

**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.

## 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

G303

## Academic Standards and Practices Granting Degrees and Certificates

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

### 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.

**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....)

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.

### For CERTIFICATE REQUIREMENTS

See Handbook section C100

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

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.

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 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.

### **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.~~

~~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



**CERTIFICATE  
REVISION REQUEST  
FORM**

Directions: Fill out completely and  
return electronically to:  
[dac@pcc.edu](mailto:dac@pcc.edu)  
  
Signature pages should be intercampus mailed to:  
Curriculum Office DC 4<sup>th</sup> floor

**SECTION #1 OVERVIEW**

<b>Current Title:</b>	Web Assistant I: Career Pathway Certificate	<b>Proposed Title:</b>	
<b>Current Credits:</b>	14	<b>Proposed Credits:</b>	13
<b>Overview and rationale for proposed changes:</b>	We are updating our Co-Op Requirements to better fit with the level of knowledge gained in each of our certificates and degree.		
<b>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.</b>	<ol style="list-style-type: none"> <li>1. Remove CAS 280W: Co-Op</li> <li>2. Reduce the number of credits required to earn the certificate</li> </ol>		

**SECTION #2 REVISION AREAS**

**Prerequisites**

<b>Current Prerequisites</b>	<b>Does the revision involve changing certificate prerequisites?</b>	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
<b>Course Number</b>	<b>Course Title or Placement level</b>		

**Proposed Prerequisites**

Course Number	Course Title or Placement level

<b>Current Outcomes: Required whether or not outcomes are being changed.</b>	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 <a href="#">writing good outcome</a> statements.	<b>Does the revision involve changing certificate outcomes?</b>  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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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: Be prepared for entry-level jobs in the area of web support	Professional Competence

**Revised Outcomes:**  
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

**Related Instruction**

<b>Does the revision involve changing or adding Related Instruction?</b>	<input checked="" type="checkbox"/> No The courses applicable for related instruction have not changed.
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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/resources/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.

Current Certificate Information			Proposed 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 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
<b>CAS 280W</b>	<b>CE: Web Site Development (REMOVE)</b>	<b>1</b>			
	<b>Credit total</b>	<b>14</b>		<b>Credit total</b>	<b>13</b>

**SECTION #4 (Please contact the Curriculum Office for support in filling out this section)**

<b>Is this a Related Certificate?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Is this a Career Pathway?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>If yes, what is the base degree?</b>	<b>Website Development and Design</b>	<b>Will the proposed change affect the Career Pathway or Related Certificate?</b>	
		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>If yes, how?</b>			
<b>Is this a statewide certificate?</b>		<b>If yes, has the change been approved by the consortium?</b>	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Requested Implementation Term</b> ( Please refer to <a href="#">Degree/Certificate timeline</a> implementation guidelines)		Winter Term 2013	

<b>Submitted by:</b>	Amy Clubb
<b>Email:</b>	<a href="mailto:amy.clubb@pcc.edu">amy.clubb@pcc.edu</a>
<b>Phone:</b>	971-722-7094

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 4<sup>th</sup> floor via campus mail.



**CERTIFICATE  
REVISION REQUEST  
FORM**

**Directions: Fill out completely and  
return electronically to:  
[dac@pcc.edu](mailto:dac@pcc.edu)**

**Signature pages should be intercampus mailed to:  
Curriculum Office DC 4<sup>th</sup> floor**

**SECTION #1 OVERVIEW**

<b>Current Title:</b>	Web Assistant II: Career Pathway Certificate	<b>Proposed Title:</b>	
<b>Current Credits:</b>	24	<b>Proposed Credits:</b>	23
<b>Overview and rationale for proposed changes:</b>	We are updating our Co-Op Requirements to better fit with the level of knowledge gained in each of our certificates and degree.		
<b>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.</b>	<ol style="list-style-type: none"> <li>1. Change number of Co-Op credits (CAS 280W) from 2 credits to 1 credit.</li> <li>2. Reduce total number of credits required to earn the certificate</li> </ol>		

**SECTION #2 REVISION AREAS**

**Prerequisites**

<b>Current Prerequisites</b>	<b>Does the revision involve changing certificate prerequisites?</b>	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
<b>Course Number</b>	<b>Course Title or Placement level</b>		

**Proposed Prerequisites**

Course Number	Course Title or Placement level	
<b>Current Outcomes: Required whether or not outcomes are being changed.</b>	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 <a href="#">writing good outcome</a> statements.	<b>Does the revision involve changing certificate outcomes?</b>  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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.		
<b>Certificate Outcome</b>	<b>Core Outcome</b>	
Students who complete this certificate should be able to:		
Be prepared for entry-level jobs in the area of web designer	Professional Competence	
<b>Revised Outcomes:</b> Identify which certificate outcome aligns to individual core outcomes. It is possible that all core outcomes may not be address by the certificate outcomes.		
<b>Certificate Outcome</b>	<b>Core Outcome</b>	
<b>Related Instruction</b>		
<b>Does the revision involve changing or adding Related Instruction?</b>	<input checked="" type="checkbox"/> No The courses applicable for related instruction have not changed.	
If yes, a template for Related Instruction will need to be filled out. The template can be found at: <a href="http://www.pcc.edu/recources/academic/eac/degree/forms.html">http://www.pcc.edu/recources/academic/eac/degree/forms.html</a>		
<b>Additional Comments Or Changes</b>		

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### 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.

Current Certificate Information			Proposed 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
<b>CAS 280W</b>	<b>CE: Web Site Development (CHANGE)</b>	<b>2</b>	<b>CAS 280W</b>	<b>CE: Web Site Development (reduce credit)</b>	<b>1</b>
<b>Credit total</b>		<b>24</b>	<b>Credit total</b>		<b>23</b>

**SECTION #4 (Please contact the Curriculum Office for support in filling out this section)**

<b>Is this a Related Certificate?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Is this a Career Pathway?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>If yes, what is the base degree?</b>	Website Development and Design		<b>Will the proposed change affect the Career Pathway or Related Certificate?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>If yes, how?</b>			
<b>Is this a statewide certificate?</b>	<b>If yes, has the change been approved by the consortium?</b>		
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Requested Implementation Term</b> ( Please refer to <a href="#">Degree/Certificate timeline</a> implementation guidelines)			

<b>Submitted by:</b>	Amy Clubb
<b>Email:</b>	<a href="mailto:amy.clubb@pcc.edu">amy.clubb@pcc.edu</a>
<b>Phone:</b>	971-722-7094

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 4<sup>th</sup> floor via campus mail.



**NEW CERTIFICATE  
REQUEST FORM**

**Directions: Fill out completely and  
return electronically to:  
[dac@pcc.edu](mailto:dac@pcc.edu)  
Signature pages should be intercampus mailed to:  
Curriculum Office DC – 4<sup>th</sup> floor**

**SECTION # 1 OVERVIEW**

<b>Proposed Title:</b>	Basic Healthcare Informatics Assistant	<b>Proposed Credits:</b>	24
<b>Reason for new certificate:</b>	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.		
<b>Impact on other areas of instruction:</b> Have you talked to other area SACs? If yes, who did you speak to and provide details.	<input checked="" type="checkbox"/> <b>Yes</b>  <input type="checkbox"/> <b>No</b>	<p><b>Explain:</b> 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.</p> <p>He also reviewed this potential new certificate with two advisory groups, which included workforce representation. Consensus from each of these various groups was that this certificate is relevant and addresses merging workforce needs, especially writing and information literacy skills.</p>	<p><b>Has certificate been validated by the Advisory Committee?</b></p> <input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>

**SECTION # 2 PREREQUISITES AND OUTCOMES**

**PROPOSED PREREQUISITES**

<b>Course Number</b>	<b>Course Title or Placement level</b>	<b>Credits</b>
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

**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
<i>Students who complete this certificate should be able to:</i>	
1. 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 [catalog](#). 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
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	<b>Credit Total</b>
		<b>24</b>



**SECTION # 4 (Please contact the Curriculum Office for support in filling out this section if needed.)**

Is this a Statewide Certificate?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Has the certificate been approved by the consortium?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Requested <u>implementation term:</u>	Spring, 2013
<b>Eligible Training Provider Application</b>					
Complete the <a href="#">Eligible Training Provider application</a> 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					
<p><b>Certificates 45 credits or more require related instruction. Fill out a Template for Related Instruction located at:</b>  <a href="http://www.pcc.edu/resources/academic/eac/degree/forms.html">http://www.pcc.edu/resources/academic/eac/degree/forms.html</a>                  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.</p>					
<b>Submitted By:</b>	Susan Lewis				
<b>Email:</b>	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](mailto: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 – 4<sup>th</sup> floor via campus mail.



**CERTIFICATE  
REVISION REQUEST  
FORM**

**Directions: Fill out completely and  
return electronically to:  
[dac@pcc.edu](mailto:dac@pcc.edu)**

**Signature pages should be intercampus mailed to:  
Curriculum Office DC 4<sup>th</sup> floor**

**SECTION #1 OVERVIEW**

<p align="center"><b>Current Title:</b></p>	<p align="center">Dental Laboratory Technology</p>	<p align="center"><b>Proposed Title:</b></p>	<p align="center"><b>No Change</b></p>
<p align="center"><b>Current Credits:</b></p>	<p align="center">79</p>	<p align="center"><b>Proposed Credits:</b></p>	<p align="center"><b>No Change</b></p>
<p><b>Overview and rationale for proposed changes:</b></p>	<p>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.</p>		
<p><b>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</b></p>	<p><b>1. Remove SP 100 as the required speech course and change it to accepting “Any SP course on the PCC General Education/Discipline Studies list 4 credits”</b></p>		
<p><b>Are you adding or removing a course which is from another discipline? Consider this question for program prerequisites and required courses</b></p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p><b>If yes, have you communicated with the SAC or the dean? Are they aware of the financial and/or schedule impact of this change? Provide details of the conversation including who was contacted.</b></p>	

## SECTION #2 REVISION AREAS

### Prerequisites

<b>Current Prerequisites</b>	<b>Does the revision involve changing certificate prerequisites?</b>	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
<b>Course Number</b>	<b>Course Title or Placement level</b>		

### Proposed Prerequisites

<b>Course Number</b>	<b>Course Title or Placement level</b>	

<b>Current Outcomes: Required whether or not outcomes are being changed.</b>	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 <a href="#">writing good outcome</a> statements.	<b>Does the revision involve changing certificate outcomes?</b>  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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Identify which certificate outcome aligns to individual core outcomes. It is possible that all core outcomes may not be address by the certificate outcomes.

<b>Certificate Outcome</b>	<b>Core Outcome</b>
Students who complete this certificate should be able to:	
<ul style="list-style-type: none"> <li>Engage correct verbal, non-verbal and written communications in the dental laboratory and dental profession as both a technician and team leader</li> </ul>	Communication
<ul style="list-style-type: none"> <li>Function in a non-biased manner as a member of a diverse dental team or community</li> <li>Apply basic knowledge of the physics and chemistry of dental materials to insure the proper materials are</li> </ul>	Community and Environmental Responsibility

used in the correct proportions for specific dental laboratory procedures and that correct safety and disposal procedures are followed	
<ul style="list-style-type: none"> <li>Design a Dental Laboratory Business Plan, invoicing system, ledger and the correct tax forms utilizing available computer software/skills</li> </ul>	Critical Thinking and Problem Solving
<ul style="list-style-type: none"> <li>Continue dental, community and world awareness through conventions, lecture attendance and active participation in professional/non-professional organizations</li> </ul>	Cultural Awareness
<ul style="list-style-type: none"> <li>Demonstrate basic dental laboratory techniques in the design and fabrication of complete dentures, crowns and bridges, ceramic, and basic orthodontic appliances</li> <li>Demonstrate advanced skills in more complex complete denture and fixed metal to porcelain prostheses</li> </ul>	Professional Competence
<ul style="list-style-type: none"> <li>Apply legal and ethical principles to the dental environment 10.2010</li> </ul>	Self-Reflection

**Revised Outcomes:**  
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
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Students who complete this certificate should be able to:	

**Related Instruction**

**Related Instruction**

<b>Does the revision involve changing or adding Related Instruction?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
--	---

If yes, a template for Related Instruction will need to be filled out. The template can be found at:  
<http://www.pcc.edu/resources/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, 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 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

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
<b>SP100</b>	<b>Introduction to Speech Comm (remove)</b>	<b>4</b>	<b>SP Elect</b>	<b>Any Speech Course on PCC Discipline Studies List (ADD)</b>	<b>4</b>
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
<b>Credit total</b>		<b>79</b>	<b>Credit total</b>		<b>79</b>

<b>SECTION #4 (Please contact the Curriculum Office for support in filling out this section)</b>			
<b>Is this a Related Certificate?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Is this a Career Pathway?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>If yes, what is the base degree?</b>	<b>Dental Laboratory Technology</b>	<b>Will the proposed change affect the Career Pathway or Related Certificate?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>If yes, how?</b>			

<b>Is this a statewide certificate?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>If yes, has the change been approved by the consortium?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Requested Implementation Term</b> ( Please refer to <a href="#">Degree/Certificate timeline</a> implementation guidelines)	Spring 2013

<b>Submitted by:</b>	Josette Beach
<b>Email:</b>	jbeach@pcc.edu
<b>Phone:</b>	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 4<sup>th</sup> floor via campus mail.



**ASSOCIATE OF APPLIED SCIENCE DEGREE  
REVISION REQUEST FORM**

**Directions: Fill out completely and  
return electronically to:  
[dac@pcc.edu](mailto:dac@pcc.edu)  
Signature pages should be intercampus mailed to:  
Curriculum Office DC / 4<sup>th</sup> floor**

**SECTION # 1 OVERVIEW**

<b>Current Title:</b>	Dental Laboratory Technology	<b>Proposed Title:</b>	No change
<b>Current Credits:</b>	95	<b>Proposed Credits:</b>	No Change
<b>Overview and rationale for proposed changes:</b>	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.	<ol style="list-style-type: none"> <li><b>1. Remove SP 100 as the required speech course and change it to accepting “Any SP course on the PCC General Education/Discipline Studies list 4 credits”</b></li> </ol>		
Are you adding or removing a course which is from another discipline? Consider this question for program prerequisites and required courses	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>If yes, have you communicated with the SAC or the dean? Are they aware of the financial and/or schedule impact of this change? Provide details of the conversation including who was contacted.</b>	

**SECTION # 2 PREREQUISITES AND OUTCOMES**

All degree/certificate outcomes will be reviewed by the committee regardless of whether or not outcomes have changed.



<b>Current Prerequisites</b>	<b>Does the revision involve changing degree prerequisites?</b>	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
<b>Course Number</b>	<b>Course Title or Placement level</b>		
<b>Proposed Prerequisites</b>			
<b>Course Number</b>	<b>Course Title or Placement level</b>		
<b>Current Outcomes: Required whether or not outcomes are being changed.</b>	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 <a href="#">writing good outcome</a> statements.	<b>Does the revision involve changing degree outcomes?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Identify which college AAS degree outcome aligns to individual core outcomes. It is possible that all core outcomes may not be address by the AAS degree outcomes.			
<b>Degree Outcome</b>		<b>Core Outcome</b>	
<i>Students who complete this degree should be able to:</i>			
<ul style="list-style-type: none"> <li>Engage correct verbal, non-verbal and written communications in the dental laboratory and dental profession as both a technician and team leader</li> </ul>		Communication	
<ul style="list-style-type: none"> <li>Function in a non-biased manner as a member of a diverse dental team or community</li> <li>Apply basic knowledge of the physics and chemistry of dental materials to insure the proper materials are used in the correct proportions for specific dental laboratory procedures and that correct safety and disposal procedures are followed</li> </ul>		Community and Environmental Responsibility	
<ul style="list-style-type: none"> <li>Design a Dental Laboratory Business Plan, invoicing system, ledger and the correct tax forms utilizing</li> </ul>		Critical Thinking and Problem	

<ul style="list-style-type: none"> <li>available computer software/skills</li> <li>Demonstrate a deeper knowledge of business procedures pertinent to owning or managing a dental laboratory.</li> </ul>	Solving
<ul style="list-style-type: none"> <li>Continue dental, community and world awareness through conventions, lecture attendance and active participation in professional/non-professional organizations</li> </ul>	Cultural Awareness
<ul style="list-style-type: none"> <li>Demonstrate basic dental laboratory techniques in the design and fabrication of complete dentures, crowns and bridges, ceramic, and basic orthodontic appliances</li> <li>Demonstrate advanced skills in more complex complete denture and fixed metal to porcelain prostheses</li> <li>Be prepared to transfer to a college or university in the health care field.</li> </ul>	Professional Competence
<ul style="list-style-type: none"> <li>Apply legal and ethical principles to the dental environment 10.2010</li> </ul>	Self-Reflection
<ul style="list-style-type: none"> <li>Engage correct verbal, non-verbal and written communications in the dental laboratory and dental profession as both a technician and team leader</li> </ul>	Communication

**Revised Outcomes:**  
Identify which college AAS degree outcome aligns to individual core outcomes. It is possible that all core outcomes may not be address by the AAS degree outcomes.

Degree Outcome	Core Outcome
<i>Students who complete this degree should be able to:</i>	

### 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, 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
<b>SP100</b>	<b>Introduction to Speech Comm (remove)</b>	<b>4</b>	<b>SP</b>	<b>Any Speech Course on PCC Discipline Studies List (ADD)</b>	<b>4</b>
DT Degree Electives		4	DT Degree Electives		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
Gen Ed.		4	Gen Ed.		4
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
Gen Ed.		4	Gen Ed.		4
<b>Credit Total</b>		<b>95</b>	<b>Total</b>		<b>Credit</b>
					<b>95</b>

**SECTION # 4 (Please contact the Curriculum Office for support in filling out this section if needed.)**

Is this a statewide degree?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Has the change been approved by the consortium?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is this a degree option?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, name of the base degree:	Dental Laboratory Technology, AAS
Are there any career pathway(s) or related certificates attached to this degree?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If yes, name of career pathway(s) or related certificate	Dental Laboratory Technology, 2 yr-Certificate
Requested Implementation Term (Please refer to <a href="#">Degree/Certificate timeline</a> implementation guidelines)			Spring 2013

<b>Submitted By:</b>	<b>Josette Beach, Director Dental Sciences</b>
<b>Email:</b>	<b>jbeach@pcc.edu</b>

Next steps:

1. Save the completed Associate of Applied Science Revision Request Form and submit as an e-mail attachment to [dac@pcc.edu](mailto: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 - 4<sup>th</sup> floor via campus mail.



**NEW CERTIFICATE  
REQUEST FORM**

**Directions: Fill out completely and  
return electronically to:  
[dac@pcc.edu](mailto:dac@pcc.edu)  
Signature pages should be intercampus mailed  
to:  
Curriculum Office DC – 4<sup>th</sup> floor**

**SECTION # 1 OVERVIEW**

<b>Proposed Title:</b>	Customer Service Professional	<b>Proposed Credits:</b>	16
<b>Reason for new certificate:</b>	<p>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.</p>		
<b>Impact on other areas of instruction:</b> Have you talked to other area SACs? If yes, who did you speak to and provide details.	<input checked="" type="checkbox"/> <b>Yes</b>  <input type="checkbox"/> <b>No</b>	<b>Explain:</b> 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.	<b>Has certificate been validated by the Advisory Committee?</b>  <input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>

**SECTION # 2 PREREQUISITES AND OUTCOMES**

**PROPOSED PREREQUISITES**

<b>Course Number</b>	<b>Course Title or Placement level</b>	<b>Credits</b>

<b>Is this a limited entry program?</b> Students must apply, via the department for program entry. The program will not be listed on the drop down menu in PCC web admissions.		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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. It is possible that all core outcomes may not be address by the certificate outcomes.

Certificate Outcome	Core Outcome
<i>Students who complete this certificate should be able to:</i>	
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 Awareness Professional Competence

**SECTION # 3 COURSEWORK**

List all courses in the order that you want them distributed in the [catalog](#). 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

OR					
BA 131	Computers in Business				(4)
	Confirm total number of credits			<b>Credit Total</b>	<b>16</b>
<b>SECTION # 4 (Please contact the Curriculum Office for support in filling out this section if needed.)</b>					
<b>Is this a Statewide Certificate?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Has the certificate been approved by the consortium?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Requested <u>implementation term:</u></b>	<b>Winter 2013</b>
<b>Eligible Training Provider Application</b>					
Complete the <a href="#">Eligible Training Provider application</a> 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					
<b>Certificates 45 credits or more require related instruction. Fill out a Template for Related Instruction located at:</b>					
<a href="http://www.pcc.edu/recources/academic/eac/degree/forms.html">http://www.pcc.edu/recources/academic/eac/degree/forms.html</a>					
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.					
<b>Submitted By:</b>	<b>Rebecca Robinson</b>				
<b>Email:</b>	<b>rebecca.robinson@pcc.edu</b>				



**NEW CERTIFICATE  
REQUEST FORM**

**Directions: Fill out completely and  
return electronically to:  
[dac@pcc.edu](mailto:dac@pcc.edu)  
Signature pages should be intercampus mailed  
to:  
Curriculum Office DC – 4<sup>th</sup> floor**

**SECTION # 1 OVERVIEW**

<b>Proposed Title:</b>	Customer Service Management	<b>Proposed Credits:</b>	28
<b>Reason for new certificate:</b>	<p>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.</p>		
<b>Impact on other areas of instruction:</b> Have you talked to other area SACs? If yes, who did you speak to and provide details.	<input checked="" type="checkbox"/> <b>Yes</b>  <input type="checkbox"/> <b>No</b>	<b>Explain:</b> 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.	<b>Has certificate been validated by the Advisory Committee?</b>  <input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>

**SECTION # 2 PREREQUISITES AND OUTCOMES**

**PROPOSED PREREQUISITES**

Course Number	Course Title or Placement level	Credits
---------------	---------------------------------	---------




**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

### 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
<i>Students who complete this certificate should be able to:</i>	
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 Awareness Professional Competence
Build enterprise value by developing, leading, and motivating diverse customer service teams to perform effectively in a rapidly changing marketplace.	Critical thinking Communication Cultural Awareness Professional Competence

### SECTION # 3 COURSEWORK

List all courses in the order that you want them distributed in the [catalog](#). 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
or		
BA 131	Computers in Business	(4)
MSD 101	Principles of Management	3
MSD 115	Improving Work Relations	3
MSD 121	Leadership Skills	3
MSD 116	Creative Thinking for Innovative Change	1
MSD 157	Conflict Management	1
MSD 177	Team Building	1
Confirm total number of credits		<b>Credit Total</b>
		<b>28</b>

**SECTION # 4 (Please contact the Curriculum Office for support in filling out this section if needed.)**

<b>Is this a Statewide Certificate?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Has the certificate been approved by the consortium?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Requested <u>implementation term:</u></b>	<b>Summer 2013</b>
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**Eligible Training Provider Application**

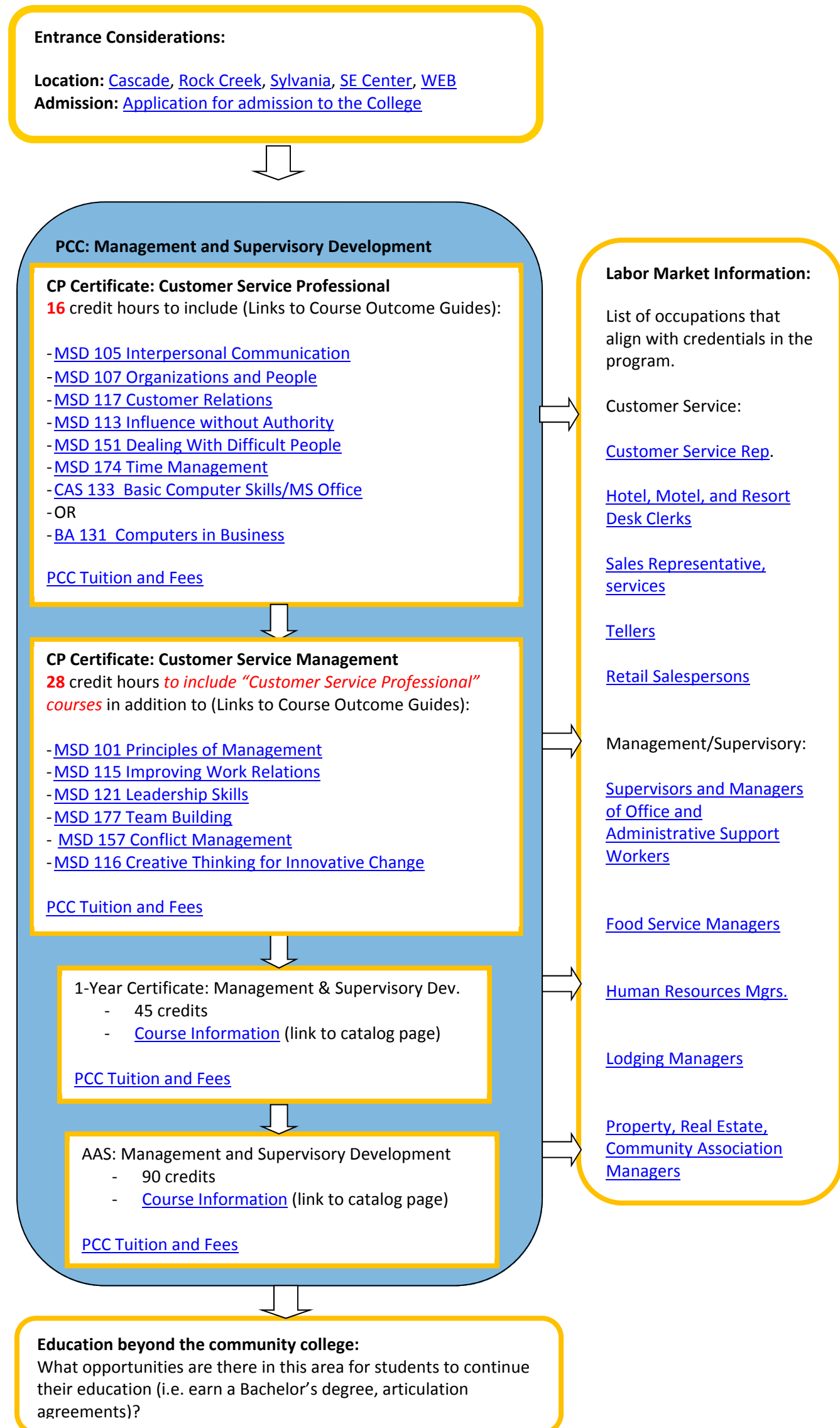
Complete the [Eligible Training Provider application](#) available on the Curriculum Office forms page. The value of being listed on the ETP list is that students who have Workforce Investment Act (WIA) funds may use the funds for their tuition. Return completed form to DAC@pcc.edu

**Certificates 45 credits or more require related instruction. Fill out a Template for Related Instruction located at:**

<http://www.pcc.edu/recourses/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.

<b>Submitted By:</b>	<b>Rebecca Robinson</b>
<b>Email:</b>	<b>Rebecca.robinson@pcc.edu</b>





**ASSOCIATE OF APPLIED SCIENCE DEGREE  
REVISION REQUEST FORM**

**Directions: Fill out completely and  
return electronically to:  
[dac@pcc.edu](mailto:dac@pcc.edu)  
Signature pages should be intercampus mailed to:  
Curriculum Office DC / 4<sup>th</sup> floor**

**SECTION # 1 OVERVIEW**

<b>Current Title:</b>	Emergency Medical Technician-Paramedic (AAS)	<b>Proposed Title:</b>	No change
<b>Current Credits:</b>	107	<b>Proposed Credits:</b>	No change
<b>Overview and rationale for proposed changes:</b>	<p>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).</p>		
<p>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.</p>	<p><b>1. Decrease EMS 240 by 1 credit (12 lecture contact hours)</b>  <b>2. Increase EMS 246 by 1 credit (36 lab hours)</b>  <b>3. Change 36 of the current “indirectly supervised clinical” hours during EMS 246 to an additional 36 lab contact hours</b></p>		
<p>Are you adding or removing a course which is from another discipline? Consider this question for program prerequisites and required courses</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<p><b>If yes, have you communicated with the SAC or the dean? Are they aware of the financial and/or schedule impact of this change? Provide details of the conversation including who was contacted.</b></p>	

## SECTION # 2 PREREQUISITES AND OUTCOMES

All degree/certificate outcomes will be reviewed by the committee regardless of whether or not outcomes have changed.

<b>Current Prerequisites</b>	<b>Does the revision involve changing degree prerequisites?</b>	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
<b>Course Number</b>	<b>Course Title or Placement level</b>		
<b>Proposed Prerequisites</b>			
<b>Course Number</b>	<b>Course Title or Placement level</b>		
<b>Current Outcomes: Required whether or not outcomes are being changed.</b>	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 <a href="#">writing good outcome</a> statements.	<b>Does the revision involve changing degree outcomes?</b>  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Identify which college AAS degree outcome aligns to individual core outcomes. It is possible that all core outcomes may not be address by the AAS degree outcomes.			
<b>Degree Outcome</b>		<b>Core Outcome</b>	
<i>Students who complete this degree should be able to:</i>			
1: Act in accordance with the ethical and professional medical standards of the entry level Paramedic		Community and Environmental Responsibility, Critical Thinking and Problem Solving, Professional Competence, Self Reflection	
2: Meet the academic eligibility requirements for taking both cognitive and practical State and National Certification examinations at the Paramedic level		Professional Competence	
3: Demonstrate communication skills of the medical environment in order to develop and maintain professional client relationships at the Paramedic level		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	
<b>Revised Outcomes:</b> Identify which college AAS degree outcome aligns to individual core outcomes. It is possible that all core outcomes may not be address by the AAS degree outcomes.			
<b>Degree Outcome</b>		<b>Core Outcome</b>	

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 [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, 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
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

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EMS 240	Paramedic I	13	EMS 240	Paramedic I	12 <b>(Decr cr.)</b>
EMS 242	Paramedic II	9	EMS 242	Paramedic II	9
EMS 244	Par. Clin. Internship I	3	EMS 244	Par. Clin. Internship I	3
EMS 246	Par. Clin. Internship II	4	EMS 246	Par. Clin. Internship II	5 <b>(Incr cr.)</b>
EMS 248	Par. Field Internship I	2	EMS 248	Par. Field Internship I	2
HPE 295	Health/Fitness for Life	3	HPE 295	Health/Fitness for Life	3
CAS/CIS 101	Or higher	3	CAS/CIS 101	Or higher	3
EMS 250	Par. Field Internship II	7	EMS 250	Par. Field Internship II	7
EMS 252	Paramedic III	2	EMS 252	Paramedic III	2
	<b>Total</b>	<b>Credit</b>	<b>107</b>	<b>Total</b>	<b>Credit</b>
					107

**SECTION # 4 (Please contact the Curriculum Office for support in filling out this section if needed.)**

Is this a statewide degree?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Has the change been approved by the consortium?	<input type="checkbox"/> Yes <input type="checkbox"/> No – not applicable
Is this a degree option?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, name of the base degree:	
Are there any career pathway(s) or related certificates attached to this degree?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, name of career pathway(s) or related certificate	
Requested Implementation Term (Please refer to <a href="#">Degree/Certificate timeline</a> implementation guidelines)			As soon as possible following approval – ideally, Winter, 2013

<b>Submitted By:</b>	Mark Hornshuh
<b>Email:</b>	mhornshu@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](mailto: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 - 4<sup>th</sup> floor via campus mail.