

## De Anza College

### HTEC Program Review – Annual Update Form

1. Briefly describe how your area has used the feedback from the Comprehensive Program Review provided by RAPP members (if unsure, request the feedback form from your dean/manager).

I have used the feedback to research a possible reason for the decline in enrollment. I found that the lingering effects of the COVID-19 pandemic significantly disrupted higher education, with many students struggling to return to in-person classes or adapt to hybrid learning models. This contributed to a general decline in enrollment across the campus. We have begun a tutoring session for one of our classes to support success rates and have accepted more students in our courses. With the help of our Allied Health Tutors we can facilitate mentorship programs where students with more experience help guide newcomers, fostering a sense of community. The feedback has prompted me to reflect on how we can strengthen the connection between our department mission and the overall College mission statement. One of the key areas where we align with the College mission is through our established clinical partnerships. These partnerships play a crucial role in providing real-world experience for our students, and they are an essential part of the certificates and degree programs we offer. Our partners recognize that the DeAnza College Health Technologies program offers high-quality education and training.

As we work to develop the Medical Scribe certificate, we will continue to build on these strong relationships. We are committed to expanding our clinical partnerships further, and we plan to identify one or two additional externship sites for the Medical Scribe program once it is created. This will not only enhance the quality of our programs but also ensure that our students have access to relevant, hands-on training that aligns with both our department and the College's mission to provide excellent, career-oriented education.

2. Describe any changes or updates that have occurred since you last submitted program review (comprehensive program review [submissions](#))

Since our last comprehensive program review submission, we have implemented a few significant changes and updates. One of the main changes is that we have started inputting several courses into Elumen that will be offered as Non-Credit. This transition allows us to expand our course offerings and better meet the needs of students seeking flexible learning options. Additionally, we have begun splitting our Lab Assisting certificate into two distinct certificates. This change aims to provide students with more focused and specialized pathways, thereby offering them greater flexibility and more targeted opportunities in the job market. By doing so, we believe students will have improved prospects for employment, as they can choose a certificate that aligns more closely with their career goals. In addition to the changes mentioned earlier, I have also started to develop a Medical Scribe program. I am in the process of putting together the necessary courses for this program and plan to complete the Adobe Form for a new program, aiming for it to become effective as soon as possible. As part of this initiative, I will also need to explore and identify potential externship sites for students to gain practical experience in the field. This new program will provide

valuable career opportunities in the healthcare sector, further diversifying our offerings and meeting the needs of students pursuing this in-demand profession.

The introduction of the Medical Scribe program is expected to significantly increase our enrollment. By offering a new, in-demand program with clear career prospects in the healthcare industry, we will attract more students who are interested in pursuing a career as a Medical Scribe. Additionally, the hands-on externship opportunities will provide valuable real-world experience, making the program even more appealing to prospective students. This expansion of our program offerings will not only contribute to student success but also help grow our overall enrollment numbers.

We have also established a new partnership with DeAnza College Health Services, which will significantly enhance the visibility of our program. Through this partnership, our phlebotomy class will have the opportunity to draw blood from students across campus. This hands-on experience not only provides valuable practice for our phlebotomy students but also exposes the broader campus community to the range of skills and career opportunities available in our Health Technologies programs. By offering such practical, visible services, we anticipate increased interest in our courses and certificates, which could lead to greater enrollment and a stronger connection between our department and the college community.

3. Provide a summary of the progress you have made on the goals identified in your last program review (as included in the comprehensive program review).

In terms of progress on the goals identified in our last program review, we have made significant strides:

1. **Course Numbers and Elumen Workflow:** The new course numbers have been issued by the curriculum department, which is a key milestone. Additionally, Elumen has now opened for us to begin inputting our workflow. As a result, we are currently in the process of inputting all of our noncredit courses into Elumen, which will help streamline our course offerings and ensure we're in compliance with all tracking and reporting requirements.
2. **EKG Technician Certificate:** I have submitted the new program form for the EKG Technician Certificate, and I am now awaiting approval from the curriculum department. Once we receive approval, we will follow any additional instructions to move forward with the program's development and implementation.

These actions represent meaningful steps toward achieving the goals set in our last program review, and we are continuing to make progress as we move forward with course and program updates.

4. If your goals are changing, use this space to provide rationale, or background information, for any new goals and resource requests that you'll be submitting that were not included in your last program review.

Our goals have not changed from the previous program review; however, we do have a new goal related to the development of the Medical Scribe program. This new program will provide an additional pathway for students interested in pursuing a career in healthcare, and we see it as a valuable opportunity to expand our offerings.

As we begin this new initiative, we will be focused on putting together the required courses, completing the necessary paperwork for program approval, and identifying externship sites for student hands-on experience. This new goal aligns with our ongoing mission to offer relevant, career-oriented programs that meet the needs of our students and the healthcare industry.

In terms of resource requests, we may need to seek additional support for externship site development, marketing the new program, and any materials or faculty required to launch the Medical Scribe program successfully. This will ensure that we can provide a comprehensive, high-quality experience for students.

5 Describe the impact to date of previously requested resources (personnel and instructional equipment) including both requests that were approved and were not approved. What impact have these resources had on your program/department/office and measures of student success or client satisfaction? What have you been able to and unable to accomplish due to resource requests that were approved or not approved?

We have been fortunate to receive support through Perkins and SWP funding, which has significantly impacted our program and contributed to student success. The resources provided have allowed us to offer key services and improve our overall educational experience.

Specifically:

**1. Personnel Resources:**

- **One-on-One Class Assistance:** The availability of personnel for one-on-one class assistance has been invaluable, particularly for students who may need additional support in mastering specific concepts or skills. This personalized attention has improved student engagement and understanding, particularly for those who might be struggling with the curriculum.
- **Tutoring for Clinical Procedures Students:** We have been able to provide tutoring for Clinical Procedures students, which has helped them gain confidence and improve their performance in practical skills. This additional support has been especially beneficial for students who may face challenges balancing coursework with other responsibilities.
- **Certified Phlebotomist Assistants:** The presence of Certified Phlebotomist assistants in our phlebotomy labs has enhanced the hands-on learning experience, allowing students to receive expert guidance and feedback as they develop their skills. This direct interaction with professionals in the field helps students feel more prepared and confident when they move into externship settings.

**2. Instructional Equipment and Supplies:**

- The resources allocated for purchasing instructional supplies have allowed us to stock enough materials for all of our lab classes. This has ensured that students have access to the tools and equipment they need for hands-on practice, which is crucial for their success in both the classroom and in future externships.
- However, while we have been able to purchase sufficient supplies, the rising costs of these materials have posed challenges. We will need to plan for ongoing adjustments in budgeting to ensure that we can continue to provide the necessary resources for our students' success.

Overall, the resources we have received have had a positive impact on our program and student outcomes, but continued support will be essential for sustaining and growing these successes.

6. How have these resources (or lack of resources) specifically affected disproportionately impacted students/clients?

The resources we have received have been essential in addressing the needs of disproportionately impacted students, particularly those who require additional support to succeed. However, there are areas where the lack of resources could disproportionately affect these students:

1. **One-on-One Tutoring:** Disproportionately impacted students often need more individualized attention to master challenging material. Without the resources to hire additional tutors or Teaching Assistants (TAs), it would be difficult to provide this necessary support. This could result in these students falling behind, as they may not have the opportunity to receive the targeted help they need to succeed in their courses.
2. **Phlebotomy Assistants:** For our phlebotomy students, having Certified Phlebotomist assistants in the lab is critical to providing hands-on support. Disproportionately impacted students, who may not have had as much access to healthcare experiences or resources in the past, could benefit greatly from this direct assistance. If we were unable to secure phlebotomy assistants due to limited resources, these students could miss out on valuable guidance and experience, potentially affecting their readiness for externships and the workforce.
3. **Lab Supplies:** Having enough lab supplies is crucial for all students, but especially for those from disproportionately impacted backgrounds who may not have access to the same resources outside of the classroom. Adequate supplies ensure that all students, regardless of their background, can actively participate in lab work and practice essential skills. Without these resources, students would be at a disadvantage in mastering the hands-on techniques required for their future careers.

In summary, the lack of necessary resources such as tutors, assistants, and lab supplies would disproportionately affect students who already face barriers to success. These students are in greater need of support, and without adequate resources, they may struggle to keep up with their peers, affecting their overall academic success and future career opportunities.

7. Refer back to your Comprehensive Program Review under the section titled Assessment Cycle as well as the SLO website (<https://www.deanza.edu/slo/>) for instructional programs. In the table below provide a brief summary of one learning outcome, the method of assessment used to assess the outcome, a summary of the assessment results, a reflection on the assessment results, and strategies your area has or plans to implement to improve student success and equity. If your area has not undergone an assessment cycle, please do so before completing the table below.

**Table 1. Reflection on Learning Outcomes (SLO, AUO, SSLO)**

Learning Outcome (SLO, AUO, SSLO)	Illustrate the word components of Medical Terminology.
Method of Assessment of Learning Outcome (please elaborate)	Exam-Course Test/Quiz -It is an online asynchronous course.
Summary of Assessment Results	Number of students exceeding expectations with an A is 24/56. Number of students meeting expectations with a B is 19/56. Number of students approaching expectations with a C is 8/56. Students not meeting expectations 5 with 9 dropping or withdrawing.
Reflection on Results	24/56 students received A's and performed successfully. Passing scores is 70% and above. I am pleased that 51/56 passed the course.
Strategies Implemented or Plan to be Implemented (aka: enhancements)	Overall, I am pleased with the results. I will take earlier steps to reach out to individuals who were not performing well and connect them with Connect Support Services for help.

Done? Please email this form to your dean/manager.

8. Dean Manager Comments:

The HTEC department is a single FT faculty department. It is a very popular CTE program that provides training in areas like phlebotomy, medical assisting, medical records and billing, EKG, insurance and coding, medical reception and lab assisting. Our students complete externships at various clinical sites throughout the Bay area and are often hired by the same sites.

We are grateful for the resources we get through the CTE department that provide us with the supplies – needles, syringes, cotton swabs, alcohol pads, leads etc. as well as equipment – phlebotomy chairs, EKG machines, weighing scales etc. as well as personnel through TEAs (usually graduates of the program) who return to demonstrate techniques in the lab, tutor, and perform other needed duties.