Administrative Response to Program Review
Veterinary Technology Program
March 2017

On March 10, 2017, the Veterinary Technology SAC presented their Program Review findings to an audience of PCC administrators and others with an interest in the discipline. The presentation was informative and thought provoking. It provided an opportunity for engagement with those in attendance through an informative and interactive dialogue.

This Administrative Response will: A) note particular highlights of the Veterinary Technology Program and Program Review; B) provide observations and recommendations; and C) provide the administrative response to the SAC recommendations.

Noteworthy Efforts or Achievements

- Kudos for an excellent program review presentation. The presentation was engaging and demonstrated the commitment of the faculty and staff to student success and opportunity. It was well planned and balanced between faculty and staff. Thank you!
- American Veterinary Medical Association's Committee for Veterinary Technician Education and Activities (AVMA-CVTEA) full accreditation since 1992.
- Graduates excellent pass rate for PCC graduates of the Veterinary Technician National Examination (VTNE). (96% to 100% pass rate for graduates who have obtained the A.A.S. degree in Veterinary Technology.
- Use of VTNE sub scores to identify targets for continuous improvement even when overall and subscore achievement is already high.
- Emphasis on communication and teamwork, intentionally taught and reinforced throughout the program.
- To meet new AVMA-CVTEA accreditation requirements faculty and staff have created itemized check-lists for assessing and documenting the completion of essential skills by the students.
- Increased enrollment from 30 to 32 students in each cohort.
- Significant curriculum updates to improve student attainment of course outcomes.
- Active and effective advisory committee (received a positive review from the AVMA-CVTEA accreditor). In addition, the Vet Tech Club president (student) is an ex-officio member of the advisory committee.
- An active Vet Tech Club as recommended by the AVMA-CVTEA.
- Change in program pre-requisites and front-end advising to improve student success.
- Effective collaboration with staff to work on student retention including offering individual tutoring.
- Secured Perkins funding to create an Outreach Box, a marketing tool, to use during recruitment events with potential students.
- Faculty and staff are actively engaged in outreach activities at the Rock Creek campus and the local community.

- Excellent partnership with faculty, staff, Cooperative Education Staff and cooperative-education sites.
- Robust use of library services.
- Job placement for graduates is 100%.

Observations and Recommendations

Thank you for sharing the statistic of a 19% job growth for Certified Veterinary Technologists. We understand that the starting wage is lower than desired and support the work you are doing to advocate for higher wages. We appreciated the information about potential solutions. We also support the development of a 6-month certificate as changes in the field are made. We encourage you to consider other options for program expansion including additional CE courses as needed by the community.

Administrative Response to Veterinary Technology Recommendations

1. Digital Radiography Equipment. *We are aware of and support the need for the regular replacement of equipment, especially equipment that will be required by the program accreditation. Please work with your division dean to explore potential sources of funding. In addition, we recommend ensuring that the advisory committee is aware of the need for this equipment so that they can encourage donations to the program. Lastly, please continue working with the PCC Foundation in their efforts to develop funding for capital equipment.*

Additional Items Mentioned During Presentation:

2. Blood Machines (2 – 3 needed). *We support the need for the regular replacement of equipment, especially as older equipment becomes outdated. Please work with your division dean to identify resources to assist you with the updates.*

3. Medical Records Software (already purchased, but is not yet operational). *Several days following the program review, the operation of the Medical Records software was completed by the IT program. In the future, please feel free to reach out to the Division Dean or Dean of Instruction for an expedited process for equipment and technology concerns.*

Closing

In closing, we want to again thank the Veterinary Technology Faculty and staff for sharing the results of your program review with us. We enjoyed learning more about the discipline, your successes and plans for the future. We look forward to supporting your on-going work on continuous program improvement.

Administrative Response submitted by Cheryl L. Scott, on behalf of the Deans of Instruction and Dean of Academic Affairs.

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