# Substantive Change Proposal

Approval of the Pharmacy Technician Program

**Submitted to:**

Accrediting Commission for Community and Junior Colleges

Western Association of Schools and Colleges

**Submitted by:**

Dr. Omar Torres, Assistant Superintendent/Vice President, Instruction

Accreditation Liaison Officer

Santa Clarita Community College District

College of the Canyons

26455 Rockwell Canyon Road

Santa Clarita, CA 91355

# Substantive Change Application
## New Program

**Directions**:  Complete each section, keeping narratives concise and direct. Should you have any questions, please contact substantivechange@accjc.org and we will be happy to assist you.

This application must be submitted *at least* 30 days prior to the anticipated start date of the change.  Once the application has been submitted, ACCJC will invoice your institution for the appropriate fee. Applications must be complete, and the required fees received in order to be scheduled for review.

Email completed application to substantivechange@accjc.org.

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| **Title of degree:** | Pharmacy Technology A.S. Degree and Certificate of Achievement |
| **Type of degree** | Associate of Science/Certificate of Achievement |
| **Anticipated start date:** | August 25, 2025 (Fall 2025) |

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| **Institution name:** | Santa Clarita Community College District/College of the Canyons |
| **Address:** | 26455 Rockwell Canyon Road, Santa Clarita, CA 91355 |
| **ALO name:** Dr. Omar Torres | **Phone:** 661-362-3410    **Email:** omar.torres@canyons.edu |

It is the institution's responsibility to demonstrate the effect of a substantive change on the quality, integrity, capacity, and effectiveness of the total institution. The substantive change process requires evidence of institutional planning, resource commitment to the proposed change, and evidence that following the change, the institution continues to meet the Eligibility Requirements, Accreditation Standards and Commission policies. References to the Accreditation Standards are intended to help provide the institution with a framework for its response, and along with the required documentation, align with federal regulations for accreditation standards. Your thorough responses to the questions below and submission of required documentation will assist ACCJC in making its determination.

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| **Describe how the degree is consistent with the mission of the institution** (*Standard 1.1*). |
| The mission statement[1] for the Santa Clarita Community College District states:<br><br>*College of the Canyons delivers an accessible, holistic education for students to earn associate degrees, certificates, and credentials, to prepare for transfer, and to attain workforce skills. The College champions diversity, equity, inclusion, and global responsibility, while providing clear pathways in an engaging, supportive environment where all students can successfully achieve their educational goals.* |

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[1] BP 1200: Mission Statement

As initially noted in the 2022-2027 Educational and Facilities Master Plan,[2] the College desired to formulate a new Pharmacy Technician program and worked to hire industry expertise to support its faculty champions in formulation of this new program. The A.S. Degree[3] and Certificate of Achievement[4] in Pharmacy Technician prepare students for entry-level pharmacy technician positions in various pharmacy settings. Students gain knowledge and skills in pharmacology, pharmacy calculations, sterile and non-sterile compounding, and retail and institutional pharmacy operations through classroom instruction and simulation lab. The program includes a required externship to provide practical experience in a pharmacy environment. Upon successful completion, students are qualified to apply for a California Pharmacy Technician license and sit for the Pharmacy Technician Certification Exam (PTCE) to earn the Certified Pharmacy Technician (CPhT) credential. Input received from the local community hospital[5] as well as members of the advisory board[6] strongly supported the formulation of this new program as an alternative option for healthcare students, based on labor market data[7] and need for programming beyond the College's already approved Nursing, Medical Laboratory Technician, Clinical Laboratory Scientist (Lecture), Emergency Medical Technician, Physical Therapist Assistant, and Occupational Therapy Assistant programs.

The Pharmacy Technician program was subsequently approved by the local Curriculum Committee,[8] Academic Senate,[9] Board of Trustees,[10] and submitted to the State Chancellor's Office for final degree[11] and certificate of achievement[12] approval.

**Describe how the degree will be integrated into the institution's regular review of relevant and meaningfully disaggregated data to evaluate its progress and inform plans for improvement and innovation** (*Standard 1.3*).

College of the Canyons has a well-established board policy (BP 4021)[13] and administrative procedure (AP 4021)[14] on Program Viability – Initiation, Modification, Discontinuance, and Revitalization.  This procedure requires that any new program initiation be deemed a "pilot" for a period consisting of three regular reporting updates and evaluations to ensure the integrity of the proposed new program. Three status reports must be provided to the College's Academic Senate at the conclusion of established benchmarks for the new program's existence through the Program Viability Committee. The original proposing author overseeing the program shall present the three status reports to the Academic Senate via its Program Viability Committee. The content of the status reports shall correlate to the nature and context of the original proposal and the program content's historical existence on campus (where applicable). The first report shall be an informational status update to include evidence of the program's growth, success and challenges to date. The second report shall quantify the original proposal's projections that were included in the quantitative and qualitative evidentiary requests noted in the administrative procedure, addressing items such as:

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[2] Educational and Facilities Master Plan 2022 – 2027
[3] Associate of Science in Pharmacy Technician program
[4] Certificate of Achievement in Pharmacy Technician program
[5] Letter of Support from Community Hospital
[6] Advisory Board meeting minutes
[7] Labor Market Data by SCCRC Centers of Excellence
[8] Curriculum Committee Approval
[9] Academic Senate Approval
[10] Board of Trustees Approval
[11] CCCCO Approval of A.S. Degree in Pharmacy Technician
[12] CCCCO Approval of Certificate of Achievement in Pharmacy Technician
[13] BP 4021: Program Viability – Initiation, Modification, Discontinuance and Revitalization
[14] AP 4021: Program Viability – Initiation, Modification, Discontinuance and Revitalization

- Enrollment trends
- Projected demand
- Frequency of course section offerings and implementation of new courses timeline
- Term-to-term student persistence
- Student completion rates
- Productivity (WSCH/FTEF)
- Success rates on associated licensure exam(s)
- Regional Labor Market Data demand
- Ongoing Career Education Advisory Committee support demonstration
- DEIAA (Diversity, Equity, Inclusion, Accessibility, Antiracism) considerations
- Results from student evaluations
- Articulation implications
- Relationship to Strategic and Master Plans
- Ability for the College to absorb/institutionalize campus instructional and support services without significantly diminishing the effectiveness of existing services and increasing workload detrimentally

The second report shall also include a substantiated projection as to the program's likelihood for sustainable success by the end of its final report time period. The third (and final) status report shall also include a substantiated projection as to the program's immediate institutional sustainability.

In addition, students of the Pharmacy Technician program will also be anonymously evaluated via survey through the College's Institutional Research Department. The purpose of these surveys is to validate the overall student experience, considering their reflections on the in-person and virtual classrooms, access to out-of-class resources through the Library and Learning Resources, perspectives on specific topics addressed in the lower division coursework, and input to teaching faculty focused on pedagogy, content knowledge, and organization of presentation and activities.

Finally, faculty as well as administrators and staff have the ability to disaggregate department data such as success and retention through various available Tableau Visualizations[15] available through the Office of Institutional Research, Planning, and Institutional Effectiveness. Analyses at the program, course, and even section level can be accomplished to measure for any unintended disproportionate impact and informs department planning to help promote intervention strategies to better support students, allocate appropriate services, and stimulate innovation and department evolution.

**Describe how the degree reflects appropriate breadth, depth, and expected learning outcomes** (*Standard 2.1 and 2.2*).

The Pharmacy Technology program prepares students for entry-level pharmacy technician positions in various pharmacy settings. Students gain knowledge and skills in pharmacology, pharmacy calculations, sterile and non-sterile compounding, and retail and institutional pharmacy operations through classroom instruction and simulation lab. The program includes a required externship to provide practical experience in a pharmacy environment. Upon successful completion, students are qualified to apply for a California Pharmacy Technician license and sit for the Pharmacy Technician Certification Exam (PTCE) to earn the Certified Pharmacy Technician (CPhT) credential. This program will be submitted for national accreditation by the American Society of Health-System Pharmacists

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[15] Tableau Data Visualizations

(ASHP) and Accreditation Council for Pharmacy Education (ACPE). Externship requires background checks, drug screenings, physical exams, immunization records, TB tests, and CPR certifications; specific sites may have additional requirements.

Required Courses (Total 18) – Complete all of the following:

- PHRMTEC101 - Introduction to Pharmacy Technology (3 units)
- PHRMTEC102 - Pharmacy Calculations (3 units)
- PHRMTEC103 - Pharmacology & Therapeutics for Pharmacy Technicians (3 units)
- PHRMTEC104 - Community Pharmacy Operations (2.5 units)
- PHRMTEC104L - Community Pharmacy Lab (1 unit)
- PHRMTEC106 - Institutional Pharmacy Practice (2 units)
- PHRMTEC106L - Institutional Pharmacy and Sterile Compounding Lab (1 unit)
- PHRMTEC108 - Pharmacy Clinical Experience (2.5 units)

Students have options that can be completed to satisfy the General Education portion of the degree requirements.

The program learning outcome for the Pharmacy Technician program states that student completers will demonstrate proficiency in the core skills and knowledge required for entry-level employment as a pharmacy technician in various pharmacy settings.

**Describe how courses in the degree will be scheduled to ensure completion in the expected period of time** (*Standard 2.5*)**.**

Students in the Pharmacy Technician program will be able to complete the entire major preparation coursework in one year during the fall and spring semesters.[16] Specifically, students will be able to enroll in:

Fall Semester
- PHRMTEC101 - Introduction to Pharmacy Technology (3 units)
- PHRMTEC102 - Pharmacy Calculations (3 units)
- PHRMTEC103 - Pharmacology & Therapeutics for Pharmacy Technicians (3 units)
- PHRMTEC104 - Community Pharmacy Operations (2.5 units)
- PHRMTEC104L - Community Pharmacy Lab (1 unit)

Spring Semester
- PHRMTEC106 - Institutional Pharmacy Practice (2 units)
- PHRMTEC106L - Institutional Pharmacy and Sterile Compounding Lab (1 unit)
- PHRMTEC108 - Pharmacy Clinical Experience (2.5 units)

Degree completers will also have the opportunity to take their general education courses in a multitude of modalities (e.g., in-person, online asynchronous, online synchronous, hyflex) through the fall and spring semesters as well as winter and summer intersessions.

**Describe how the institution designs and delivers equitable and effective services and programs *(e.g., counseling, advising, tutoring, library, etc.)* that support students in the degree** (*Standard 2.7*)**.**

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[16] Scheduling Sequence for Pharmacy Technician Program

The College supports student learning and achievement by providing library, tutoring through its learning center, counseling, advising, financial aid, and more to students through personnel responsible for student learning and support, regardless of location. Learning support services include, but are not limited to: library collections, tutoring, learning centers, computer laboratories, learning technology, and ongoing instruction for users of library and other learning support services. Many of these services are now offered both in-person as well as virtually, recognizing that our society is forever changed as a result of the 2020 pandemic.

The Library[17] and The Learning Center (TLC)[18] at the College are well positioned to meet the needs of students enrolled in the various Pharmacy Technician courses. Through the TLC, students have access to free online tutoring offered during the day, in the afternoon, into the evening, and on the weekend in addition to traditional in-person tutoring during these times, both as a drop-in and through appointment. These services also include supplemental classroom instruction through faculty-designed directed learning activities that help students reach their educational goals.

The College has planning processes to ensure quality programs continuously improve. Each course must meet standards developed by the College faculty to ensure student achievement of learning outcomes and competencies in alignment with expectations published by the College's Curriculum Committee Handbook.[19] Each course to be offered as part of the Pharmacy Technician program will have approved student learning outcomes, instructional methods, and assessment methods established in the official Course Outline of Record and approved by the Curriculum Committee, Academic Senate, and, ultimately, the SCCCD Board of Trustees. The faculty assigned to the various courses will be responsible for ensuring assessment of the student learning outcomes for these courses. This assessment is verified through input into the eLumen assessment module and reviewed by faculty coordinators. All courses offered throughout the District also have syllabi as required. Syllabi include course descriptions, student learning outcomes from the official Course Outline of Records, policies, grading systems, available student support resources, and schedules. Syllabi often include academic honesty statements which make it clear to students that neither plagiarism nor cheating will be tolerated. The College also provides year-round professional development to all its faculty as related to best practices associated with pedagogy, andragogy, and all instructional teaching modalities (including virtual) to address anticipated student and instructional delivery needs. In addition, categorical funding available through Perkins and the Strong Workforce Program also allow faculty to attend conferences specific to their career technical education disciplines as part of their ongoing professional development.

The College's Board policies and administrative regulations clearly convey its commitment to the pursuit and dissemination of knowledge, regardless of modality or location. As outlined in the College's current Strategic Plan,[20] the College's mission, vision, values, and goals communicate its institutional worldviews and beliefs. The College maintains an institutional culture in which intellectual freedom exists; policies set by the Board of Trustees explicitly address academic freedom. SCCCD Board Policy 4030[21] states adoption of the definition of academic freedom provided by the 1940 Statement of Principles on Academic Freedom and Tenure, which declares that "academic

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[17] Library website
[18] The Learning Center website
[19] Curriculum Committee Handbook
[20] Strategic Plan 2023 – 2026
[21] BP 4030: Academic Freedom

freedom is the freedom to teach, both in and outside the classroom, to conduct research and to publish the results of those investigations, and to address any matter of institutional policy or action whether or not as a member of an agency of institutional governance." Academic freedom extends to all those teaching and learning within the College and will be applied just as equally towards those served by this Pharmacy Technician program.

The institution also has a responsibility to assure equitable access to all students by providing appropriate, comprehensive, and reliable student services regardless of the service location. The College meets this standard through a robust array of services offered both in-person and virtually through asynchronous and synchronous methods using video conferencing software (Zoom). At College of the Canyons, orientation, admissions, financial aid, assessment, advising, and educational planning services are provided by student services personnel in both credit and noncredit offices. Special services are offered regularly, both virtually and in-person, such as financial aid workshops, Virtual Job Fairs, Open Houses, College Nights, career exploration workshops, etc. Students enrolled in the Pharmacy Technician program will have full and equitable access to support services at the College.   Additionally, students will have resources to access job preparation, interview, and other comprehensive employment coordination services available through the College's Employment Center.[22]

Publications outlining available instructional and student support services are available on the College website and include but are not limited to the Schedule of Classes, the College Catalog, and the Student Conduct Code Handbook. The College published and prominently placed a Student Resource Guide[23] on the website that outlines 40 services available to all students, regardless of the type of courses and level of programs.

Using the MyCanyons (Colleague) system, which is one click away from the homepage, all students can access email, begin an online orientation, apply for admission, register for classes, access the college calendar, access financial aid, access or request academic records and official transcripts, set up counseling appointments, and much more.  College of the Canyons current student support services are able to provide ample support to the students of the Pharmacy Technician program in support of their success. The student support services personnel will coordinate with the Health Professions personnel, much like our other existing healthcare programs such as Nursing, to ensure students have all necessary support services while in the Pharmacy Technician program.

**Describe how the institution systematically reviews and assesses the degree to ensure quality and implement improvements and innovations in support of equitable student achievement** (*Standard 2.9*)**.**

A separate academic program review is set up for the Pharmacy Technician program.[24] The College hosts annual updates to its program reviews on a three-year cycle, where year one features the start of the new cycle, accompanied by updates in years two and three.  Faculty and administrators make annual updates to the budget via budget augmentation requests, and various evaluation prompts are noted throughout the program review that provide an opportunity for reflection, appreciative inquiry, and continuous quality improvement of the College's programs and services.

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[22] Employment Center website
[23] Student Resource Guide
[24] Pharmacy Technician Program Review 2023-2024

Curriculum, degrees, and certificates are reviewed at least every five years per the College's curricular review process, and career technical education programs are reviewed every two years, including annual Program Review as well as annual Advisory Board meetings to ensure compliance with federal Carl D. Perkins regulations and statewide Strong Workforce Program requirements.

Finally, the College works diligently to ensure that external funding is procured through grants, federal and state appropriations, Foundation support, and other external means to support program innovation and enhancement. For example, as part of the Budget Act of 2023, the College was able to successfully obtain $1 million to support a simulation-based training lab and equipment to support our emerging allied health programs such as Pharmacy Technician, ensuring that students have access to the latest emerging technologies so that they can seamlessly transition into the workforce.[25]

**Describe how the institution employs qualified faculty, staff, administrators, and other personnel to support and sustain the degree** (*Standard 3.1*).

The College assures the integrity and quality of its programs and services by employing administrators, faculty, and staff who are qualified by appropriate education, training, and experience to provide and support all programs and services. The Board of Trustees and the Santa Clarita Community College District have established guidelines on selecting appropriate personnel needed to meet the College's mission and student needs.[26] Staffing for administrative support is addressed in short- and long-range District planning.[27, 28, 29, 30] Requests for new personnel are reviewed and evaluated by the appropriate academic or classified staffing committees, Executive Cabinet members, and the Human Resources Office.

The College of the Canyons Pharmacy Technician Program currently has hired a full-time faculty who will serve as Program Director and will also be teaching in the program. This full-time faculty member will be involved in instruction, curriculum, and on-going program development. In addition, various adjunct faculty members are currently in the process of being hired as the College prepares for the premiere of this new program in Fall 2025. All instructors must meet minimum qualifications in their disciplines and be Board-approved. Similarly, all staff and managers/administrators are evaluated systematically and at stated intervals. College of the Canyons has developed a proven practice for assessing personnel. For example, faculty working in the new degree and certificate program will be evaluated according to this practice and as outlined in the respective collective bargaining agreements for full-time[31] and part-time[32] faculty for both peer evaluation and student evaluation.

The Pharmacy Technician program is a member of the College's School of Health Professions and Public Safety, which is supported by dedicated staff consisting of two full-time coordinators, one full-time administrative assistant, two permanent part-time staff members, and one part-time hourly employee. These staff members support with program applications, notification of student acceptances into the program, coordination and communications related to the annual application review process, and coordination of program resources and marketing.

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[25] State Appropriation Approval Letter
[26] BP 7120: Recruitment and Selection
[27] AP 7120A: Hiring Procedures – Contract Faculty (Tenure-Track)
[28] AP 7120B: Hiring Procedures – Educational Administrators
[29] AP 7120C: Hiring Procedures – Classified Administrators
[30] AP 7120D: Recruitment and Selection of Classified Employees
[31] COCFA contract for full-time faculty
[32] AFT contract for part-time faculty

All College of the Canyons personnel are provided with orientation, oversight, and professional development.  The District provides orientation for all employees through the Office of Instruction. The Office of Instruction provides training to all adjunct faculty hired by the District before the start of the Fall and Spring terms.[33]  Full-time faculty are provided an intensive orientation led by faculty coordinators of the Center for Excellence in Teaching and Learning (CETL) in conjunction with the Academic Senate.[34] The Office of Instruction offers both a Fall and a Spring convocation to address instructional practices, pedagogy, and andragogy.[35] Hundreds of workshops and professional development opportunities are available to all faculty throughout the year and full-time faculty are compensated to complete 40 hours of these "FLEX" activities each academic year which align with department goals.[36] These professional development opportunities help College faculty continually develop and improve their capabilities as educators as well as maintain currency in their respective professional fields. In addition, categorical funding available through Perkins and the Strong Workforce Program also allow faculty to attend conferences specific to their career technical education disciplines as part of their ongoing professional development.

**Describe the institution's fiscal resources to support and sustain the degree** (*Standard 3.4*).

College of the Canyons demonstrates its ability to fully support and sustain student learning programs and services while improving institutional effectiveness through its proactive approach to identifying funding, developed in response to student and community needs. Financial resources are sufficient to support and sustain student learning programs and services and improve institutional effectiveness. Funds are distributed in support of the development, maintenance, improvement, and enhancement of programs and services by integrating financial resources with institutional planning through Annual Program Review.

Funding for the Pharmacy Technician program has already been allocated in preparation for the current 2024-2025 academic school year through a combination of district general fund and Measure E bond monies.  Specifically, the District has secured two dedicated laboratory classrooms and a lecture space on the Canyon Country Campus along with $86,433 to support the purchase of instructional equipment,[37] $25,600 for non-instructional equipment,[38] and $27,350 for non-equipment[39] expenditures such as instructional supplies, media materials, textbooks, software, contract services, and faculty professional development in support of the Pharmacy Technician program that is scheduled to premiere in Fall 2025.

**Describe the institution's physical resources including, if applicable, equipment and supplies, to support and sustain the degree** (*Standard 3.8*).

The Santa Clarita Community College District has secured two dedicated laboratory classrooms and a lecture space on the Canyon Country Campus, along with a $1 million state appropriation to support a simulation-based training lab and equipment to support enhancement of clinical skills for the College's various health profession disciplines, including Pharmacy Technician students, on the Valencia campus, ensuring that students have access to the latest emerging technologies such as

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[33] Adjunct Orientation
[34] New Faculty Orientation
[35] Convocation Fall 2023
[36] Professional Development Fall 2024
[37] Funded Instructional Equipment for Pharmacy Technician program
[38] Funded Non-Instructional Equipment for Pharmacy Technician program
[39] Funded Non-Equipment Items for Pharmacy Technician program

virtual reality, augmented reality, and the implementation of automated dispensing system simulations, so that students can seamlessly transition into the workforce. This coupled with the encumbered investment of $139,383 of equipment, technology, and non-equipment items (noted above) will fully support the Pharmacy Technician program for years to follow. In addition, the College is in the process of submitting an additional federal appropriations request that would support the procurement of additional equipment through the Department of Agriculture, which oversees the FDA and is known to occasionally known to fund programs related to pharmacies, in addition to submitting an earmark request through the Department of Education.[40] Whether the latter opportunities are realized or not, the College has already invested considerably in the anticipated future success of this new program.

**Describe how the institution's technology resources support and sustain the degree** (*Standard 3.9*).

College of the Canyons' technology infrastructure is well positioned to support the Pharmacy Technician program. The College's facilities offer state-of-the-art technology to support effective teaching and learning for all programs and services. Computer hardware used in the course of instruction and supplemental learning activities are replaced on a regular basis to ensure compatibility with required curriculum. Software licenses are renewed annually to maintain currency with versions necessary to support the course and provide relevant preparation for enrolled students. The College maintains a ten gigabit redundant connection to the Internet to facilitate access to resources on the web with a robust local area network to support connectivity across the campus. Technology needs for these programs are provided through the College's Information Technology department, affording the College the opportunity to understand the technical support needs of our lower division and baccalaureate programs.

As previously noted, the College has already committed to allocating $112,033 in support of technology/equipment to support the emerging Pharmacy Technician program beginning Fall 2025. In addition, as part of the Budget Act of 2023, the College was able to successfully obtain $1 million to support a simulation-based training lab and equipment to support our emerging allied health programs such as Pharmacy Technician, ensuring that students have access to the latest emerging technologies so that they can seamlessly transition into the workforce. The College is well positioned to ensure that proper resources are allocated to this new program to ensure its continued successes while actively seeking additional funding to ensure that the program remains contemporary as technology evolves.

**Describe how the institution's decision-making structures support innovation and equitable student outcomes for the degree** (*Standard 4.3*).

The College encourages and promotes innovative approaches to new program creation and equitable student outcomes through its governance structure and adherence to Assembly Bill 1725 (CA 1989) as outlined in its Decision Making Guide governance handbook.[41] An open and inclusive organizational structure that enables faculty, staff, students, and administrators to participate in collegial consultation exists throughout the District allowing for participation in decision making that ultimately allows for the deployment of plans into action. The College's organizational effectiveness is rooted in its strategic planning focus on enhancing access, engagement and success for our students. The College designs the organizational structure with a flexible approach that encourages the development of professional and productive relationships while striving to enhance the capacity of

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[40] Federal Appropriations Proposal for Pharmacy Technician program
[41] Decision Making Guide

our human resources to foster participation and input to the decision-making processes of the district while seizing opportunities as they present themselves. Student learning is the College's focus, and decision making is guided by the philosophy that diverse perspectives lead to better choices. In view of this, community, faculty, and student input are regularly sought and accepted.

Decision making and governance at the College are guided by key beliefs:
- Institutional direction is driven by information received from staff, students and the community and that helps us deliver a clear vision for our future;
- All employees should have a clear understanding of how they are connected to the decision-making processes;
- It is important to achieve a balance of decentralized and centralized decision making that is coordinated between parts of the college community;
- Dynamic and continuous organizational improvement must be supported through fine-tuning and adjusting our structure and accountability processes by continually evaluating and redesigning what we do;
- In the importance of being flexible, responsive, and implementing contingency plans to adjust to changing environments and ambiguous circumstances;
- In using "common sense" to guide what we do;
- In communicating accurately, respectfully, and in context;
- In ensuring that our structures enhance our ability to maximize opportunities;
- We can seize the opportunity to define, explore and respond to emerging new developments and unforeseen challenges as they arise;
- We are capable of welcoming and making the most of opportunities, whether they are unexpected or planned; and
- It is important to seek input from members of the college and community in the development of policy, curriculum, and program development.

As demonstrated through an integrated planning model, planning is driven by the College's Mission, Vision, Values and Philosophy. The mission paves the way for the Strategic Plan, which is the primary planning document for the institution. The Strategic Plan identifies primary institutional focus goals (Access, Engagement, and Success in the current plan), as well as measurable objectives for each of the three goals. College committees, divisions, and key planning groups are then responsible for incorporating these goals and objectives into their planning efforts in order to help the institution achieve the strategic plan goals. The combined Educational & Facilities Master plan both informs and is informed by the Strategic Plan, containing detailed needs and projections from annual program planning, design, and review. Ongoing analysis, assessment, and improvement is facilitated by dialogue, use of data, and thoughtful connections between plans.

As illustrated by this conceptual model, College of the Canyons follows a comprehensive planning process to ensure its programs and services are aligned to meet the needs of the dynamic, growing, and technologically-emerging community within the Santa Clarita Valley. Organizational functions, based on the College's mission, vision, values, and strategic plan, ensure the quality, integrity, and effectiveness of all student learning programs. The College leadership encourages the development of teamwork among administrators, faculty, staff, and students. The College Planning Team (CPT), which is now co-chaired by the Superintendent-President and Vice President of Institutional Research, Planning, and Institutional Effectiveness, is the umbrella decision-making group, consisting of campus-wide representation that serves as the venue in which the campus collectively assesses, plans, and

evaluates how and in what ways the College is achieving its mission, purpose, and strategic goals. This group synthesizes and articulates the College's priorities based upon the planning activities of the academic, student services, technology, fiscal, human resources, and research and development departments, and also considers external community, state, and national factors that impact institutional planning. It promotes coordination among collegial consultation committees, ensures that policies and procedures are considered and discussed, and that goals, objectives, and action plans of other committees and work units are integrated into overall strategic planning and budgeting processes. Internal and external information sources, such as local workforce and economic trends, accreditation requirements, enrollment analyses, state policies, and program review data and recommendations, form the basis of department plans, which roll up into district-wide plans like the Educational & Facilities Master Plan and Technology Master Plan[42] governance documents. In addition, the College designs and builds classrooms, labs, and offices that will enable implementation of its Strategic Plan, Technology Master Plan, and Educational & Facilities Master Plan.

Planning at College of the Canyons is a loop of continuous feedback. The College regularly analyzes the results of its planning, and uses the data and outcomes to inform the development of future plans. In addition, working in concert with the Academic Senate and the Committee for Assessing Student Learning (CASL), results from student performance on course, program, and institutional-learning outcomes also inform program planning efforts. The College determines what worked, what did not, and adjusts to ensure continued efficiency and effectiveness in programs and services. District-wide plans also drive the budget development process. Individual college units develop their budget priorities in alignment with district-wide plans and program review. Those plans are reviewed by the President's Advisory Council – Budget (PAC-B), which then makes recommendations to the Superintendent-President. The Superintendent-President submits the budget to the Board of Trustees for final approval. Once the board has approved the budget, individual units move forward with their spending plans to achieve their goals. The College continues to engage in continuous quality improvement of all of its programs, where program data, including Key Performance Indicators, continue to be gathered and analyzed as part of the annual program review to assure quality and effectiveness. Advisory Board meetings are held annually to assess the impact of changes on workforce needs, emerging technologies, and how these impact the future of an existing, approved program. Through a participatory governance process that is led by faculty, the institution will continue to examine additional, future curriculum offerings for the Pharmacy Technician program and ensure that these are reviewed rigorously by the Curriculum Committee, Academic Senate, and the College's Office of Instruction to assure compliance with the Chancellor's Office guidelines, Education Code, Title 5 regulations, ACCJC, Department of Education, and program-specific external accreditation standards. Systematic participative process will continue to be used to assure effective discussion, planning, and implementation of improvement in practice, programs, and services for the new Pharmacy Technician program. Finally, the Board of Trustees is responsible for establishing policies to assure the quality, integrity, and effectiveness of all programs associated with the College. The Board maintains a comprehensive manual of policies governing all district operations. It is the Board's responsibility to evaluate, correct, and revise its policies as needed.

**Other**

**Describe any external approval process for the degree** *(state/federal approvals, etc.)*.

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[42] Technology Master Plan 2022 – 2027

This Pharmacy Technician program at College of the Canyons will be submitted for national accreditation by the American Society of Health-System Pharmacists (ASHP) and Accreditation Council for Pharmacy Education (ACPE). The College will also be submitting to the Pharmacy Technician Certification Board, an independent organization, for recognition.

**Required Documentation**

Provide a hyperlink or include documentation for each item below. Be sure to provide a clear, descriptive name for each document.

- Documentation of the institution's advertising and recruitment policies, demonstrating alignment with the *Policy on Institutional Advertising and Student Recruitment.*

  Most of the policy elements under Section A (Advertising, Publications, Promotional Literature) can be found in the College Catalog as well as the College website. Athletics recruitment, international student recruitment, and special admission of dual enrollment students can also be found on the College's website.

- Policies/processes for student complaints, demonstrating how the institution communicates process to students and handles complaints with due process.

  General Student Grievances (Board Policy 5532) and Grade Grievances (Board Policy 5533) policies are readily available for students to access on the College Catalog as well as the College website. In addition, input by students and the general public can be submitted through the College's Public Information Office contact page and through its accreditation website to ACCJC. The College also makes its policies on prohibition of harassment (Board Policy 3430) and prohibition of sexual harassment under Title IX (Board Policy on 3433) available to students and the public as well.

- Documentation of institution's implementation of the required components of the Title IV Program (if applicable), including:
    - Findings from any audits and program/other review activities by the U.S. Department of Education (ED) (Not applicable)
    - Evidence of timely corrective action taken in response to any Title IV audits or program reviews (Not applicable)
  See *Policy on Institutional Compliance with Title IV*

**Supporting Evidence**

**Please provide any evidence that supports the narrative above as separate files. Please link evidence where appropriate in the narrative. Do not embed evidence files into the application.**

1. BP 1200: Mission Statement
2. Educational and Facilities Master Plan 2022 – 2027
3. Associate of Science in Pharmacy Technician program
4. Certificate of Achievement in Pharmacy Technician program
5. Letter of Support from Community Hospital

6. [Advisory Board meeting minutes](#)
7. [Labor Market Data by SCCRC Centers of Excellence](#)
8. [Curriculum Committee Approval](#)
9. [Academic Senate Approval](#)
10. [Board of Trustees Approval](#)
11. [CCCCO Approval of A.S. Degree in Pharmacy Technician](#)
12. [CCCCO Approval of Certificate of Achievement in Pharmacy Technician](#)
13. [BP 4021: Program Viability – Initiation, Modification, Discontinuance and Revitalization](#)
14. [AP 4021: Program Viability – Initiation, Modification, Discontinuance and Revitalization](#)
15. [Tableau Data Visualizations](#)
16. [Scheduling Sequence for Pharmacy Technician Program](#)
17. [Library website](#)
18. [The Learning Center website](#)
19. [Curriculum Committee Handbook](#)
20. [Strategic Plan 2023 – 2026](#)
21. [BP 4030: Academic Freedom](#)
22. [Employment Center website](#)
23. [Student Resource Guide](#)
24. [Pharmacy Technician Program Review 2023-2024](#)
25. [State Appropriation Approval Letter](#)
26. [BP 7120: Recruitment and Selection](#)
27. [AP 7120A: Hiring Procedures – Contract Faculty (Tenure-Track)](#)
28. [AP 7120B: Hiring Procedures – Educational Administrators](#)
29. [AP 7120C: Hiring Procedures – Classified Administrators](#)
30. [AP 7120D: Recruitment and Selection of Classified Employees](#)
31. [COCFA contract for full-time faculty](#)
32. [AFT contract for part-time faculty](#)
33. [Adjunct Orientation](#)
34. [New Faculty Orientation](#)
35. [Convocation Fall 2023](#)
36. [Professional Development Fall 2024](#)
37. [Funded Instructional Equipment for Pharmacy Technician program](#)
38. [Funded Non-Instructional Equipment for Pharmacy Technician program](#)
39. [Funded Non-Equipment Items for Pharmacy Technician program](#)
40. [Federal Appropriations Proposal for Pharmacy Technician program](#)
41. [Decision Making Guide](#)
42. [Technology Master Plan 2022 – 2027](#)