

Division: Allied Health & Nursing

Program: Phlebotomy

Date:2024-25

PCCUA ASSESSMENT GUIDING QUESTIONS

Please respond based on the departmental discussion of the program assessment and how those outcomes reflect what students are learning and what needs to happen to improve student learning. You may provide this in a narrative or bulleted format. However, you must respond to each question and these responses should be based on your program assessment discussions. **Please respond in red font.**

Program Student Learning Outcomes

- A. Are the intended educational (learning) outcomes for the program appropriate and assessed appropriately?
Yes, outcomes are based on standards set by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS) and are assessed using accepted methods.
- B. How are the faculty and students accomplishing the program's student learning outcomes?
The faculty and students accomplish program SLO's through assessment, monitoring outcomes, and establishing action plans for improvement.
- C. How is the program meeting market/industry demands and/or preparing students for advanced study?
Feedback from advisory board meetings and lab manager communications provide evidence that this program is meeting the market demand by graduating students who meet entry level knowledge and skills. Other evidence includes 85% employment rates among graduates.
- D. Do course enrollments and program graduation/completion rates justify the required resources?
Enrollment fluctuates but graduation rates are high (67% for the last 3 years). Therefore, high graduation rates coupled with high employment rates, justifies the resources necessary for this program.

- E. Based on the Program SLO's how well are students learning at the course and program level? **Students are graduating with entry level knowledge and skills as demonstrated in the grading rubric for the clinical course, ALHE 13404. Based on your assessment outcomes, how do you know this? Students are meeting all of the achievements for the student learning outcomes.**
- F. What are the changes you need to make to improve student learning?
Even though students are meeting the achievements for SLO's, the faculty continue to make changes that will improve student engagement. More interactive lessons have been added through Nearpod.
- G. What are the weak areas demonstrating a need for improvement?
Students need guidance in good study habits and skills.
- H. What are the strengths identified through assessment?
 -demonstrate knowledge of the healthcare system
 -demonstrate knowledge of infection control
 -demonstrate basic knowledge of anatomy and physiology
 -demonstrate knowledge of specimen collection
 -demonstrate knowledge of collection equipment
 -follow standard operating procedures
 -demonstrate understanding of specimen transport and processing
 -demonstrate understanding of quality assurance and control
 -effective communication skills
 -demonstrate entry level competency skills in phlebotomy

Program Curriculum

- A. Is the program curriculum appropriate to meet current and future market/industry needs and/or to prepare students for advanced study? **Yes, as required by NAACLS. Is that reflected in the assessment outcomes? Yes.**
- B. Are program exit requirements appropriate? **Yes, as required by NAACLS.**
- C. Are students introduced to experiences within the workplace and introduced to professionals in the field? **Yes, 196 hours of clinical experience and at least 100 successful collections.**

- D. Does the program promote and support interdisciplinary initiatives? **Yes. During clinical rotations, students are graded on their ability to work with other disciplines within the hospital setting.**
- E. Does the program support the college STACC skill development expected of all PCCUA graduates? **Yes. Explain how you know this through assessment. Standard of achievement is met as documented in the program Systematic Plan for Evaluation (SPE)**
- F. Does the program provide respect and understanding for cultural competency as evidenced in the curriculum, in program activities, in assignment of program responsibilities and duties; in honors, awards and scholarship recognition; in recruitment? **Yes, as demonstrated in the curriculum and objectives of the phlebotomy course ALHE 12404 (Chapter 1) and ALHE 13404 (clinical rotation).**

Budget Requests Forms

Are more resources needed. **Yes.** If so, has there been an effort to acquire these resources through the college budgeting process? **Absolutely! We have been so fortunate to have been afforded the opportunities, through grants and other avenues, to purchase items that are vital to student success. Administration has gone above and beyond to ensure the program has the resources needed for student success.**

What program requests did you make for the next year which are tied to needs related to assessment outcomes? **We continue to request Nearpod as a tool to deliver academic instruction. This application allows for better student engagement, and summative assessments can be easily used.**

Phlebotomy Program Student Learning Outcomes Assessment

Spring 2025 (Evaluating F23 & S24 Graduates)

Component	Location of Documentation	Person Responsible	Frequency/Time of Assessment	Assessment Method	Student Achievement of Standard	Action Plan for Improvement
Student will demonstrate knowledge of the health care delivery system and medical terminology.	PLB Office	Program Director	Annually in June	Analysis of scores on the national certification exam	Standard 75% of students will pass the certification exam on the first attempt Student Achievement Met No attempts	No attempts Continue to monitor
				Analysis of final exam in PLB 124.	Standard 80% of students will score 75% or higher on the final exam in PLB 124. Student Achievement Met 100% (4/4)	Level of achievement met Continue to monitor

Student will demonstrate knowledge of infection control and safety.	PLB Office	Program Director	Annually in June	Analysis of clinical evaluation form sections 7 and 8	Standard 80% of students obtain an average test score of 85 or better sections 7 and 8 of the clinical evaluation form Student Achievement Met 100 % (4/4)	Level of achievement met Continue to monitor
Student will demonstrate basic understanding of the anatomy and physiology of body systems and anatomic terminology in order to relate major areas of the clinical laboratory to general pathologic conditions associated with the body systems.	PLB Office	Program Director	Annually in June	Analysis of final exam in PLB 114	Standard 80% of students will score 75% or higher on the final exam in PLB 114. Student Achievement Met 100% (4/4)	Level of achievement met Continue to monitor

Student will demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care.	PLB Office	Program Director	Annually in June	Analysis of final exam in PLB 114.	Standard 80% of students will score 75% or higher on the final exam in PLB 114. Student Achievement Met 100 % (4/4)	Level of achievement met Continue to monitor
				Analysis of final exam in PLB 114.	Standard 80% of students will score 75% or higher on the final exam in PLB 114. Student Achievement Met 100 % (4/4)	Level of achievement met Continue to monitor
Student will demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents.	PLB Office	Program Director	Annually in June	Analysis of clinical evaluation form section 15	Standard The student will receive a grade of 85 or higher on section 15 of the clinical evaluation form. Student Achievement Met 100 % (4/4)	Level of achievement met Continue to monitor
Student will follow standard operating procedures to collect specimens.	PLB Office	Program Director	Annually in June	Analysis of clinical evaluation form section 6	Standard The student will receive a grade of 85 or higher on section 6 of the clinical evaluation form. Student Achievement Met 100 % (4/4)	Level of achievement met Continue to monitor

Student will demonstrate understanding of requisitioning, specimen transport and specimen processing.	PLB Office	Program Director	Annually in June	Analysis of clinical evaluation form section 15	Standard The student will receive a grade of 85 or higher on section 15 of the clinical evaluation form. Student Achievement Met 100 % (4/4)	Level of achievement met Continue to monitor
Student will demonstrate understanding of quality assurance and quality control in phlebotomy.	PLB Office	Program Director	Annually in June	Analysis of final exam in PLB 124.	Standard 80% of students will score 75% or higher on the final exam in PLB 124. Student Achievement Met 100% (4/4)	Level of achievement met Continue to monitor
Student will communicate (verbally and nonverbally) effectively and appropriately in the workplace	PLB Office	Program Director	Annually in June	Analysis of clinical evaluation form section 10	Standard The student will receive a grade of 85 or higher on section 10 of the clinical evaluation form. Student Achievement Met 100 % (4/4)	Level of achievement met Continue to monitor
				Analysis of clinical evaluation form section 12	Standard The student will receive a grade of 85 or higher on section 12 of the clinical evaluation form.	Level of achievement met Continue to monitor

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