Degrees and Certificates Agenda October 10, 2012 Sylvania TLC Conference Room 2pm to 4pm

Old Business:

Review June 6th, 2012 Minutes

Discussion Items:

EAC Chair Report

Curriculum Office Updates

Green Focus Award

Academic Standards and Practices:

A106, C100 and G303

New Business:

2:20 Revision: CAS/OS Web Assistant I Career Pathway: Amy Clubb:

Removing one course, decreasing credit total.

Revision: CAS/OS Web Assistant II Career Pathway: Amy Clubb:

Removing one course, decreasing credit total.

3:00 NEW: Basic Healthcare Informatics Assistant: Susan Lewis, CGCC

3:15 Revision: Dental Laboratory Technology Certificate: Josette Beach:

Change of one course requirement.

Revision: Dental Laboratory Technology AAS: Josette Beach:

Change of one course requirement.

3:30 NEW: MSD Customer Service Professional Career Pathway: Rebecca Robinson

NEW: MSD Customer Service Management Career Pathway: Rebecca Robinson

3:45 Revision: Emergency Medical Technician: Paramedic AAS: Mark Hornshuh

Course credit changes.

Consent Agenda:

No items.

Academic Standards and Practices

Associate Degrees -- Comprehensive Requirements

Students earning an associate degree from Portland Community College must successfully complete the Associate Degree Comprehensive Requirements listed below along with additional requirements for specific associate degrees. In addition, each degree requires Basic Competencies in Writing and Math. Competency requirements vary by associate degree. Please check the competency requirements for specific associate degrees.

Comprehensive Degree Requirements:

- 1. All candidates must earn a minimum of 90 credits which count towards an associate degree. Credit courses, numbered 100 or less, cannot be used to fulfill the 90 credit minimum requirement for the AAOT, AS, ASOT-BUS, AGS and AAS Degrees
- 2. Residency Requirement:
 - All candidates for a degree at Portland Community College must accumulate at least 30 quarter hours of satisfactory work at PCC to establish residency.
 - Twenty-four of the credits earned at PCC must apply to the specific associate degree requirements the student is pursuing.
 - Non-traditional credit, credit transferred from another institution or challenge credit cannot be used to establish the 30 quarter hour residency requirement and the student petition process may not be used to waive the residency requirement.
- 3. All candidates for a degree must have a 2.0 grade point average (C average) or higher.
 - A maximum of 12 credits of Cooperative Education courses may be applied to the degree.
 - A maximum of nine credits of 199 or 299 Experimental courses may be applied to the degree.
 - A maximum of 24 credits of English for Speakers of other Languages (ESOL) courses may be applied to the degree.
 - A maximum of 12 credits of SP 270 may be applied to associate degrees.
 - A maximum of 24 credits of "P" (Pass) grades will apply to any degree. Specific AAS degrees that deviate from this maximum will state the degree maximum in the degree requirements for the specific AAS degree.

Approved: January 2010

Revision: September 2011

C100

Comment [KC1]: This would be a new section – the Certificate material removed from G303

Comment [KC2]: Approved by District President

Comment [KC3]: This appears to have been added during catalog prep, equivalent to statement

in Comprehensive Requirements for Associate

May 17, 2012

Academic Standards and Practices

Certificates

Some career technical departments offer certificates ranging from 12-108 credits to students who complete the course of study with a minimum 2.0 grade point average. Specific courses required for each certificate program, including any General Education requirements, are listed under their appropriate programs in the Programs and Disciplines section of the catalog.

PCC courses approved to be repeated for credit other than Cooperative Education may only be applied once in meeting a PCC degree or certificate requirement. Students may take a course additional times for credit, if the course is so designated, but those additional credits may not be used toward fulfilling PCC certificate requirements. Certain CTE Program have exceptions to this requirement contact Programs for information.

Credit courses numbered below 100 cannot be used to fulfill the credit minimum requirements for certificates.

Please note the following requirements:

Two-year Certificate Requirements

- 1. At least 24 credits must be earned at PCC, 18 of which must apply to the certificate requirements. The final nine credits that apply to the certificate must be earned at PCC.
- 2. A maximum of 24 credits of Pass/No Pass Pr (Pass) grades will apply to any two year certificate. Specific two year certificates that deviate from this maximum will state their Pass/No Pass maximum in the requirements for the specific two year certificate.
- 3. A maximum of 12 credits of Cooperative Education courses may be applied to any two year certificate. Specific two year certificates that deviate from this maximum will state their cooperative education maximum up to 24 credits (12 per year) in the requirements for the specific two year certificate.
- 34. Only nine credits of 199 and 299 experimental courses apply.

One-year Certificate Requirement

- 1. At least 12 credits must be earned at PCC, nine of which must apply to the certificate requirements. The final nine credits that apply to the certificate must be earned at PCC.
- 2. A maximum of 12 credits of "P" (Pass) Pass/No Pass grades will apply to any one year certificate. Specific one year certificates that deviate from this maximum will state their Pass/No Pass maximum in the requirements for the specific one year certificate.
- 3. A maximum of 12 credits of Cooperative Education course may be applied to any one year certificate
- 4. Only nine credits of 199 and 299 experimental courses apply.

Comment [KC4]: Approved by District President Dec 15, 2011. (Somewhat edited from the memo, evidently during catalog prep)

Comment [KC5]: From the same memo

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February 2012

Less Than One Year Certificate Requirements

- 1. At least 6 credits must be earned at PCC, all of which must apply to the certificate requirements. The final six credits that apply to the certificate must be earned at PCC.
- 2. A maximum of 8 credits of "P" (Pass) Pass/No Pass grades will apply to any less than one year certificate. Specific less than one year certificates that deviate from this maximum will state their Pass/No Pass maximum in the requirements for that specific certificate.

3. Only nine credits of 199 and 299 experimental courses apply.

Comment [KC6]: This is not in the catalog version, but should be

Career Pathway Certificates

Career Pathway Certificates are short-term credentials (12-44 credits) which prepare individuals for entry-level employment within an occupational area. Career Pathway Certificates may be the first certificate a student earns while pursuing a certificate of greater length or an Associate of Applied Science (AAS) degree. Information about Career Pathways in specific areas of study can be found in the Programs and Disciplines section of the catalog under individual career technical programs. Based upon credit hours, career pathway certificates need to meet less than one year or one year certificate requirements.

Employment Skills Training

Some career technical departments offer the Employment Skills Training Certificate (EST). The EST is an individualized certificate ranging from 12-44 credits that prepares the student for a specific job. Students should contact the appropriate career technical department to find out whether the department offers the EST. A full description of the EST may be found in the Programs and Disciplines section of this catalog.

ASSOCIATE DEGREE REQUIREMENTS

See Handbook Sections, A102, A103, A104, A105 and A106

Approved: February 27, 2012 May 17, 2012

Effective: Spring 2012 Fall 2012

Comment [KC7]: This would no longer be necessary because the section is now just about Certificates, and the Associate Degrees have their own sections.

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Comment [KC1]: Revision to exiting section. Removes all of the Certificate information to a separate section.

Granting Degrees and Certificates

DEGREES AND CERTIFICATES

A complete listing of Portland Community College's degree and certificate programs and transfer disciplines may be found in the Programs and Disciplines section of the catalog.

To earn an associate degree or a certificate, students must meet the requirements in the catalog that is current when they earn their first credit(s) at PCC, unless they choose to meet the requirements of a later catalog. However, students who do not earn at least one PCC credit each academic year lose the right to meet the requirements of their original catalog. They must then meet requirements of the current catalog at the time they resume work on their degree or certificate at PCC, or a later catalog. If a student has not been consecutively enrolled (earning at least one credit per academic year) at the time of degree or certificate completion, he/she must meet the requirements of the most current catalog.

Students at Portland Community College will receive degrees and/or certificates based upon an institutional awarding standard. The college will grant degrees and/or certificates upon completion of requirements for the student's recorded program of study. Opting out of an institutional award requires completing the appropriate request through the graduation office. Multiple credentials may be institutionally awarded within a student's program of study. For details regarding this standard, see the graduation office website.

PCC may accept up to 16 credits of 300-400 level transfer coursework, provided it is equivalent to courses offered at PCC. Upper-division transfer coursework is evaluated at the request of the student or by Graduation staff if needed to satisfy graduation requirements. Only subject areas taught at PCC will be evaluated.

An edition of the catalog is valid for six academic years. However, some programs may impose shorter time limits on accepting credits for degree or certificate requirements.

Comment [KC2]: Approved by District President May 17, 2012. Is this the appropriate place to put it? (Was going to have its own section, but that seems silly. Seems to fit here...._

For CERTIFICAT ES REQUIREMENTS

See Handbook section C100

Some career technical departments offer certificates ranging from 12-108 credits to students who complete the course of study with a minimum 2.0 grade point average. Specific courses required for each certificate program, including any General Education requirements, are listed under their appropriate programs in the Programs and Disciplines section of the catalog.

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Please note the following requirements:

G303 Academic Standards and Practices Handbook

February 2012

Comment [KC3]: This and the one below could be left in so that people will know the specific

Two-year Certificate Requirements

- 1. At least 24 credits must be earned at PCC, 18 of which must apply to the certificate requirements. The final nine credits that apply to the certificate must be earned at PCC.
- 2. A maximum of 24 credits of Pass/No Pass grades will apply to any two year certificate. Specific two year certificates that deviate from this maximum will state their Pass/No Pass maximum in the requirements for the specific two year certificate.
- 3. Only nine credits of 199 and 299 experimental courses apply.

One-year Certificate Requirement

- 1. At least 12 credits must be earned at PCC, nine of which must apply to the certificate requirements. The final nine credits that apply to the certificate must be earned at PCC.
- 2. A maximum of 12 credits of Pass/No Pass grades will apply to any one year certificate. Specific one year certificates that deviate from this maximum will state their Pass/No Pass maximum in the requirements for the specific one year certificate.
- 3. Only nine credits of 199 and 299 experimental courses apply.

Less Than One Year Certificate Requirements

- 1. At least 6 credits must be earned at PCC, all of which must apply to the certificate requirements. The final six credits that apply to the certificate must be earned at PCC.
- 2. A maximum of 8 credits of Pass/No Pass grades will apply to any less than one year certificate. Specific less than one year certificates that deviate from this maximum will state their Pass/No Pass maximum in the requirements for that specific certificate.
- 3. Only nine credits of 199 and 299 experimental courses apply.

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Career Pathway Certificates are short term credentials (12-44 credits) which prepare individuals for entry level employment within an occupational area. Career Pathway Certificates may be the first certificate a student earns while pursuing a certificate of greater length or an Associate of Applied Science (AAS) degree. Information about Career Pathways in specific areas of study can be found in the Programs and Disciplines section of the catalog under individual career technical programs. Based upon credit hours, career pathway certificates need to meet less than one year or one year certificate requirements.

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Some career technical departments offer the Employment Skills Training Certificate (EST). The EST is an individualized certificate ranging from 12–44 credits that prepares the student for a specific job. Students should contact the appropriate career technical department to find out

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whether the department offers the EST. A full description of the EST may be found in the Programs and Disciplines section of this catalog.

For ASSOCIATE DEGREE REQUIREMENTS

See Handbook Sections, A102, A103, A104, A105 and A106

Approved: February 27, 2012 October, 2012

Effective: Spring 2012

Comment [KC4]: Approval would refer to the removal of the Certificate information to a separate section (the old version will be archived)

Comment [KC5]: No longer appropriate, since no content in this is changing

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CERTIFICATE REVISION REQUEST FORM

Directions: Fill out completely and return electronically to:

dac@pcc.edu

Signature pages should be intercampus mailed to: Curriculum Office DC 4th floor

SECTION #1 OVERVIE	EW .						
Current Title:	Web Assistant I: Career Pathway Certificate	Proposed Title:					
Current Credits:	14	Proposed Credits:	13				
Overview and rationale for proposed changes:	We are updating our Co-Op Requirements to better fit with the level of knowledge gained in each of our certificates and degree.						
List of specific changes being proposed i.e. may include, addition or deletion of courses, title changes, credit changes, prerequisite changes, outcome changes, course changes etc.	Remove CAS 280W: Co-Op Reduce the number of credits required to earn the certificate						
	SECTION #	2 REVISION AR	EAS				
	Р	rerequisites					
Current Prerequisites	Does the revision involve changing	ng certificate prered	quisites?	☐ Yes	⊠ No		
Course Number	Course Title o	or Placement level					

certificate revision

1

Proposed Prerequisites					
Course Number	Course Title or Placer	ment level			
Current Outcomes: Required whether or not outcomes are being changed.	Describe what we intend students to be able to do "of family member, community citizen, global citizen, an classroom activity "in here"? Good outcomes statem this "out there" and they will describe what students committee will review the outcomes. For guidance of	d life-long learner), as opposed to a nents will suggest context to indicate can DO with what they know. The	Does the revision involve changing certificate outcomes? ☐Yes ☐No		
Identify which certificate outco	ome aligns to individual core outcomes. It is p	oossible that all core outcomes may	y not be address by the certificate		
Certificate Outcome			Core Outcome		
Students who complete this co	ertificate should be able to:				
Be prepared for entry-level job	os in the area of web support		Professional Competence		
Revised Outcomes: Identify which certificate outco	ome aligns to individual core outcomes. It is p	possible that all core outcomes may	y not be address by the certificate		
Certificate Outcome			Core Outcome		
Related Instruction					
Does the revision involve changing or adding Related Instruction? No The courses applicable for related instruction have changed.					

certificate revision

10/3

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If yes, a template for Related Instruction will need to be filled out. The template can be found at: (http://www.pcc.edu/recources/academic/eac/degree/forms.html

Additional Comments Or Changes

SECTION #3 COURSE BY COURSE COMPARISON

List all courses (current AND proposed) in the order that they are distributed in the catalog. If listed term by term then identify them in a term by term sequence on this form. If they identified within categories such as CORE, ELECTIVES, etc, then identify them as such. If you are adding a course place it in the preferred term or category on this form. If you want to rearrange the order of courses within the term by term sequence do so on this form.

The information you provide on this form will be reflected in the PCC catalog pages. Please ensure it is correct.

С	current Certificate Information		Pro	posed Certificate Information	
Course Number	Course Title	Credits	Course Number	Course Title	Credits
CAS 101	Introduction to Website	1	CAS 101	Introduction to Website	1
	Development & Design			Development & Design	
CAS 110	Introduction to Web Graphics Using	1	CAS 110	Introduction to Web Graphics	1
	Fireworks			Using Fireworks	
OR CAS 208	Beginning Photoshop for the Web	(3)	OR CAS 208	Beginning Photoshop for the Web	(3)
CAS 111D	Beginning Website Creation:	3	CAS 111D	Beginning Website Creation:	3
	Dreamweaver			Dreamweaver	
CAS 206	Principles of X/HTML	4	CAS 206	Principles of X/HTML	4
CAS 215	CSS and Dynamic HTML	4	CAS 215	CSS and Dynamic HTML	4
CAC 200M	CE: Web Site Dayslanment	4			
CAS 280W	CE: Web Site Development (REMOVE)	1			
	Credit total	14		Credit total	13

	SECTION	N #4 (Diseas sentest ti	ha Curri	aulum	Office for our	ant in filling out thi	a acation)
	SECTION	N #4 (Please contact t	ne Curri	Culum	Office for supp	bort in ming out thi	s section)
Is this a Related C	ertificate?	☐ Yes ⊠ No	Is this	s a Car	eer Pathway?		☑ Yes ☐ No
If yes, what is the degree?	e base			Will the propo	roposed change affect the Career Pathway or ertificate?		
If yes, ho	w?						
Is this a statewid	le certificate	?		If	If yes, has the change been approved by the consortium?		
☐ Yes ⊠ No						☐ Yes ☐ No	
/ Diagon votor to D		d Implementation Term	41	d = 1! = = \	Winter Te	m 2013	
(Please refer to De	egree/Certific	cate timeline implementa	ition guid	aeiines)			
Submitted by:	Amy Clubb						

Next steps:

Email:

Phone:

- 1. Save the completed Certificate Revision Request Form and submit as an e-mail attachment to dac@pcc.edu
- 2. If needed, attach the Related Instruction Form to the same e-mail.

amy.clubb@pcc.edu

971-722-7094

- 3. Download and print the Associate of Applied Science/Certificate Revision Signature Page Form and obtain the appropriate signatures.
- 4. Staple the signed Associate of Applied Science/Certificate Revision Signature Page Form to a hard copy of the Certificate Revision Request Form (electronic version has already been sent in step one). Send both forms to Curriculum Office, Downtown Center DC 4th floor via campus mail.



CERTIFICATE REVISION REQUEST FORM

Directions: Fill out completely and return electronically to: dac@pcc.edu

Signature pages should be intercampus mailed to: Curriculum Office DC 4th floor

SECTION #1 OVERVIE	EW .						
Current Title:	Web Assistant II: Career Pathway Certificate	Proposed Title:					
Current Credits:	24	Proposed Credits:	23				
Overview and rationale for proposed changes:	We are updating our Co-Op Requirements to better fit with the level of knowledge gained in each of our certificates and degree.						
List of specific changes being proposed i.e. may include, addition or deletion of courses, title changes, credit changes, prerequisite changes, outcome changes, course changes etc.	 Change number of Co-Op credits (CAS 280W) from 2 credits to 1 credit. Reduce total number of credits required to earn the certificate 						
	SECTION #	2 REVISION AR	REAS				
	Pı	rerequisites					
Current Prerequisites	Does the revision involve changing	ng certificate prerec	quisites?	☐ Yes	⊠ No		
Course Number	Course Title o	r Placement level					
Proposed Prerequisites							

Course Number	Course Title or Placer	nent level			
	Describe what we intend students to be able to do "o	out there" (in life roles: worker			
Current Outcomes: Required whether or not outcomes are being	family member, community citizen, global citizen, an classroom activity "in here"? Good outcomes statem this "out there" and they will describe what students	d life-long learner), as opposed to a nents will suggest context to indicate s can DO with what they know. The		oes the revision involve ging certificate outcomes?	
changed.	committee will review the outcomes. For guidance o	n <u>writing good outcome</u> statements.		☐Yes ⊠No	
Identify which certificate outco	ome aligns to individual core outcomes. It is p	ossible that all core outcomes ma	ay not k	pe address by the certificate	
Certificate Outcome				Core Outcome	
Students who complete this co	ertificate should be able to:				
Be prepared for entry-level job	os in the area of web designer			Professional Competence	
Revised Outcomes: Identify which certificate outcoutcomes.	ome aligns to individual core outcomes. It is p	ossible that all core outcomes ma	ay not b	pe address by the certificate	
Certificate Outcome				Core Outcome	
Related Instruction					
Does the revision involve Instruction?	Does the revision involve changing or adding Related Instruction?				
If yes, a template for Related Instruction will need to be filled out. The template can be found at: (http://www.pcc.edu/recources/academic/eac/degree/forms.html					
Additional Comments Or Changes					

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certificate revision 2

SECTION #3 COURSE BY COURSE COMPARISON

List all courses (current AND proposed) in the order that they are distributed in the catalog. If listed term by term then identify them in a term by term sequence on this form. If they identified within categories such as CORE, ELECTIVES, etc, then identify them as such. If you are adding a course place it in the preferred term or category on this form. If you want to rearrange the order of courses within the term by term sequence do so on this form.

The information you provide on this form will be reflected in the PCC catalog pages. Please ensure it is correct.

Cı	urrent Certificate Information		P	roposed Certificate Information	
Course Number	Course Title	Credits	Course Number	Course Title	Credits
CAS 101	Introduction to Website Development & Design	1	CAS 101	Introduction to Website Development & Design	1
CAS 110	Introduction to Web Graphics Using Fireworks	1	CAS 110	Introduction to Web Graphics Using Fireworks	1
OR CAS 208	Beginning Photoshop for the Web	(3)	OR CAS 208	Beginning Photoshop for the Web	(3)
CAS 111D	Beginning Website Creation: Dreamweaver	3	CAS 111D	Beginning Website Creation: Dreamweaver	3
CAS 180	Search Engine Optimization	3	CAS 180	Search Engine Optimization	3
CAS 181J	CMS Website Creation: Joomla	3	CAS 181J	CMS Website Creation: Joomla	3
Or CAS 181W	CMS Website Creation: WordPress	(3)	Or CAS 181W	CMS Website Creation: WordPress	(3)
Or CAS 181D	CMS Website Creation: Drupal	(3)	Or CAS 181D	CMS Website Creation: Drupal	(3)
CAS 206	Principles of X/HTML	4	CAS 206	Principles of X/HTML	4
CAS 222	Intermediate Website Creation	3	CAS 211D	Intermediate Website Creation	3
CAS 215	CSS and Dynamic HTML	4	CAS 215	CSS and Dynamic HTML	4
CAS 280W	CE: Web Site Development (CHANGE)	2	CAS 280W	CE: Web Site Development (reduce credit)	1
	Credit total	24		Credit total	23

SECTION #4 (Please contact the Curriculum Office for support in filling out this section)								
Is this a Related C	Certificate?	☐ Yes ⊠ No	ls thi	s a Car	eer Path	nway?	⊠ Yes □ No	
If yes, what is th degree?	e base			osed change affect the Career Pathway or ficate? ☐ Yes ⊠ No				
If yes, ho	ow?							
Is this a statewic	de certificate	?		ŀ	f yes, h	as the c	change been approved by the consortium?	
☐ Yes ⊠ No							☐ Yes ☐ No	
(Please refer to D	-	d Implementation Term cate timeline implementa	tion gui	delines	5)			
Submitted by:	Amy Clubb							
Email:	amy.clubb@	pcc.edu						
Phone:	971-722-709	14						

Next steps:

- 1. Save the completed Certificate Revision Request Form and submit as an e-mail attachment to dac@pcc.edu
- 2. If needed, attach the Related Instruction Form to the same e-mail.
- 3. Download and print the Associate of Applied Science/Certificate Revision Signature Page Form and obtain the appropriate signatures.
- 4. Staple the signed Associate of Applied Science/Certificate Revision Signature Page Form to a hard copy of the Certificate Revision Request Form (electronic version has already been sent in step one). Send both forms to Curriculum Office, Downtown Center DC 4th floor via campus mail.



NEW CERTIFICATE REQUEST FORM

Directions: Fill out completely and return electronically to:

dac@pcc.edu

Signature pages should be intercampus mailed to:

Curriculum Office DC – 4th floor

SECTION # 1 OVERVIEW

Proposed Title:	Basic Healthcare Informatics Assistant Proposed Cred				4
Reason for new certificate: The current workforce needs include a higher level of skills and academic performance for entry into the Medical Assisting program. This certificate helps to address this as well as improve the skill level for front-office workers in healthcare. It also addresses the need for the workforce to be aware of basic healthcare informatics.					
Impact on other areas of instruction: Have you talked to other area SACs? If yes, who did you speak to and provide details.	⊠ Yes □ No	Explain: Dave Mason talked to the CGCC Health Occupations department (nursing and Medical Assisting) for their input as to the need for this certificate, its relevance to existing programs, feedback regarding the courses included. Has certificate validated by Advisory		⊠ Yes [□No
		SECTION # 2 PREREQUISITES AND OUTCOMES			
		PROPOSED PREREQUISITES			
Course Number	Course Title or Placement level				s
WR 90 Writing 90 or placement into WR 115 Introduction to Expository Writing			3		
RD 115 College Reading or no reading required				4	
MTH 20 Basic Math (Arithmetic) or placement into MTH 60 Introductory Algebra				4	

Is this a limited entry program? Students must apply, via the department for program entry. The program will not be listed on the drop down menu in PCC web admissions.	☐ Yes	⊠ No
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PROPOSED OUTCOMES

Outcomes statements suggest context to indicate "out there" and they describe what students can DO with what they know. The committee members will review the outcomes. For guidance on writing outcome statements.

Identify which certificate outcome aligns to individual core outcomes. It is possible that all core outcomes may not be address by the certificate outcomes.

Certificate Outcome	Core Outcome
Students who complete this certificate should be able to:	
Communicate effectively with awareness and sensitivity to diverse populations and needs.	NA This is a CGCC Certificate
2. Make effective decisions in a complex and dynamic environment.	
3. Demonstrate a professional style that integrates responsibility, accountability, respect, and teamwork.	
4. Apply current regulations and practices within the healthcare work setting.	
5. Be proficient at computer skills required for job performance.	
6. Recognize current issues and trends within the healthcare industry and locate relevant information.	

SECTION #3 COURSEWORK

List all courses in the order that you want them distributed in the <u>catalog</u>. If you want them listed term by term then identify them in a term by term sequence on this form. If you want them identified as categories such as CORE, ELECTIVES, etc, then identify them as such.

The information you provide on this form will be reflected in the PCC catalog pages. Please ensure it is correct. You may add or delete rows are necessary for the material being submitted.

PROPOSED CERTIFICATE COURSEWORK					
COURSE NUMBER	COURSE TITLE				
PSY 101	Psychology and Human Relations		4		
CAS 133	Basic Computer Skills/Microsoft Office		3		
MP 111	Medical Terminology		4		
HE 113	First Aid and Professional CPR		1		
HIM 182	Health Care Delivery Systems		4		
MTH 60	Introductory Algebra		4		
WR 115	Intro to Expository Writing		4		
	Confirm total number of credits	Credit Total	24		

new certificate

SECTION # 4 (Please contact the Curriculum Office for support in filling out this section if needed.)							
Is this a Statewide Certificate?	☐ Yes	⊠ No	Has the certificate been approved by the consortium?	☐ Yes	□ No	Requested implementation term:	Spring, 2013
Eligible Training Provider Application Complete the Eligible Training Provider application available on the Curriculum Office forms page. The value of being listed on the ETP list is that students who have Workforce Investment Act (WIA) funds may use the funds for their tuition. Return completed form to DAC@pcc.edu							
Certificates 45 credits or more require related instruction. Fill out a Template for Related Instruction located at: (http://www.pcc.edu/recources/academic/eac/degree/forms.html All courses identified as fulfilling the embedded related instruction requirement must have been reviewed and recommended by the Curriculum Committee and the details outlined on the CCOG.							
Submitted By:	Susan Lewis						
Email:	slewis@cgcc.cc.or.us						

Next steps:

- 1. Save the completed New Certificate Request Form and submit as an e-mail attachment to dac@pcc.edu.
- 2. Download and print the New Certificate Signature Page Form and obtain the appropriate signatures.
- 3. Staple the signed New Certificate Signature Page Form to a hard copy of the New Certificate Request Form (electronic version has already been sent in step one). Send both forms to Curriculum Office, Downtown Center, DC 4th floor via campus mail.



CERTIFICATE REVISION REQUEST FORM

Directions: Fill out completely and return electronically to:

dac@pcc.edu

Signature pages should be intercampus mailed to: Curriculum Office DC 4th floor

SECTION #1 OVERVIEW	N					
Current Title:	Dental L	aboratory Technology	Proposed Titl	le:	No Change	
Current Credits:		79	Proposed Credits:		No Change	
Overview and rationale for proposed changes:	Currently Commun	Ital Program Accreditation Standards require that curriculum must "include content in communication skills" rently the PCC DLT Course of Study requires students to complete SP 100, Introduction to Speech nmunication. Many students come into the program with other speech courses that would fulfill the imunication skills requirement. The DT SAC would like to accept any speech course for the communication uirement.				
List of specific changes being proposed which may include, addition or deletion of courses, title changes, credit changes, prerequisite changes, outcome changes, course changes etc. Use consistent words – Add, Remove, Increase, Decrease, Change		emove SP 100 as the ree PCC General Education/E			ourse and change it to accepting "Any SP course on a 4 credits"	
Are you adding or removing a course which is from another discipline? Consider this question for program prerequisites and required courses	☐ Yes ⊠ No	If yes, have you comm with the SAC or the d they aware of the finan schedule impact of this Provide details o conversation including contacted.	ean? Are cial and/or s change? f the			

SECTION #2 REVISION AREAS							
Prerequisites Prerequisites							
Current Prerequisites	Does the revision involve changing certificate prerequisites?						
Course Number	Course Title or Placement level						
Proposed Prerequisites							
Course Number	Course Title or Placement level						
Current Outcomes: Required whether or not outcomes are being changed. Describe what we intend students to be able to do "out there" (in life roles: worker, family member, community citizen, global citizen, and life-long learner), as opposed to a classroom activity "in here"? Good outcomes statements will suggest context to indicate this "out there" and they will describe what students can DO with what they know. The committee will review the outcomes. For guidance on writing good outcome statements.				Does the revision involve changing certificate outcomes? ☐Yes ☐No			
Identify which certificate outcome aligns to individual core outcomes. It is possible that all core outcomes may not be address by the certificate outcomes.							
Certificate Outcome		Core Out	tcome)			
Students who complete this co							
• Engage correct verbal, non-verbal and written communications in the dental laboratory and dental profession as both a technician and team leader Communication							
 Function in a non-biased manner as a member of a diverse dental team or community Apply basic knowledge of the physics and chemistry of dental materials to insure the proper materials are Community and Environmental Responsibility							

2

used in the correct proportions for specific dental laboratory procedure procedures are followed	es and that correct safety and disposal	
 Design a Dental Laboratory Business Plan, invoicing system, ledger a available computer software/skills 	nd the correct tax forms utilizing	Critical Thinking and Problem Solving
 Continue dental, community and world awareness through convention participation in professional/non-professional organizations 		Cultural Awareness
 Demonstrate basic dental laboratory techniques in the design and fabrand bridges, ceramic, and basic orthodontic appliances Demonstrate advanced skills in more complex complete denture and to 	-	Professional Competence
• Apply legal and ethical principles to the dental environment 10.2010		Self-Reflection
Revised Outcomes: Identify which certificate outcome aligns to individual core outcomes. It is poutcomes.	ssible that all core outcomes may not be	e address by the certificate
Certificate Outcome		Core Outcome
Students who complete this certificate should be able to:		
Related Inst	ruction	
Does the revision involve changing or adding Related Instruction?	Yes □	⊠No

certificate revision

If yes, a template for Related Instruction will need to be filled out. The template can be found at: (http://www.pcc.edu/recources/academic/eac/degree/forms.html

Additional Comments Or Changes

SECTION #3 COURSE BY COURSE COMPARISON

List all courses (current AND proposed) in the order that they are distributed in the <u>catalog</u>. If listed term by term then identify them in a term by term sequence on this form. If they identified within categories such as CORE, ELECTIVES, etc, then identify them as such.

If you are adding a course place it in the preferred term or category, identify such a course with (add) and bold the text in the line.

If you want to rearrange the order of courses within the term by term sequence do so on this form.

If you are removing a course identify the course with (remove) and bold the text.

If the course title is changed identify the course with (title change) and bold the text.

If the course credits have changed identify the course with (increase or decrease credit) and bold the text.

If you need more lines to accommodate the courses, right click and insert rows.

The information you provide on this form will be reflected in the PCC catalog pages and GRADplan. Please ensure it is correct.

C	current Certificate Information	Proposed Certificate Information			
Course Number	Course Title	Credits	Course Number	Course Title	Credits
DT 101	Dental Technology Lab I	6	DT 101	Dental Technology Lab I	6
DT 120	Dental Anatomy	2	DT 120	Dental Anatomy	2
DT 141	Denture Techniques I	2	DT 141	Denture Techniques I	2
DT 151	Science of Dental Materials I	2	DT 151	Science of Dental Materials I	2
MTH 20	Basic Math (or higher)	4	MTH 20	Basic Math (or higher)	4
DT 102	Dental Technology Lab II	6	DT 102	Dental Technology Lab II	6
DT 142	Denture Techniques II	2	DT 142	Denture Techniques II	2

certificate revision

DT 152	Science of Dental Materials II	3	DT 152	Science of Dental Materials II	3
HE 125	First Aid and Industrial Safety	3	HE 125	First Aid and Industrial Safety	3
DT 103	Dental Technology Lab III	6	DT 103	Dental Technology Lab III	6
DT 143	Denture Techniques III	2	DT 143	Denture Techniques III	2
SP100	Introduction to Speech Comm (remove)	4	SP Elect	Any Speech Course on PCC Discipline Studies List (ADD)	4
DT 204	Dental Technology Lab IV	6	DT 204	Dental Technology Lab IV	6
DT 253	Science of Dental Materials III	2	DT 253	Science of Dental Materials III	2
DT 270	Inlay Casting, Crown and Bridge	3	DT 270	Inlay Casting, Crown and Bridge	3
DT 275	Dental Laboratory Mgmt	2	DT 275	Dental Laboratory Mgmt	2
DT 205	Dental Technology Lab V	6	DT 205	Dental Technology Lab V	6
DT 254	Science of Dental Materials IV	2	DT 254	Science of Dental Materials IV	2
DT 272	Dental Ceramics	3	DT 272	Dental Ceramics	3
DT 276	Dental Laboratory Management Lab	1	DT 276	Dental Laboratory Management Lab	1
DT 206	Dental Technology Lab VI	6	DT 206	Dental Technology Lab VI	6
DT 271	Partials, Clasp and Bar	2	DT 271	Partials, Clasp and Bar	2
DT 284	Dental Specialties	2	DT 284	Dental Specialties	2
DT 285	Dental Seminar and Practicum	2	DT 285	Dental Seminar and Practicum	2
	Credit total	79		Credit total	79

SECTION #4 (Please contact the Curriculum Office for support in filling out this section)					
Is this a Related Certificate?	⊠ Yes □ No	Is this a Car	eer Pathway?	☐ Yes ⊠ No	
If yes, what is the base degree?	Dental Laboratory Tec	chnology	Will the propo Related Certifi	osed change affect the Career Pathway or ficate?	
If yes, how?					

Is this a statewide certificate?	If yes, has the change been approved by the consortium?
☐ Yes ⊠ No	☐ Yes ☐ No
Requested Implementation Term (Please refer to Degree/Certificate timeline implementation gui	idelines) Spring 2013

Submitted by:	Josette Beach
Email:	jbeach@pcc.edu
Phone:	4235

Next steps:

- 1. Save the completed Certificate Revision Request Form and submit as an e-mail attachment to dac@pcc.edu
- 2. If needed, attach the Related Instruction Form to the same e-mail.
- 3. Download and print the Associate of Applied Science/Certificate Revision Signature Page Form and obtain the appropriate signatures.
- 4. Staple the signed Associate of Applied Science/Certificate Revision Signature Page Form to a hard copy of the Certificate Revision Request Form (electronic version has already been sent in step one). Send both forms to Curriculum Office, Downtown Center DC 4th floor via campus mail.



ASSOCIATE OF APPLIED SCIENCE DEGREE REVISION REQUEST FORM

Directions: Fill out completely and return electronically to:

dac@pcc.edu

Signature pages should be intercampus mailed to:

Curriculum Office DC / 4th floor

SECTION # 1 OVERVIEW

Current Title:	Dental Laboratory Technology	Proposed Title:	No change			
Current Credits:	95	Proposed Credits:	No Change			
Overview and rationale for proposed changes:	Dental Program Accreditation Standards require that curriculum must "include content in communication skills" Currently the PCC DLT Course of Study requires students to complete SP 100, Introduction to Speech Communication. Many students come into the program with other speech courses that would fulfill the communication skills requirement. The DT SAC would like to accept any speech course for the communication requirement.					
List of specific changes being proposed (i.e. may include, addition or deletion of courses, title changes, credit changes, prerequisite changes, outcome changes, course changes, etc). Use simple text such as Add, Remove, Change, Revise to inform the reader of the changes desired.	Remove SP 100 as the representation PCC General Education/Discrete		'se and change it to accepting "Any SP course on the dits"			
Are you adding or removing a course which is from another discipline? Consider this question for program prerequisites and required courses	they aware of the financial and/or schedule impact of this change? Provide details of the					
SECTION # 2 PREREQUISITES AND OUTCOMES All degree/certificate outcomes will be reviewed by the committee regardless of whether or not outcomes have changed.						

Current Prerequisites	Does the revision involve changing degree prerequisites?		Yes	⊠ No
Course Number	Course Title or Placement level			
Proposed Prerequisites				
Course Number	Course Title or Placement level			
Current Outcomes: Required whether or not outcomes are being changed. Describe what we intend students to be able to do "out there" (in life roles: worker, family member, community citizen, global citizen, and life-long learner), as opposed to classroom activity "in here"? Good outcomes statements will suggest context to indicate this "out there" and they will describe what students can DO with what they know. To committee will review the outcomes. For guidance on writing good outcome statements.		Does t		n involve changing utcomes? ⊠No
Identify which college AAS deg degree outcomes.	gree outcome aligns to individual core outcomes. It is possible that all core ou	ıtcomes	may not be	address by the AAS
Degree Outcome			Core Outco	ome
Students who complete this de	egree should be able to:			
Engage correct verbal, profession as both a tec		Communica	ition	
 Function in a non-biase Apply basic knowledge used in the correct prop procedures are followed 	cnocal	Community Responsibil	and Environmental ity	
 Design a Dental Labora 	atory Business Plan, invoicing system, ledger and the correct tax forms utilizing	g	Critical Thin	king and Problem

 available computer software/skills Demonstrate a deeper knowledge of business procedures pertinent to owning or managing a dental laboratory. 	Solving
Continue dental, community and world awareness through conventions, lecture attendance and active participation in professional/non-professional organizations	Cultural Awareness
 Demonstrate basic dental laboratory techniques in the design and fabrication of complete dentures, crowns and bridges, ceramic, and basic orthodontic appliances Demonstrate advanced skills in more complex complete denture and fixed metal to porcelain prostheses Be prepared to transfer to a college or university in the health care field. 	Professional Competence
Apply legal and ethical principles to the dental environment 10.2010	Self-Reflection
Engage correct verbal, non-verbal and written communications in the dental laboratory and dental profession as both a technician and team leader	Communication
Revised Outcomes: Identify which college AAS degree outcome aligns to individual core outcomes. It is possible that all core outcomes degree outcomes.	s may not be address by the AAS
Degree Outcome	Core Outcome
Students who complete this degree should be able to:	

SECTION # 3 COURSE BY COURSE COMPARISON

List all courses (current AND proposed) in the order that they are distributed in the <u>catalog</u>. If listed term by term then identify them in a term by term sequence on this form. If they identified within categories such as CORE, ELECTIVES, etc, then identify them as such.

If you are adding a course place it in the preferred term or category, identify such a course with (add) and bold the text in the line.

If you want to rearrange the order of courses within the term by term sequence do so on this form.

If you are removing a course identify the course with (remove) and bold the text.

If the course title is changed identify the course with (title change) and bold the text.

If the course credits have changed identify the course with (increase or decrease credit) and bold the text. If you need more lines to accommodate the courses, right click and insert rows.

The information you provide on this form will be reflected in the PCC catalog pages and GRADplan. Please ensure it is correct.

	CURRENT DEGREE INFORMATION	PROPOSED DEGREE INFORMATION			
COURSE NUMBER	COURSE TITLE	CREDITS	COURSE NUMBER	COURSE TITLE	CREDITS
DT 101	Dental Technology Lab I	6	DT 101	Dental Technology Lab I	6
DT 120	Dental Anatomy	2	DT 120	Dental Anatomy	2
DT 141	Denture Techniques I	2	DT 141	Denture Techniques I	2
DT 151	Science of Dental Materials I	2	DT 151	Science of Dental Materials I	2
MTH 65	Introductory Algebra (or higher)	4	MTH 65	Introductory Algebra (or higher)	4
DT 102	Dental Technology Lab II	6	DT 102	Dental Technology Lab II	6
DT 142	Denture Techniques II	2	DT 142	Denture Techniques II	2
DT 152	Science of Dental Materials II	3	DT 152	Science of Dental Materials II	3
HE 125	First Aid and Industrial Safety	3	HE 125	First Aid and Industrial Safety	3
Gen Ed.		4	Gen Ed.		4
DT 103	Dental Technology Lab III	6	DT 103	Dental Technology Lab III	6
DT 143	Denture Techniques III	2	DT 143	Denture Techniques III	2
SP100	Introduction to Speech Comm (remove)	4	SP	Any Speech Course on PCC Discipline Studies List (ADD)	4
DT			DT		
Degree		4	Degree		4
Degree Electives		4	Degree Electives		4
Degree Electives DT 204	Dental Technology Lab IV	6	Degree Electives DT 204	Dental Technology Lab IV	6
Degree Electives DT 204 DT 253	Science of Dental Materials III	6 2	Degree Electives DT 204 DT 253	Science of Dental Materials III	6 2
Degree Electives DT 204 DT 253 DT 270	Science of Dental Materials III Inlay Casting, Crown and Bridge	6 2 3	Degree Electives DT 204 DT 253 DT 270	Science of Dental Materials III Inlay Casting, Crown and Bridge	6 2 3
Degree Electives DT 204 DT 253 DT 270 DT 275	Science of Dental Materials III Inlay Casting, Crown and Bridge Dental Laboratory Mgmt	6 2 3 2	Degree Electives DT 204 DT 253 DT 270 DT 275	Science of Dental Materials III Inlay Casting, Crown and Bridge Dental Laboratory Mgmt	6 2 3 2
Degree Electives DT 204 DT 253 DT 270 DT 275 DT 205	Science of Dental Materials III Inlay Casting, Crown and Bridge Dental Laboratory Mgmt Dental Technology Lab V	6 2 3 2 6	Degree Electives DT 204 DT 253 DT 270 DT 275 DT 205	Science of Dental Materials III Inlay Casting, Crown and Bridge Dental Laboratory Mgmt Dental Technology Lab V	6 2 3 2 6
Degree Electives DT 204 DT 253 DT 270 DT 275 DT 205 DT 254	Science of Dental Materials III Inlay Casting, Crown and Bridge Dental Laboratory Mgmt Dental Technology Lab V Science of Dental Materials IV	6 2 3 2 6 2	Degree Electives DT 204 DT 253 DT 270 DT 275 DT 205 DT 254	Science of Dental Materials III Inlay Casting, Crown and Bridge Dental Laboratory Mgmt Dental Technology Lab V Science of Dental Materials IV	6 2 3 2 6 2
Degree Electives DT 204 DT 253 DT 270 DT 275 DT 205 DT 254 DT 272	Science of Dental Materials III Inlay Casting, Crown and Bridge Dental Laboratory Mgmt Dental Technology Lab V Science of Dental Materials IV Dental Ceramics	6 2 3 2 6	Degree Electives DT 204 DT 253 DT 270 DT 275 DT 205 DT 254 DT 272	Science of Dental Materials III Inlay Casting, Crown and Bridge Dental Laboratory Mgmt Dental Technology Lab V Science of Dental Materials IV Dental Ceramics	6 2 3 2 6
Degree Electives DT 204 DT 253 DT 270 DT 275 DT 205 DT 254 DT 272 DT 276	Science of Dental Materials III Inlay Casting, Crown and Bridge Dental Laboratory Mgmt Dental Technology Lab V Science of Dental Materials IV	6 2 3 2 6 2 3 1	Degree Electives DT 204 DT 253 DT 270 DT 275 DT 205 DT 254 DT 272 DT 276	Science of Dental Materials III Inlay Casting, Crown and Bridge Dental Laboratory Mgmt Dental Technology Lab V Science of Dental Materials IV	6 2 3 2 6 2 3 1
Degree Electives DT 204 DT 253 DT 270 DT 275 DT 205 DT 254 DT 272 DT 276 Gen Ed.	Science of Dental Materials III Inlay Casting, Crown and Bridge Dental Laboratory Mgmt Dental Technology Lab V Science of Dental Materials IV Dental Ceramics Dental Laboratory Management Lab	6 2 3 2 6 2 3 1	Degree Electives DT 204 DT 253 DT 270 DT 275 DT 205 DT 254 DT 272 DT 276 Gen Ed.	Science of Dental Materials III Inlay Casting, Crown and Bridge Dental Laboratory Mgmt Dental Technology Lab V Science of Dental Materials IV Dental Ceramics Dental Laboratory Management Lab	6 2 3 2 6 2 3 1
Degree Electives DT 204 DT 253 DT 270 DT 275 DT 205 DT 254 DT 272 DT 276	Science of Dental Materials III Inlay Casting, Crown and Bridge Dental Laboratory Mgmt Dental Technology Lab V Science of Dental Materials IV Dental Ceramics	6 2 3 2 6 2 3 1	Degree Electives DT 204 DT 253 DT 270 DT 275 DT 205 DT 254 DT 272 DT 276	Science of Dental Materials III Inlay Casting, Crown and Bridge Dental Laboratory Mgmt Dental Technology Lab V Science of Dental Materials IV Dental Ceramics	6 2 3 2 6 2 3 1

DT 284	Dental Specialties		2	DT 284	Dental Specialties		2		
DT 285	Dental Seminar and I	Practicum	2	DT 285	Dental Seminar and Practicum		2		
Gen Ed.			4	Gen Ed.				4	
	Cre	edit Total	95				Credit	95	
					Total				
SECTION # 4 (Please contact the Curriculum Office for support in filling out this section if needed.)									
Is this a	statewide degree?	☐ Yes ⊠ No	Has ti		nange been approved by the Consortium?			☐ Yes ☐ No	
Is this	a degree option?	☐ Yes ⊠ No	lf y	If yes, name of the base degree:			aboratory logy, AAS		
or related	iny career pathway(s) certificates attached this degree?	⊠ Yes □ No	If yes, na		reer pathway(s) or related ertificate Te			aboratory 2 yr-Certificate	
Requested Implementation Term (Please refer to Degree/Certificate timeline implementation guidelines)					Spring 201	3			

Submitted By:	Josette Beach, Director Dental Sciences	
Email:	jbeach@pcc.edu	

Next steps:

- 1. Save the completed Associate of Applied Science Revision Request Form and submit as an e-mail attachment to dac@pcc.edu.
- 2. Download and print the Associate of Applied Science Revision Signature Page Form and obtain the appropriate signatures.
- 3. Staple the signed Associate of Applied Science Signature Page Form to a hard copy of the Associate of Applied Science Revision Request Form (electronic version has already been sent in step one). Send both forms to Curriculum Office, Downtown Center, DC 4th floor via campus mail.

degree revision 5



NEW CERTIFICATE

REQUEST FORM

Directions: Fill out completely and return electronically to:

dac@pcc.edu Signature pages should be intercampus mailed to:

Curriculum Office DC – 4th floor

SECTION # 1 OVERVIEW

Proposed Title:	Customer S	ervice Professional	Proposed Cred	16			
Reason for new certificate:	The purpose of this certificate is to assist students in meeting local employers' demand for qualified entry-level customer service professionals. The plan is to convert the current MSD Customer Service Program Award (18 cr) to a State-approved credential that will have value in the labor market. The Management and Supervisory Development Program issues approximately 70 Customer Service Management Program Awards annually. A shift to a State-approved certificate of completion will serve the program's interest in continuously improving our program and more accurately tracking the success of our students. It will also give students a short-term, valuable credential as they start their college careers. This certificate represents the first term of an optional two term certificate geared for increasing employment opportunities in Customer Service.						
Impact on other areas of instruction: Have you talked to other area SACs? If yes, who did you speak to and provide details.	⊠ Yes	Explain: CS proposal was presented to BA SAC in April. The SAC voted their approval. CS proposal was presented by email to CAS SAC Chair and 4 Dept. Chairs and all gave their approval.	Has certificate been validated by the Advisory Committee?	⊠ Yes □ No			
SECTION # 2 PREREQUISITES AND OUTCOMES							
PROPOSED PREREQUISITES							
Course Number	Course Title or Placement level						

Is this a limited entry program? Students must apply, via the depart down menu in PCC web admissions.	rtment for program entry. Th	he program will not be listed o	n the drop	☐ Yes	⊠ No
PROPOSED OUTCOMES Outcomes statements suggest context to indicate "out there" and they describe what students can DO with what they know. The committee members will review the outcomes. For guidance on writing outcome statements.					
Identify which certificate outcome aligns to individual core outcomes.	omes. It is possible that a	all core outcomes may not b	e address by	the certific	ate
Certificate Outcome			Core Outcor	ne	
Students who complete this certificate should be able to:					
Respond to diverse customer needs in an increasingly global ea variety of customer service strategies to identify, assess, pre		_	Critical thinking Communicating Cultural Aware Professional	on eness	ce

SECTION #3 COURSEWORK

List all courses in the order that you want them distributed in the <u>catalog</u>. If you want them listed term by term then identify them in a term by term sequence on this form. If you want them identified as categories such as CORE, ELECTIVES, etc, then identify them as such.

The information you provide on this form will be reflected in the PCC catalog pages. Please ensure it is correct. You may add or delete rows are necessary for the material being submitted.

PROPOSED CERTIFICATE COURSEWORK				
COURSE NUMBER	COURSE TITLE	CREDITS		
MSD 105	Interpersonal Communication	3		
MSD 107	Organizations and People	3		
MSD 117	Customer Relations	3		
MSD 113	Influence without Authority	1		
MSD 151	Dealing with Difficult People	1		
MSD 174	Time Management	1		
CAS 133	Basic Computer Skills	4		

new certificate 2

OR							
BA 131	Computers	in Business					(4)
	Confirm	total number of credits				Credit Total	16
SECTIO	N#4 (Ple	ease contact the Curric	ulum Office	e for supp	oort in filling out this sect	ion if needed.)	
Is this a Statewide Certificate?	☐ Yes ⊠	No Has the certificate been approved by consortium?	the Yes	⊠ No	Requested implementation term:	Winter 2013	
Eligible Training Provider Application Complete the Eligible Training Provider application available on the Curriculum Office forms page. The value of being listed on the ETP list is that students who have Workforce Investment Act (WIA) funds may use the funds for their tuition. Return completed form to DAC@pcc.edu Certificates 45 credits or more require related instruction. Fill out a Template for Related Instruction located at: (http://www.pcc.edu/recources/academic/eac/degree/forms.html All courses identified as fulfilling the embedded related instruction requirement must have been reviewed and recommended by the Curriculum Committee and the details outlined on the CCOG.							
Submitted By:		Rebecca Robinson					
Email:		rebecca.robinson@pcc.edu					

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new certificate 3



NEW CERTIFICATE

REQUEST FORM

Directions: Fill out completely and return electronically to:

dac@pcc.edu

Signature pages should be intercampus mailed to:

Curriculum Office DC – 4th floor

SECTION # 1 OVERVIEW

Proposed Title:	Customer S	service Management	Proposed Cred	lits: 28		
Reason for new certificate:	This certificate builds skills upon the Customer Service Professional Certificate, representing an optional second term of courses geared for increased skills in the customer service arena. The overall purpose is to meet local employers' demand for qualified entry-level customer service professionals, and to convert the MSD Customer Service Program Award (18 cr) to two State-approved credentials that will have value in the labor market. The Management and Supervisory Development Program issues approximately 70 Customer Service Management Program Awards annually. A shift to a State-approved certificate of completion will serve the program's interest in continuously improving our program and more accurately tracking the success of our students. It will also give students an additional option for a short-term, valuable credential as they start their college careers.					
Impact on other areas of instruction: Have you talked to other area SACs? If yes, who did you speak to and provide details.	⊠ Yes	Explain: CS proposal was presented to BA SAC in April. The SAC voted their approval. CS proposal was presented by email to CAS SAC Chair and 4 Dept. Chairs and all gave their approval.	Has certificate been validated by the Advisory Committee?	X Yes No		
SECTION # 2 PREREQUISITES AND OUTCOMES						
PROPOSED PREREQUISITES						
Course Number	Course Title or Placement level Credits					

new certificate

Is this a limited entry program? Students must apply, via the department for program entry. The program will not be listed on the drop down menu in PCC web admissions.					
PROPOSED OUTCOMES Outcomes statements suggest context to indicate "out there" and they describe what students can DO with what they know. The committee members will review the outcomes. For guidance on writing outcome statements.					
Identify which certificate outcomes.	e outcome aligns to individual core outcomes. It is possible that all core outcomes may not	be address by	the certific	ate	
Certificate Outcome Core Outcom					
Students who complete	this certificate should be able to:				
Respond to diverse customer needs in an increasingly global environment by applying problem solving skills with a variety of customer service strategies to identify, assess, predict, and achieve customer expectations. Critical thinking Communication Cultural Awar Professional Cultural Awar				ice	
Build enterprise value by developing, leading, and motivating diverse customer service teams to perform effectively in a rapidly changing marketplace. Critical thinking Communication Cultural Awar Professional (Cultural Awar					

SECTION # 3 COURSEWORK

List all courses in the order that you want them distributed in the <u>catalog</u>. If you want them listed term by term then identify them in a term by term sequence on this form. If you want them identified as categories such as CORE, ELECTIVES, etc, then identify them as such.

The information you provide on this form will be reflected in the PCC catalog pages. Please ensure it is correct. You may add or delete rows are necessary for the material being submitted.

PROPOSED CERTIFICATE COURSEWORK

COURSE NUMBER COURSE TITLE CREDITS

MOD 405	1	10				3
MSD 105 MSD 107	Interpersonal Communication Organizations and People					
MSD 107 MSD 117	Customer Re					3
MSD 117						3
MSD 113 MSD 151		thout Authority				1
MSD 174		Difficult People				1
CAS 133	Time Manag Basic Comp					4
or	basic Comp	uter Skills				4
BA 131	Computers in	n Business				(4)
MSD 101	·	Management				3
MSD 101		/ork Relations				3
MSD 121	Leadership S					3
MSD 116		nking for Innovative Change	<u>e</u>			1
MSD 157	Conflict Man	<u> </u>	<u> </u>			1
MSD 177	Team Buildir	<u> </u>				1
		total number of credits			Credit Total	28
SECTIO	N # 4 (Plea	Has the certificate been approved by the		Requested implementation term:	on if needed.) Summer 2013	
Certificate?		consortium?		implementation term.		
Eligible Training Provider Application Complete the Eligible Training Provider application available on the Curriculum Office forms page. The value of being listed on the ETP list is that students who have Workforce Investment Act (WIA) funds may use the funds for their tuition. Return completed form to DAC@pcc.edu Certificates 45 credits or more require related instruction. Fill out a Template for Related Instruction located at: (http://www.pcc.edu/recources/academic/eac/degree/forms.html All courses identified as fulfilling the embedded related instruction requirement must have been reviewed and recommended by the Curriculum Committee and the details outlined on the CCOG.						
Submitted By: Rebecca Robinson						
Email:		Rebecca.robinson@pcc	.edu			

new certificate 3

Entrance Considerations:

Location: Cascade, Rock Creek, Sylvania, SE Center, WEB **Admission:** Application for admission to the College



PCC: Management and Supervisory Development

CP Certificate: Customer Service Professional

- 16 credit hours to include (Links to Course Outcome Guides):
- MSD 105 Interpersonal Communication
- -MSD 107 Organizations and People
- MSD 117 Customer Relations
- MSD 113 Influence without Authority
- MSD 151 Dealing With Difficult People
- MSD 174 Time Management
- -CAS 133 Basic Computer Skills/MS Office
- -OR
- -BA 131 Computers in Business

PCC Tuition and Fees

CP Certificate: Customer Service Management

- **28** credit hours to include "Customer Service Professional" courses in addition to (Links to Course Outcome Guides):
- MSD 101 Principles of Management
- MSD 115 Improving Work Relations
- MSD 121 Leadership Skills
- MSD 177 Team Building
- MSD 157 Conflict Management
- MSD 116 Creative Thinking for Innovative Change

PCC Tuition and Fees

- 1-Year Certificate: Management & Supervisory Dev.
 - 45 credits
 - <u>Course Information</u> (link to catalog page)

PCC Tuition and Fees

- AAS: Management and Supervisory Development
 - 90 credits
 - <u>Course Information</u> (link to catalog page)

PCC Tuition and Fees

Education beyond the community college:

What opportunities are there in this area for students to continue their education (i.e. earn a Bachelor's degree, articulation agreements)?

Labor Market Information:

List of occupations that align with credentials in the program.

Customer Service:

Customer Service Rep.

<u>Hotel, Motel, and Resort</u> <u>Desk Clerks</u>

<u>Sales Representative,</u> <u>services</u>

Tellers

Retail Salespersons

Management/Supervisory:

Supervisors and Managers of Office and Administrative Support Workers

<u>Food Service Managers</u>

<u>Human Resources Mgrs.</u>

Lodging Managers

Property, Real Estate, Community Association Managers



ASSOCIATE OF APPLIED SCIENCE DEGREE REVISION REQUEST FORM

Directions: Fill out completely and return electronically to:

dac@pcc.edu

Signature pages should be intercampus mailed to:

Curriculum Office DC / 4th floor

SECTION # 1 OVERVIEW

Current Title:	Emergency Medical Technician-Paramedic (AAS)	Proposed Title:	No change			
Current Credits:	107	Proposed Credits:	No change			
Overview and rationale for proposed changes:	Statewide standard Paramedic degree limits final academic year to 40 credits. This proposal is not affected by that limitation. Current Paramedic curriculum trends advocate for less didactic and more lab and problem-solving-based learning opportunities for students; and efficiencies of new technology suggest greater focus on lab hours with newly-available high-fidelity simulation during the clinical phase will improve student critical thinking skills and progress toward and entry-level competence as a Paramedic. Entry-level Paramedic competence is the primary recurring theme in existing Program outcomes. A one-credit decrease in Paramedic I (EMS 240) will be offset by a one-credit increase in the Paramedic Clinical Internship II course (EMS 246).					
List of specific changes being proposed (i.e. may include, addition or deletion of courses, title changes, credit changes, prerequisite changes, outcome changes, course changes, etc). Use simple text such as Add, Remove, Change, Revise to inform the reader of the changes desired.	Decrease EMS 240 by 1 cred Increase EMS 246 by 1 credi Change 36 of the current "in lab contact hours	t (36 lab hours)	ct hours) clinical" hours during EMS 246 to an additional 36			
Are you adding or removing a course which is from another discipline? Consider this question for program prerequisites and required courses	 ✓ Yes ✓ No If yes, have you communiwith the SAC or the dean they aware of the financian and/or schedule impact of change? Provide details conversation including who contacted. 	? Are cial f this of the				

All degree/certific	SECTION # 2 PREREQUISITES AND OUTCOMES cate outcomes will be reviewed by the committee regardless of whether or no	t outcomes have	e changed.		
Current Prerequisites	Does the revision involve changing degree prerequisites?	☐ Yes	⊠ No		
Course Number	Course Title or Placement level				
Proposed Prerequisites					
Course Number	Course Title or Placement level				
Current Outcomes: Required whether or not outcomes are being changed.	Describe what we intend students to be able to do "out there" (in life roles: worker, family member, community citizen, global citizen, and life-long learner), as opposed to a classroom activity "in here"? Good outcomes statements will suggest context to indicate this "out there" and they will describe what students can DO with what they know. The committee will review the outcomes. For guidance on writing good outcome statements.	degree outcomes?			
Identify which college AAS deg degree outcomes.	gree outcome aligns to individual core outcomes. It is possible that all core ou	utcomes may no	t be address by the AAS		
Degree Outcome		Core O	utcome		
Students who complete this de	egree should be able to:				
1: Act in accordance with the ethical and professional medical standards of the entry level Paramedic Community and Environment Responsibility, Critical Think and Problem Solving, Professional Competence, Seflection					
Certification examinations at the			ional Competence		
client relationships at the Para	3: Demonstrate communication skills of the medical environment in order to develop and maintain professional Communication, Cultural Awareness				
4: Demonstrate the professional and technical skill set necessary to meet the Paramedic standard of care in a safe manner under diverse conditions Critical Thinking and Problem Solving, Professional Competence					
Revised Outcomes: Identify we be address by the AAS degree	rhich college AAS degree outcome aligns to individual core outcomes. It is pose outcomes.	ossible that all co	ore outcomes may not		
Degree Outcome		Core O	utcome		

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Students who complete this degree should be able to:	
No change	No Change

SECTION # 3 COURSE BY COURSE COMPARISON

List all courses (current AND proposed) in the order that they are distributed in the <u>catalog</u>. If listed term by term then identify them in a term by term sequence on this form. If they identified within categories such as CORE, ELECTIVES, etc, then identify them as such.

If you are adding a course place it in the preferred term or category, identify such a course with (add) and bold the text in the line.

If you want to rearrange the order of courses within the term by term sequence do so on this form.

If you are removing a course identify the course with (remove) and bold the text.

If the course title is changed identify the course with (title change) and bold the text.

If the course credits have changed identify the course with (increase or decrease credit) and bold the text.

If you need more lines to accommodate the courses, right click and insert rows.

The information you provide on this form will be reflected in the PCC catalog pages and GRADplan. Please ensure it is correct.

CURRENT DEGREE INFORMATION				PROPOSED DEGREE INFORMATION			
COURSE			COURSE				
NUMBER	COURSE TITLE	CREDITS	NUMBER	COURSE TITLE	CREDITS		
EMS 100	Intro to EMS	3	EMS 100	Intro to EMS	3		
PSY 101	Psy/Human Rel. or higher	4	PSY 101	Psy/Human Rel. or higher	4		
WR 121	English Composition	4	WR 121	English Composition	4		
Gen Ed	From Gen Ed List	4	Gen Ed	From Gen Ed List	4		
BI 231	Human A&P I	4	BI 231	Human A&P I	4		
EMS 105	EMT Basic Part I	5	EMS 105	EMT Basic Part I	5		
MTH 65	Introductory Algebra	4	MTH 65	Introductory Algebra	4		
SP 111	Public Speaking or higher	3	SP 111	Public Speaking or higher	3		
BI 232	Human A&P II	4	BI 232	Human A&P II	4		
EMS 106	EMT Basic Part II	5	EMS 106	EMT Basic Part II	5		
EMS 116	EMS Rescue	3	EMS 116	EMS Rescue	3		
BI 233	Human A&P III	4	BI 233	Human A&P III	4		
EMS 113	Emer. Resp. Comm/Doc	2	EMS 113	Emer. Resp. Comm/Doc	2		
EMS 114	Emer. Resp. Transportation	2	EMS 114	Emer. Resp. Transportation	2		
EMS 115	Crisis Intervention	3	EMS 115	Crisis Intervention	3		
EMS 118	EMS Medical Terminology	3	EMS 118	EMS Medical Terminology	3		
Gen Ed	From Gen Ed List	4	Gen Ed	From Gen Ed List	4		

degree revision

EMS 240	Paramedic I	13			EMS 240	Paramedic I			12 (Decr cr.)
EMS 242	Paramedic II		9		EMS 242	Paramedic II			9
EMS 244	Par. Clin. Internship I		3		EMS 244	Par. Clin. Inte	rnship I		3
EMS 246	Par. Clin. Internship II		4		EMS 246	Par. Clin. Inte	rnship II		5 (Incr cr.)
EMS 248	Par. Field Internship I		2		EMS 248	Par. Field Inte	rnship I		2
HPE 295	Health/Fitness for Life	Э	3		HPE 295	Health/Fitness	s for Life		3
CAS/CIS 101	Or higher		3		CAS/CIS 101	Or higher			3
EMS 250	Par. Field Internship I		7		EMS 250	Par. Field Inte	rnship II		7
EMS 252	Paramedic III		2		EMS 252	Paramedic III			2
	Cre Total	edit	107			Total		Credit	107
	Total					10101			
	TION # 4 (Please				ne change be	oport in filling		☐ Yes	☐ No – not
Is this a		contac ⊠ Ye	es 🗌 No	Has ti	ne change be conse	oport in fillin	y the	☐ Yes	
Is this a Is this Are there a or related	TION # 4 (Please statewide degree?	⊠ Ye	es 🗌 No	Has ti	res, name of	oport in fillingen approved by ortium?	y the e:	☐ Yes	☐ No – not

Submitted By:	Mark Hornshuh
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Next steps:

- 1. Save the completed Associate of Applied Science Revision Request Form and submit as an e-mail attachment to dac@pcc.edu.
- 2. Download and print the Associate of Applied Science Revision Signature Page Form and obtain the appropriate signatures.
- 3. Staple the signed Associate of Applied Science Signature Page Form to a hard copy of the Associate of Applied Science Revision Request Form (electronic version has already been sent in step one). Send both forms to Curriculum Office, Downtown Center, DC 4th floor via campus mail.