimens for analysis according to standard operating procedures.5.1 (Application Level) Follow standard operating procedures for labeling, transporting, and processing of specimens, including transport to reference laboratories.5.2 (Synthesis Level) Follow the criteria for reporting specimens and test results that will be used as legal evidence.6.0 (Application Level) Prepare/reconstitute reagents, standards, and controls according to standard operating procedure.6.1 (Analysis Level) Follow laboratory protocol for storage and suitability of reagents, standards, and controls.6.2 (Synthesis Level) Recognize and report contamination and/or deterioration in reagents, standards, and controls.7.0 (Synthesis Level) Perform appropriate tests at the clinical assistant level, according to standard operating procedures.7.1 (Synthesis Level) Identify and report potential pre-analytical errors that may occur during specimen collection, labeling, transporting, and processing.7.2 (Evaluation Level) Compare and evaluate test results to reference intervals.7.3 (Synthesis Level) Record results by manual method or computer according to laboratory protocol.7.4 (Synthesis Level) Report STAT results of completed tests according to laboratory protocol.7.5 (Synthesis Level) Recognize critical values and follow established protocol regarding reporting.7.6 (Application Level) Use and handle measurement equipment appropriately.7.7 (Knowledge level) teach knowledge of common medical terminology, knowledge of infection control and safety, knowledge to Communicate (verbally and non-verbally) effectively and appropriately in the workplace.9.0 (Comprehension Level) Follow established quality control protocols to include maintenance and calibration of equipment.9.1 (Synthesis Level) Perform quality control procedures.9.2 (Synthesis Level) Record quality control results.9.3 (Synthesis Level) Identify and report control results that do not meet pre-determined criteria.10.0 (Application Level) Communicate (verbally and nonverbally) effectively and appropriately in the workplace.10.1 (Application Level) Demonstrate confidentiality expectations of privileged information for individuals.10.2 (Evaluation Level) Evaluate and defend the value of diversity in the workplace.10.3 (Application Level) Demonstrate appropriate and professional interaction when working with other individuals.10.4 (Analysis Level) Examine and discuss the major points of the American Hospital Association Patients' Bill of Rights and the Patients' Bill of Rights from the institution.10.5 (Application Level) Demonstrate professional appearance and appropriate work behaviors.10.6 (Application Level) Apply written and verbal instructions in carrying out testing procedures.11.0 (Application Level) Use information systems necessary to accomplish job functions.12.0 (Synthesis Level) Record data using the appropriate form when documenting potential pre-analytical errors that may occur during specimen collection, labeling, transporting and/or processing.  |  **Are the Program Learning Outcomes (PLOs) for the program provided and are they relevant to the program’s goals?** | **Peer Review Feedback:**Nice job aligning the PLOs to the NAACLS Standards for Clinical Assistant Competencies Core ModuleNormally programs have about 12 PLOs. Could some of these be combined and/or condensed so that students do not have to read so many of them? |
| Exemplary 3 | Adequate 2 | Opportunity for Improvement 1 |
| 1. **Are the outcomes from your program determined or influenced by any external organization, agency, or accreditor? If so, please explain. Are there any available accreditations which the program does not have, but may benefit from seeking?**

  This program follows the NAACLS accreditation guidelines | **Are any of the program outcomes determined or influenced by any external organization, agency or accreditor identified and explained? If not, mark not applicable. (NA)** |  |
| Exemplary3 | Adequate2 | Opportunity for Improvement 1 |
| 1. **Assessment Results: Use the Assessment Reporting Form to share an example of assessment results.**

**Click on this link to see a sample of an assessment completed and recorded in this Assessment Reporting Form. The Follow-Up Assessment Reporting Form was not completed because it will be administered to a new cohort in Nov. Of 2023**[**Baseline Assessment Reporting Form**](https://centralaz.sharepoint.com/%3Aw%3A/s/ProgramAssessment/EdqqrE3LgYhCo7woQHb1tyABrw6TEFt_WAXG8QIbnjIBRw?e=96svI4) | **The information in the Assessment Reporting Form should answer the following questions** |  |
|  **A. What PLOs and/or MSLOs and CSLOs did you assess this year?****\*See the Assessment Reporting Form by clicking on the link above** | **Are the PLO’s or MSLOs that were assessed identified and the department/program strategies for assessing learning outcomes described and information provided on how assessment results are collected, analyzed, and discussed?** |  |
| Exemplary3 | Adequate2 | Opportunity for Improvement 1 |
| **B. Describe the assessment method used and criteria for successful achievement of student learning outcomes. (e.g., rubrics, licensing exam, internship, portfolio, exam, research paper, performance exam, EAC, etc.) T****\*See the Assessment Reporting Form by clicking on the link above** |  **Was the assessment method and criteria identified?** | The Follow-Up Assessment Reporting Form was not completed |
| Exemplary3 | Adequate 2 | Opportunity for Improvement 1 |
| **C. How many students were proficient in the PLOs OR MSLOs and CSLOs and how many were not? What was determined to be proficient? (i.e., 70% = proficient)** **\*See the Assessment Reporting Form by clicking on the link above** | **Was data provided on assessment results on how many students were proficient?** |  |
| Exemplary3 | Adequate 2  | Opportunity for Improvement 1 |
| **D. What changes/improvements were made or will be made in response to the assessment process's outcomes?** **\*See the Assessment Reporting Form by clicking on the link above** | I**s an explanation provided on how MSLO and CSLO assessment results have facilitated changes/improvements to the outcomes of the assessment process?** |  |
| Exemplary 3 | Adequate 2 | Opportunity for Improvement 1 |

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| **IV. Program Graduates** |
| **1. Discuss how the program supports current or future needs for the job market in Pinal County, the state of Arizona, and/or the United States.** **The Clinical Laboratory Assistant Program has meant the current and future needs of Pinal County along with the state of Arizona and the United States by students that are in clinical rotations have an 80% hiring rate within Pinal County alone. In the state of Arizona there is 20% hiring rate and within the United States from students that attended and graduated CAC there is 15% of employment reached.** | **Was information given on how the program supports current or future needs for the job market in Pinal County, the state and/or the United States?** | **Peer Review Feedback:** |
| Exemplary 3 | Adequate 2 | Opportunity for Improvement 1 |
| **2. For degree programs, identify any specific in-state baccalaureate programs into which this program is particularly suited for transfer.**  **Medical laboratory scientist (MLS), also traditionally referred to as a medical technologist (MT), or a Clinical laboratory scientist (CLS), is a healthcare professional who performs chemical, hematological, immunologic, histopathological, cyto-pathological, microscopic, and bacteriological diagnostic analyses on body fluids such as blood** | **Are any of the program outcomes determined or influenced by any external organization, agency or accreditor identified and explained? If not, mark not applicable (NA)** |  |
| Exemplary 3 | Adequate 2 | Opportunity for Improvement 1 |
| **3. Indicate if there are any articulation agreements in place for degree graduates.** **The HCC courses required for the Clinical Laboratory Assistant Certificate are transferable to NAU, ASU (Arizona State University), and The University of Arizona to move onto an MLS** | **Are articulation agreements in place for degree graduates?** |  |
| Exemplary 3 | Adequate 2 | Opportunity for Improvement 1 |
| **4. Discuss how the program gets feedback on its program and curriculum from external sources, such as advisory boards, employers, articulation task forces, accreditors, etc.****We have an advisory board that meets annually to obtain feedback from all practicum site supervisors who give us written input on improving the program.**  | **Was information given on how the program gets feedback on its program and curriculum from external sources such as advisory boards, employers, articulation task forces, accreditors, etc.?** | How many members are there typically on the advisory board? What types of medical facilities are site supervisors from?  |
| Exemplary 3 | Adequate 2 | Opportunity for Improvement 1 |

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| **V. Program Specific Resources:***In this section, please focus on program specific resources. You may, but do not have to, discuss resources available to the college at large such as Blackboard, the Learning Centers, Library, etc. However, if these resources are impacting your program in a positive or negative way which you would like to discuss, please do so.* |
| **1.Discuss the adequacy of the budgetary resources, human resources, technological resources, classrooms, labs and space, academic support for students (i.e.: learning center, library) and student support (i.e.: advising) available to the program over the past 5 years:**  The Professor of Clinical Lab advises the students entering the Clinical Laboratory Assistant Program from beginning to the end in helping with academic support, Capital Budget has provided equipment for testing Point of Care Procedures, the Clinical Laboratory Assistant class has moved into a science room upstairs in T205 & T207 building with more space and area for testing procedures along with two hoods and an extended laboratory room with another hood for set up with laboratory equipment purchased from capital budget. The yearly budget provides each semester with required materials used in the classroom setting in preparing the students for clinical rotations. Students are made aware ofthe library and tutoring services available to them. | **Was the adequacy of the budgetary resources, human resources, technological resources, classrooms, labs and space, academic support for students over the past 5 years evaluated?** | **Peer Review Feedback:** |
| Exemplary 3 | Adequate 2 | Opportunity for Improvement 1 |
| **2. Does the program have sufficient resources to be effective and relevant? Explain:** The program's growth causes more resources to be added in supplies, what would help is a designated classroom at SMC and MAR where the program has advanced in teaching.  | Sufficient Resources | Insufficient Resources  | No Response  |  |
| **3. What future goals does the program have? Will extra resources and funding be required to achieve it? Future goals for the Clinical Laboratory Assistant Program include looking at opening a laboratory setting at the Casa Grande Center facility and utilizing CAC students in obtaining practicum experience in running a draw station in collection of blood samples, running test samples on the equipment purchased for the program that is already active. Including HIM (Health Information Management) students in registering patients for their practicum experience. Opening other doors for other Health Career departments with CAC and utilizing our students and staff in reaching out to the community with professional customer service. Yes, extra resources and funding will be required to achieve this goal.**  | **Were future goals identified along with the extra resources and funding that would be required to achieve them?** | Did the Casa Grande facility recently close? If so, is there an alternative plan to open a laboratory setting elsewhere?  |
| Exemplary3 | Adequate2 | Opportunity for Improvement 1 |
| **4. Are there any anticipated budgetary needs within next 5 years that would support action plans for program improvement.** The current budget for supplies is 4000.00 and the budget would need to increase by 6000.00 to allow all the needs to be met for all materials used. * Personal protective equipment, such as non-sterile examination gloves
* Tourniquets to restrict blood flow and make veins more visible
* Antiseptics, such as alcohol or iodine, to cleanse the patient's skin
* Gauze pads to cover the puncture site
* Lancets to make small incisions on the skin
* Butterfly needles to draw blood from small or fragile veins
* Sharps containers to dispose of used needles
* Tubes and tube holders to collect and store blood samples
* Instruments for Point of Care testing in classroom cost example, ISTAT cartridges, Pregnancy tests, RPR tests, Mono tests, glucose testing, HGBAIC testing, supplying students with the necessary materials needed to perform hands on procedures like doctor’s offices and hospitals use.
 | Sufficient Resources | Insufficient Resources | No Response | Need to provide them with the resources needed.This is a concern. How will this need be addressed?  |

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| **VI. Program Alignment with Institutional Strategic Goals:** |
| **1. How is the program directly or indirectly helping the College achieve its current strategic goals? Consider each strategic goal and provide a brief comment or description on how the program works to achieve it.**

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| **CAC Strategic Goals:** | **Aligned Program Goals:** |
| **Student Success***Ensure student success through retention, persistence, completion, and transfer* | . **Students entering the CLA program**  **follow the program of study to completeness. With the application process, we can help students complete their goals and prepare them for the workplace.**  |
| **Access***Ensure all Pinal County residents and others have access to high quality innovative post-secondary opportunities* |  **Online classes are offered for required courses in the CLA program, it is taught at SPC (Signal Peak Campus) campus at the times to accommodate the students** |
| **Workforce***Ensure students acquire the skills necessary for job placement and that meet employer needs in Pinal County and Region* | **The Clinical Laboratory Assistant Program has meant the current and future needs of Pinal County along with the state of Arizona and the United States by students that are in clinical rotations have an 80% hiring rate within Pinal County alone. In the state of Arizona there is 20% hiring rate and within the United States from students that attended and graduated CAC there is 15% of employment reached.** |
| **Community***Ensure Pinal County residents have access to lifelong learning and cultural enrichment* | **Implemented the Clinical Laboratory Assistant Classes into Black Board 2018. Implemented lab tops into the classroom teaching style for continuing education learning in 2017. Still reviewing our program for the community's demands in implementing changes in the highest level of student success.** |
| **Environment***Ensure a safe, sustainable environment that promotes learning, communication, diversity and satisfaction among students and employees*. | . **It is discussed with all involved program requirements safety issues respect****For one another.** |
| **Stewardship***Ensure optimization of fiscal resources through a balanced budget to support the needs and expectations of students and the community* | **Inventory process now in place allows us to track supplies and replace as necessary without duplication.**  |
| **Infrastructure***Ensure a physical and technological infrastructure that supports changes in learning and working environment* | **The move to a larger room with more space and electronic outlets becoming national standard in the Class has significantly impacted student retention.** |

 | **Was a description provided on how the program has directly or indirectly assisted the college in achieving its strategic goals.** | **Peer Review Feedback:** |
| Exemplary 3 | Adequate 2 | Opportunity for Improvement 1 |

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| **VII. Program Effectiveness for Graduates** |
| **1. Describe how you measure the success of degree and certificate program graduates. For example, are graduate surveys conducted? Are surveys given to employers to determine satisfaction with program graduate employees****?**  **The measure of success for graduates is measured through my clinical exchange with evaluations from the students on their clinical site along with evaluations from the facility the student attended on that student’s performance. This program is adopted by the clinical sites and requires the student to pay a $35 dollar fee with orientation and exams on that site. Upon completion, the site through my clinical exchange is sent a website for the student's evaluation and a website for evaluation of their clinical site.**    | **Was information provided on how the program measures the success of the degree and certificate program graduates?** | **Peer Review Feedback:**What percent of the students complete the evaluations? |
| Exemplary 3 | Adequate 2 | Opportunity for Improvement 1 |

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| **VIII. Program Improvement Efforts** |
| **1. Describe efforts made to improve the program during the past five years** 1. **Continue to contact all prior Phlebotomy Students from the past 5 years that did not complete program to return in finishing.**
2. **Keep all students on a hiring list email for recruiters that contact the CAC/CLA Program.**

 **c. Work with Marketing to feature the CLA program in the news media.** **d. Hold 1 information session in Spring Semester** **e. Reach high schools and meet with the instructors of their facilities to obtain interested students into the CLA**  **Program.** **f. Bring on board the CAG Program for dislocated workers, through the Department of Economic Security Program.** **g.**  **To provide a presentation to Adult Education Program HSE/GED students including an overview of the CLA**  **Program and associated information that might be beneficial to students.**   | **Was a description provided of the ways the program has engaged in program improvement?** |  |
| Exemplary3 | Adequate2 | Opportunity for Improvement 1 |

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| **IX. Data and Trends** |
| **Leave this section Blank for now. It will be inputted by** **IR. You will be asked to comment on the trends and information indicated by the data.** [**(Click here for Data Package)**](https://centralaz.sharepoint.com/%3Ax%3A/s/AcademicProgramReview/EfcXzbPZdq9Oh6--R_c_DnkBiw2Osr2Ua7Udt1yl9T5bqg?e=aWsKCS) |
| **1. Program enrollment data for the past 5 years** **Sum of Award Count for Clinical Lab Assistant Certificate:****F 2018 = 7****F 2019 = 10****F 2020 = 7****F 2021 = 12****F 2022 = 5**A. Discuss and explain the factors influencing the enrollment trends: B. How has the program typically recruited students and marketed the program:  | **Has the program enrollment trends for the program increased, remained consistent or decreased?** | **Peer Review Feedback:**The enrollment has decreased. However, the factors for this were not discussed.  |
| Increasing 3 | Consistent 2 | Decreasing 1 |
| **Were the factors influencing enrollment trends discussed?** |
| Exemplary 3 | Adequate 2 | No information was given 1 |
| **Was information given on how the program typically recruits students and markets the program?** |
| Exemplary 3 | Adequate 2 | No information was given 1 |
| **2. Program graduation rate trends for the past 5 years** A. Discuss and explain the graduation trends. What efforts has the program made to help students achieve completion? | **Have the graduation rates increased in the past 5 years?** |
| Increasing 3 | Consistent 2 | Decreasing 1 |
| **3. Explain the trends for students who enroll in a four-year college.** Higher Education opportunities for growth within the Laboratory setting. Ex. Manager, Lab Director**4. Is there any data on students who earn external certification or licensure?** Students that earn external certification show an increase in hourly pay by $1.25. This depends on the organization that the student gets a job at.  | **Has the number of program enrollees or graduates who studied at an in-state baccalaureate-level institution during the past 5 years increased, stayed consistent or decreased?** |
| Increasing 3 | Consistent 2 | Decreasing 1 |
| **5. Average Salary for Students and Graduates and/or job placement information.** $30,000 for Phlebotomy Students after graduation and $35,000 for CLA students after graduation.  | **Were graduation trends and efforts to help students to achieve completion addressed?** |
| Exemplary 3 | Adequate 2 | No information was given 1 |
| **6. Data Summary:** Provide a summary of this section. Indicate trends observed in the data, identify areas of strengths, and areas for improvement. **Trends in the data show a high percentage of graduating Phlebotomist with growth within the market for job placement.**  | **Was a summary of the Program Enrollment and Graduation Trends provided and was there a reflection of areas of strengths and improvement for the program**. |
| Exemplary 3 | Adequate 2 | No information was given 1 |

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| **X. Evaluation of Program Strengths, Viability and Areas for Improvement:** |
| **1. After completing the APR Self Study, identify areas of strength and areas for improvement in the program. Is the program still a viable program? Discuss the next steps for the program and Action Plan Ideas.** **Strengths: The Pinal County community has a high rate of employed students that graduated from CAC through the Clinical Laboratory Assistant Program. In meeting the needs of the community and surrounding areas, the CLA program is still a viable program to offer at Central Arizona College in meeting students’ needs along with the community it serves.** **Areas for Improvement: Future goals for the Clinical Laboratory Assistant Program include looking at opening a mobile laboratory going to all CAC campuses for the community in utilizing CAC students in obtaining practicum experience in running a draw station in collection of blood samples, running test samples on the equipment purchased for the program that is already active. Including HIM students in registering patients for their practicum experience as well. Opening other doors for other Health Career departments with CAC and utilizing our students and staff in reaching out to the community with professional customer service.** **To help strengthen the Clinical Laboratory Assistant Program, bringing on an adjunct instructor would bring a consistent pathway between faculty and student for the program’s growth. Many hours are needed in helping with the growth of a program, in doing this would open other campuses with the availability of CLA taught at them as well. The CLA program has shown continual growth within the five years in which it has been implemented at CAC with students that attended 5-8 years just for Phlebotomy returning to continue their education into the CLA program.**  | **Were areas of strength and areas for improvement identified? Is an evaluation provided on whether the program is still viable? Were the next steps for the program and action plans identified?** | **Peer Review Feedback:** |
| Exemplary 3 | Adequate 2 | Opportunity for Improvement 1 |

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| **XI. Overall Evaluation of the APR Self Study** |
|  **Are key findings that arose from the analysis and review process clearly presented?** | **Peer Review Feedback:**Nancy Jaurez should be commended for the amount of work and reflection that went into completing this APR Self-Study |
| Exemplary 3 | Adequate 2 | Opportunity for Improvement 1 |
| **Does the review provide a clear direction and vision for the program moving forward?** | It seems the need to move the program forward has been identified. It is unclear what specific efforts are being made to achieve it.  |
| Exemplary 3  | Adequate 2 | Opportunity for Improvement 1 |
| **Does the review present specific strategies and recommendations for moving the program forward?**  | More specific information on how the program will be marketed and funded could have been given. We were curious as to why the student enrollment decreased significantly from 2018 to 2023. |
| Exemplary 3 | Adequate 2 | Opportunity for Improvement 1 |

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| **Scoring Rubric****If all sections were applicable:** |
| **Exemplary 99 - 84 (85% and above)***If all sections were applicable:*The self-study program fully addressed the core criteria in the self-study and review process. It discussed how goals and objectives are linked to the college mission and strategic goals. The program's student learning outcomes, curriculum comparison and assessment results have informed changes in curriculum, pedagogy, and instructional resources. Action Plans for improvement were identified based on the results of the self-study process. | **Good 83 - 69 (70 – 84%)***If all sections were applicable:*The program self-study addressed the core criteria in their self-study and review process, but some information was missing. It discussed how goals and objectives are linked to the college mission and strategic goals, and included action plan strategies, but more data, statistics and specific goals could have been identified. The program's student learning outcomes, curriculum comparison and assessment were given but specific information on how it would affect pedagogy and instructional resources was not provided. | **Opportunity for Improvement 68 and less (69% and below)***If all sections were applicable:*Not all the core criteria were addressed and there was information and statistics missing in many of the self-study areas. A reflection of how self-study will lead to an Action Plan for improvement was not provided.  | **Peer Review** **Feedback:** |
| **If 2 of the sections were not applicable:** |
| Exemplary 102 – 87 (85% and above) Same criteria as above | Good 86 - 71 (70 – 85%) Same criteria as above | Opportunity for Improvement 70 - Below (69% and below) Same criteria as above |  |

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| **Identified Strengths and Recommendation for Program Action Plan:** |
| **The reviewers noted the program's strengths and recommended the following actions to be considered when working with the dean to develop an action plan as a result of the Academic Program Review process.****Strengths:*** The program director did a nice job of comparing CAC’s curriculum to that of other Arizona Colleges
* The program is seeking to grow the program to other campuses.
* The Program Learning for the Clinical Laboratory Assistant Certificate and the Measurable Student Learning Outcomes (MSLOs) and Standards are aligned to the National Accrediting Agency for Clinical Laboratory Science (NAACLS) Standards for Clinical Assistant Competencies Core Module
* Good Action Plans were identified. Cost implications were not provided. Is there any plan for the administration to investigate it?
* The program director takes several measures to get feedback from site supervisors at the medical facilities where students do their internship.

**Action Plan Recommendations:*** Consider adding to the course description the certification that the program will prepare students for.
* Perhaps advertise at local hospitals to attract untrained personnel with an interest in the medical field to increase equity and student enrollment.
* Continue to seek to grow the program at other campuses.
* Complete a Follow-up Assessment to see if changes identified from the Baseline Assessment have resulted in the desired outcomes. These were identified as:Add a Bloodborne and Airborne Pathogen video resource into Blackboard learning for more direction, increase the Proficiency to 100% from 98%.
 |
| **Academic Review Process Insight Statement**Reflect on how this process helped guide the direction of your program. |
| The feedback received for the Clinical Laboratory Assistant Program showed how competency in laboratory education would be greater in having the ability to turn out laboratory professionals in all practice settings and experience levels to give and receive feedback that is crucial in the medical practice workflow along with patient care in the work field being taught in the classroom setting.  |

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| **Instructions**: In this form, program directors along with the appropriate Dean should indicate any goals or action plans for program improvement over the next 5 years, which have been identified as a result of the academic program review process. |
| **Goal/Action 1: A new building at SMC is being built for Allied Health classes.**Strategic Goals Associated: |
| Cost/Resource Implications:A new building at SMC is being built for Allied Health classes.  | Timeline for Achievement:January 2025 | Measure of Success:More growth in the classroom along with updated equipment meeting the needs of the students. |
| **Goal/Action 2: Expanding the Phlebotomy Program to the different campuses through Central Arizona College. Ex. MAR, SMC, ARV. SANT** Strategic Goals Associated: |
| Cost/Resource Implications:Expanding the Phlebotomy Program to the different campuses through Central Arizona College. Ex. MAR, SMC, ARV. SANT | Timeline for Achievement:August 2024 | Measure of Success:Giving opportunities throughout Pinal County to all Central Arizona Campuses.  |
| **Goal/Action 3: Research and analyze new techniques that improve laboratory accuracy, efficiency, and safety.** Strategic Goals Associated: |
| Cost/Resource Implications:Research and analyze new techniques that improve laboratory accuracy, efficiency, and safety. Cost depending on company from $10,000 to $20,000 | Timeline for Achievement:December 2024 | Measure of Success:This goal applies to a laboratory’s overall safety and accuracy. |
| **Goal/Action 4: Prevent down time during skills work** Strategic Goals Associated: |
| Cost/Resource Implications:Prevent down time during skills work* Independent work, like homework or skills practice.
* Small group work, like creative projects.
* Observing the skills work and taking notes
 | Timeline for Achievement:Spring 2024 | Measure of Success:By preventing this down time, I would ensure as much class time as possible is being used, and keep my students focused on the course material so that their engagement is not interrupted.  |
| **One Year Action Plan Update**To be completed each December and submitted to appropriate Dean and Academic Program Review Coordinator |
| Discuss progress made toward Action Plan goals after one year: The Clinical Laboratory Assistant added SMC Campus for Fall Semesters which started Fall 2021 has proved to be successful with growth in enrollment. Submitted by: Nancy Juarez Update by Fall 2023 |
| **Two Year Action Plan Update** |
| Discuss progress made toward Action Plan goals after one year:Submitted by: Update by Fall 2024 |
| **Three Year Action Plan Update** |
| Discuss progress made toward Action Plan goals after one year:Submitted by: Update by Fall 2025 |
| **Four Year Action Plan Update** |
| Discuss progress made toward Action Plan goals after one year:Submitted by: Update by Fall 2026 |