

2023 INSTRUCTIONAL ANNUAL PROGRAM PLANNING WORKSHEET

CURRENT YEAR: 2022-2023

PROGRAM: PHLEBOTOMY

CLUSTER: HEALTH AND WELLNESS, SKILLED TRADES, AND TECHNOLOGY

LAST YEAR CPPR COMPLETED: 2021-2022

NEXT SCHEDULED CPPR: 2025-2026

CURRENT DATE: 2/14/2023

The Annual Program Planning Worksheet (APPW) is the process for:

- reviewing, analyzing, and assessing programs on an annual basis
- documenting relevant program changes, trends, and plans for the upcoming year
- identifying program needs, if any, that will become part of the program's [resource plan](#)
- highlighting specific program accomplishments and updates since last year's APPW
- tracking progress on a Program Sustainability Plan if established previously.

Note: Degrees and/or certificates for the *same* program **may be consolidated** into one APPW.

This APPW encompasses the following degrees and/or certificates:

Associate Degree in Science, Medical Assisting Certificate of Achievement, Medical Assisting Certificate of Specialization, and Phlebotomy Certificate of Specialization

GENERAL PROGRAM UPDATE

Describe significant changes, if any, to the program's mission, purpose, or direction. *If there are not any, indicate: NONE.*

The Phlebotomy courses are taught face-to-face by part-time faculty members. The Phlebotomy program has two evening sections, one taught on the San Luis Obispo campus and one taught on the North County campus. Teaching Assistants are hired every semester to assist the faculty members with the lab set-up and supervision of the high number of invasive skills check-offs, including capillary skin punctures and venous blood withdrawal. The homework and some tests are online Canvas assignments. The Final Exam is delivered via on-campus computers proctored by the instructor and delivered via pen/paper. Phlebotomy students may take the NCCT (National Center for Competency Testing) upon successful completion of both PHLB 109A and PHLB 109B. The projected job outlook for Phlebotomists (NBLIS, 2022) is a 10% growth rate, with 135,000 current phlebotomy open positions. The National Median Salary is \$36,320 and the California Median Annual Salary (Indeed, 2022) is \$48,152. The Cuesta Phlebotomy programs continue to have 5 to 7 students per section on the waitlist each semester.

PROGRAM SUSTAINABILITY PLAN UPDATE

Was a Program Sustainability Plan established in your program's most recent Comprehensive Program Plan and Review?

Yes If yes, please complete the Program Sustainability Plan Progress Report below.

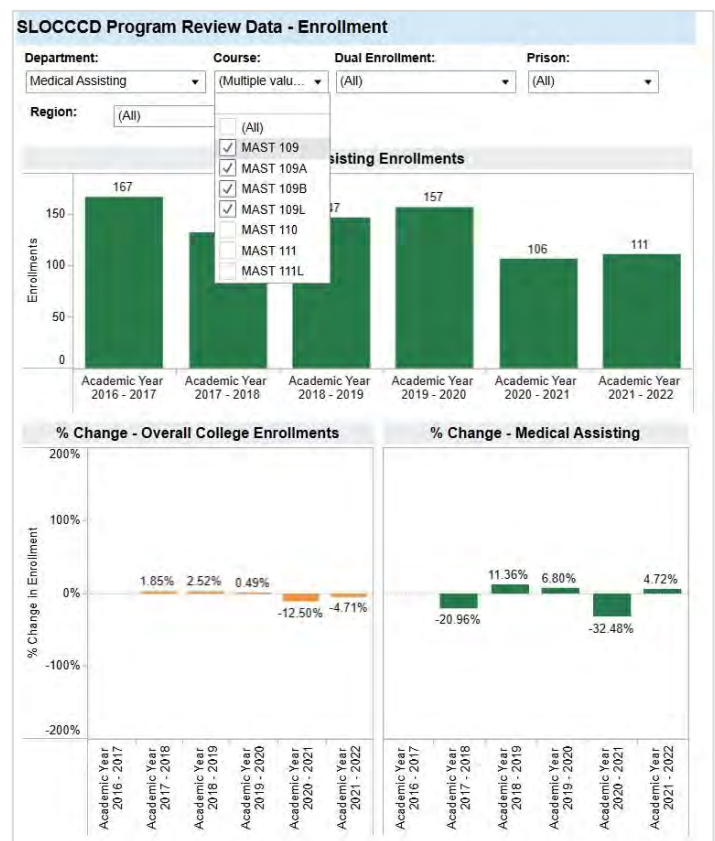
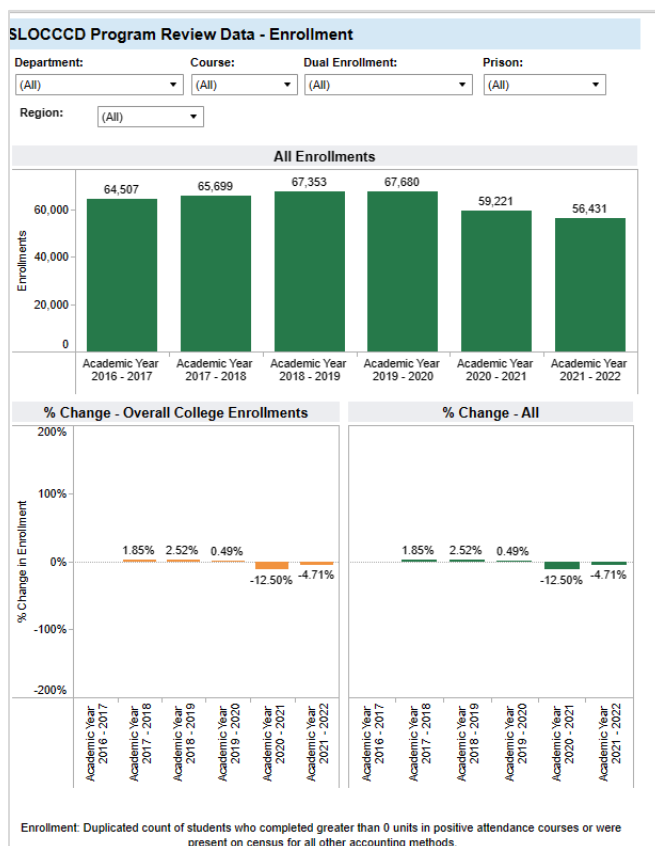
No If no, you do not need to complete a Progress Report.

If you selected yes, please complete the Program Sustainability Plan Progress Report below after you complete the Data Analysis section. That data collection and analysis will help you to update, if necessary, your Program Sustainability Plan.

DATA ANALYSIS AND PROGRAM-SPECIFIC MEASUREMENTS

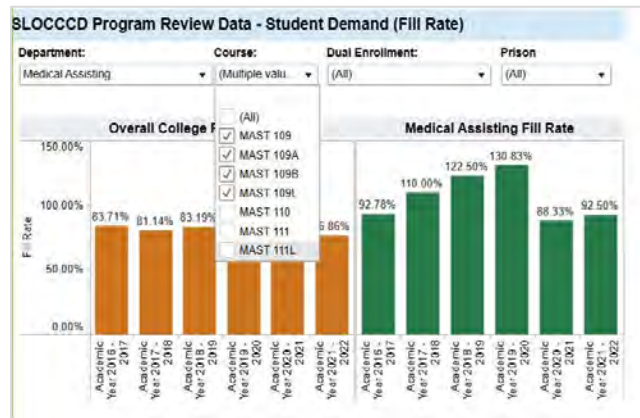
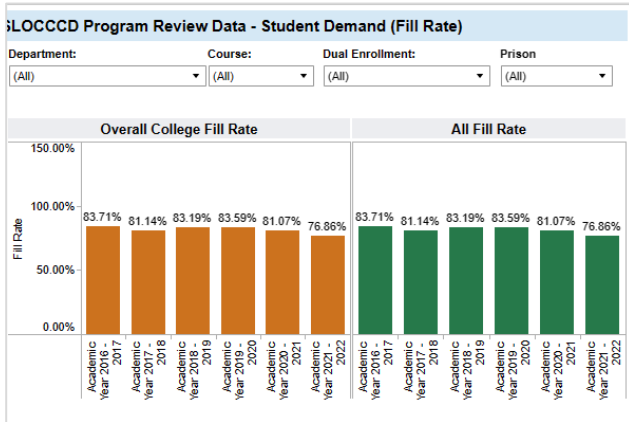
A. [General Enrollment \(Insert Aggregated Data Chart\)](#)

The charts below demonstrate an overall college enrollment decrease of about 4.7%. The course-specific data (Phlebotomy) is not represented on a historical basis because the program prefix changed from MAST to PHLB in the 2022-23 academic year. In trying to tease out a specific trend for Phlebotomy, we can note that for the 2021-2022 year, 111 students were enrolled. We know from the previous APPW, 106 students were enrolled in the 2020-2021 year. This is a slight increase in enrollment.



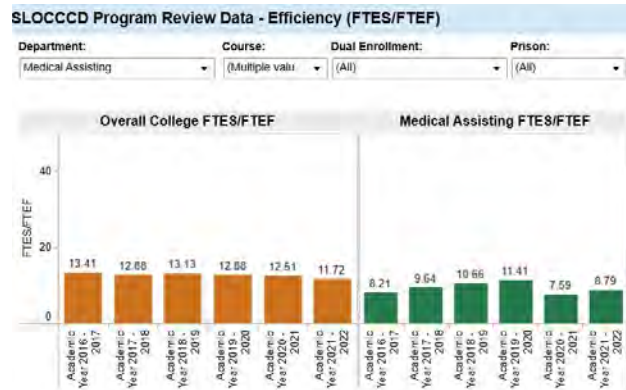
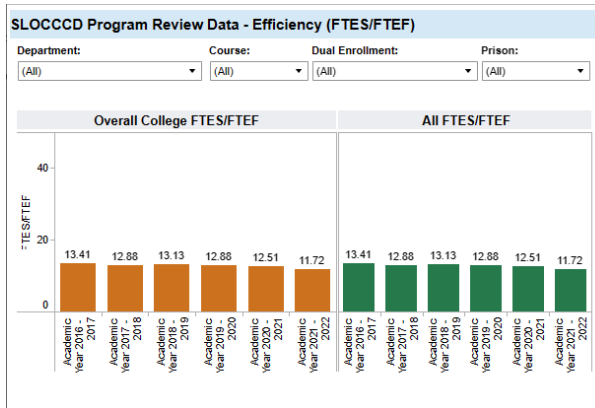
B. [General Student Demand \(Fill Rate\) \(Insert Aggregated Data Chart\)](#)

The charts below (Fill Rates) indicate an overall college fill rate of 76.8% The Phlebotomy course (PHLB 109A) reflects a 100% demand rate (approximating a full 15 student enrollment per CRN). Historically we know the last academic year saw a 95% fill rate. Historic data is not represented graphically as the course changed from MAST to PHLB. Both sections (Tuesday evening and Thursday evening) continue to have waitlisted students. Starting in the Spring of 2023, with fewer Covid issues, the department will consider increasing the class size to 17 or 18 (depending on available externship sites).



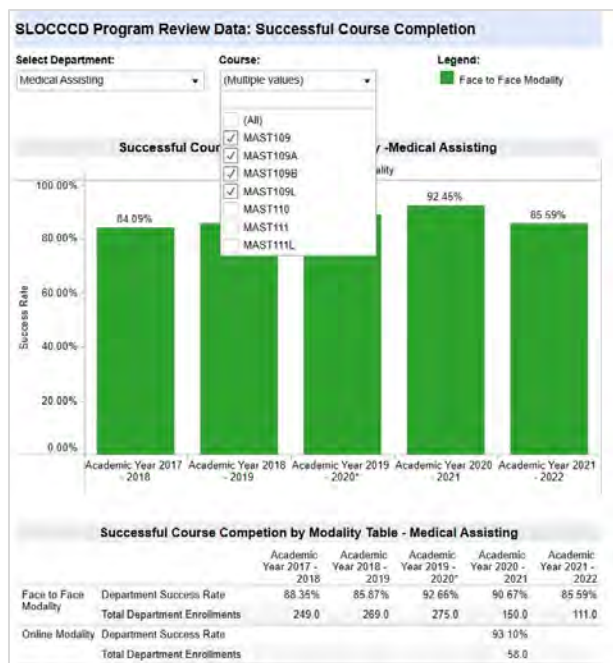
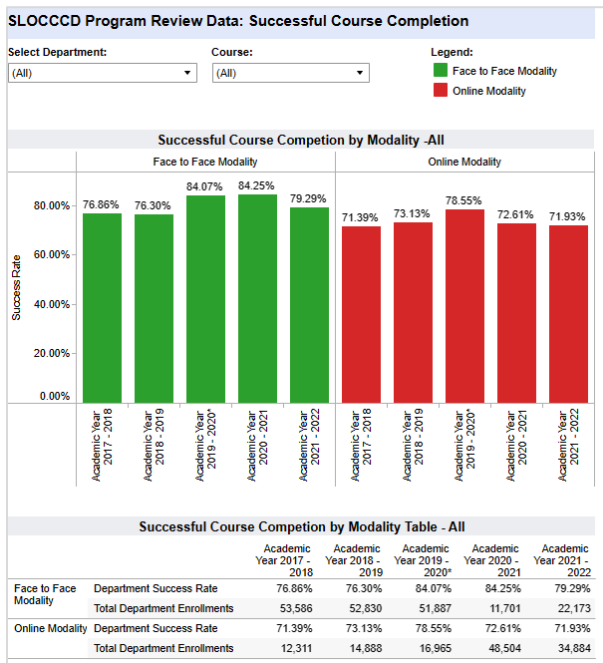
C. [General Efficiency \(FTES/FTEF\) \(Insert Aggregated Data Chart\)](#)

The charts below demonstrate an overall efficiency for Phlebotomy (PHLB) of 8.79 compared to the overall college rate of 11.72. Historically Phlebotomy data is not represented graphically as the prefix changed from MAST to PHLB. However, we do know that in the previous academic year, efficiency was 7.59. Due to the nature of skills taught in the Phlebotomy courses (invasive procedures such as venipunctures), the students must consistently be supervised by the instructor. Sometimes this means direct one-on-one supervision. Factors affecting efficiency for this program include the requirement to complete didactic and skill lab hours (with specific State of California requirements), and successfully passing (PHLB 109A) final exam before progressing to externship (PHLB 109B). Class vacancies left by students who drop the program cannot be back-filled due to the inability to meet the State of California instruction-hour requirements after the course has begun. Additionally, students who do not pass the (PHLB 109A) Final exam with a 70% or greater are dropped from the class and do not proceed to externship (PHLB 109B). Lastly, all students are required to complete a background and drug screen in addition to immunizations. Students who do not pass the drug screen are dropped from the program and those who have offenses in their background report, must complete a Student Appeal and be approved by the consortium to remain in the program. The “due date” time for these screens and immunizations is well into the semester and thus does not allow for late entry into the class.



D. Student Success—Course Modality (Insert Data Chart)

Student Success: The Phlebotomy courses were taught face-to-face during the represented academic year. The course completion rate was 86%. Students must pass the Final exam in PHLB 109A to proceed to PHLB 109B. There was a slight increase in the number of students failing the PHLB 109A Final Exam, and thus not moving on to PHLB 109B. However, of those students completing the full PHLB 109A/PHLB 109B courses, 100% of the Fall 2021 and 95% of the Spring 2022 students passed the national phlebotomy exam certified by The National Center for Competency Testing (NCCT). The NCCT exam is administered and proctored at Cuesta, thus offering the students easy access to national/state certification testing with no additional testing site fees and full completion of the program.



E. Degrees and Certificates Awarded (Insert Data Chart)

Students must complete PHLB 109A and PHLB 109B to complete the Phlebotomy program and receive a Certificate of Specialization. Issuance of a certificate requires passing PHLB 109A including the Final Exam and completing PHLB 109B which includes 47 practical hours and 50 blood draws at an externship site. The above requirements exceed the minimum State of California requirements of 40 practical hours and 50 blood draws.

Certificates awarded:

- Fall of 2020: 23 certificates
- Spring of 2021: 26 certificates
- Fall of 2021: 23 certificates
- Spring of 2022: 24 certificates
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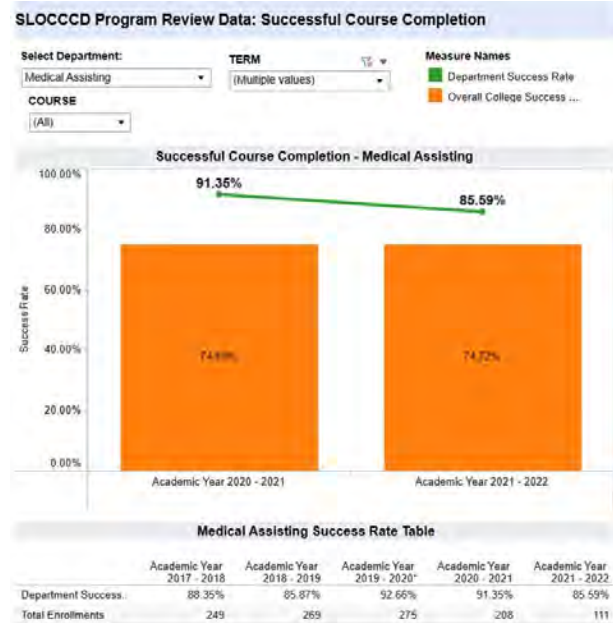
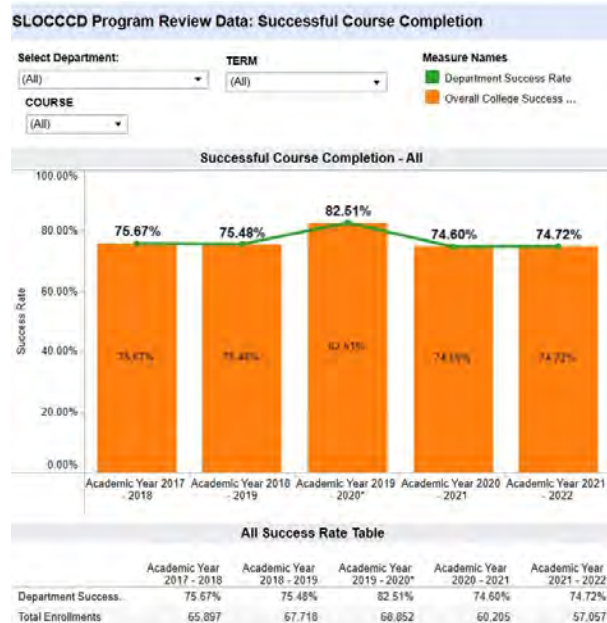
The Phlebotomy program is often used as a ladder to other healthcare professions including EMT, LVN, Medical Assisting, and RN.



F. General Student Success – Course Completion (Insert Aggregated Data Chart)

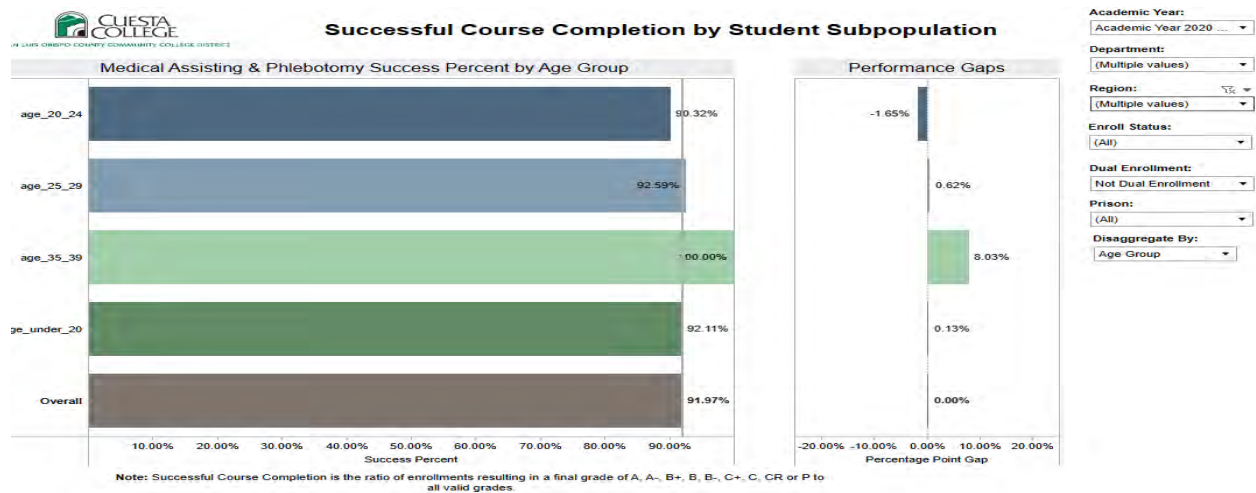
Phlebotomy Course Completion Rates (PHLB 109A/109B)

Due to the nature of the MAST to PHLB conversion, data is not graphically represented. However, with the most recent academic year represented, the Phlebotomy completion rate of 85.6% exceeded the college average. The prior year was 91% compared to the overall college rate of 74.6%.

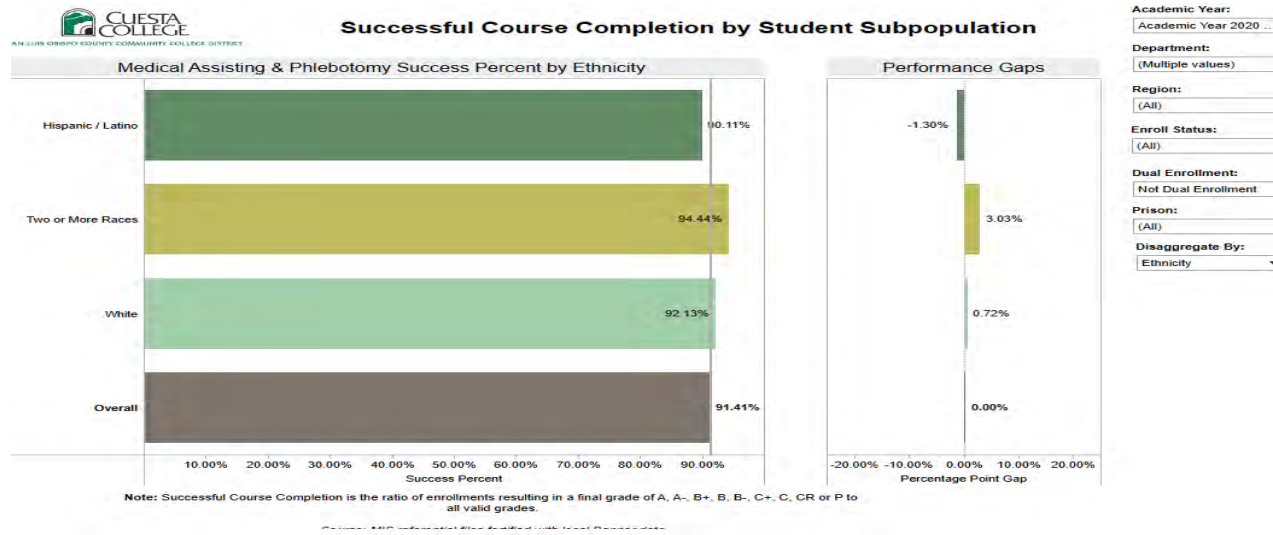


- G. Review the [Disaggregated Student Success](#) charts; Include any charts that you will reference. Describe any departmental or pedagogical outcomes that have occurred as a result of programmatic discussion regarding the data presented.

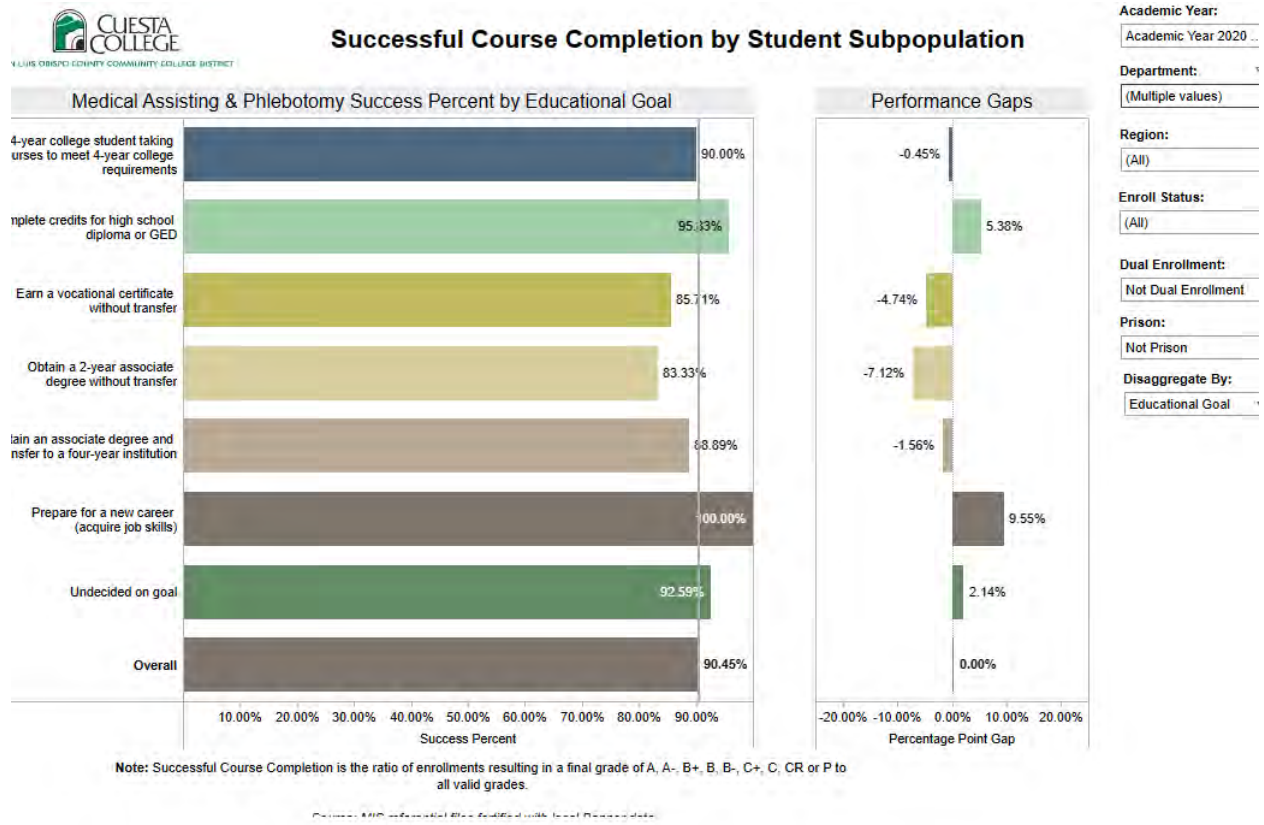
Disaggregated by Age: Our program is tracking closely Overall. The one area (although only representing 10 classes PHLB 109A and PHLB 109B) shows success surpassing the Overall in the 35-39 age group. Most likely these are second-career returning students. Having four Teaching Assistants in our program consistently has allowed us to give as much time as needed to students who may have some trepidation in an unfamiliar and younger classroom. Most of the “older” students are seeking a career and may end up meeting community needs for phlebotomists, whereas about 30% of the other students are using the phlebotomy program as a stepping stone to another path (See Disaggregated Data by Subpopulation graph following).



Disaggregated By Ethnicity: Here we see a slight decrease from Overall in the population identified as Hispanic-Latino. Knowing there is a need in our community for Spanish speakers, we engaged Cuesta’s Student Success Team, particularly ESL coaches to reach out directly to our phlebotomy students. The Student Success Team gave a presentation at our new student zoom orientation this semester (Spring 2023). Additionally, a representative attended each of the sections during the second class period for a live presentation to emphasize their availability and encourage ESL and other students to seek assistance if needed.



Disaggregated By Subpopulation: The Phlebotomy program exceeds Overall in Preparing for a new career (acquiring job skills). This makes logical sense, especially understanding that Cuesta’s Certificate of Specialization in Phlebotomy is an absolute requirement by the State of California to obtain a CPT-1 (Certified Phlebotomy Technician 1) certificate. A state certificate is required to work as a phlebotomist. Over the last year, the Phlebotomy program increased its practical training hours from the minimum 40 hours required by the State of California to 47 hours, giving our students more exposure to real-life phlebotomy skills and expectations. Additional skills were also taught during classroom instruction to prepare students for a broader understanding of the “blood processing” side of phlebotomy. The goal was to increase the skill set of Cuesta phlebotomy graduates to enhance employability. Additionally, Cuesta continues to offer the national certifying exam (NCCT) on campus as a courtesy and convenience for our students. This makes the Phlebotomy Program a “one-stop shop”, thus a clear career path.



Other Relevant Program Data (optional): The Phlebotomy program continues to have 3-4 Teaching Assistants for the lab portion of the class. The students complete the full 2 unit PHLB 109A and the 1 unit PHLB 109B. The 109B externship portion was increased from 40 to 47 hours this past year. The minimal State of California requirement is 40 hours for the externship. Cuesta continues to exceed the national average on the NCCT exam. Passing the NCCT exam is required by the State of California (in addition to all coursework and practical training) to obtain a CPT-1 (Certified Phlebotomist 1) Certificate

The most recent NCCT (National Center for Competency Testing) data for Cuesta College is as follows:

Spring 2022 (testing date May 2022)

21 students took the test

95% passed with an average score of 82%

Same Date - National Statistics: Only 73% passed with an average score of 74.8

Fall 2021 (testing date Dec 2021)

18 students took the test

100% passed with an average score of 86%

Same Date - National Statistics: Only 74% passed with an average score of 75.3

Spring 2021 (testing date May 2021)

21 students took the test

100% passed with an average score of 86%

Same Date - National Statistics: Only 67% passed with an average score of 72.8

Fall 2021 (testing date Dec 2021)

18 students took the test

100% passed with an average score of 85.6%

Same Date - National Statistics: Only 74% passed with an average score of 75.3

Spring 2021 (testing date May 2021)

21 students took the test

100% passed with an average score of 86%

Same Date - National Statistics: Only 67% passed with an average score of 72.8

Fall 2020 (testing date Dec 2020)

26 students took the test

100% passed with an average score of 80.2%

Same Date - National Statistics: Only 73% passed with an average score of 75.1

PROGRAM OUTCOMES ASSESSMENT CHECKLIST AND NARRATIVE

CHECKLIST:

- SLO assessment cycle calendar is up to date.
- All courses scheduled for assessment have been assessed in eLumen.
- Program Sustainability Plan progress report completed (if applicable).

NARRATIVE

Briefly describe program changes, if any, which have been implemented in the previous year as a direct result of the Program or Student Services Learning Outcomes Assessment. *If no program changes have been made as results of the Program or Student Services Learning Outcomes Assessment, indicate NONE.*

The following are Program changes that have been implemented as a result of Program and Student Services Learning Outcome (SLO) Assessments:

- The Student Learning Objectives were determined to be consistent with industry and college expectations and have remained the same as in previous years.

PROGRAM PLANNING / FORECASTING FOR THE NEXT ACADEMIC YEAR

Briefly describe any program plans for the upcoming academic year. These may include but are not limited to the following: *(Note: you do not need to respond to each of the items below). If there are no forecasted plans for the program, for the upcoming year, indicate: NONE.*

- A. New or modified plans for achieving program-learning outcomes
- B. Anticipated changes in curriculum, scheduling, or delivery modality
- C. Levels, delivery, or types of services
- D. Facilities changes
- E. Staffing projections
- F. Other

Budget requests related to SLOs and this document have been included in the 2023-2024 Resource Plan including:

- Anticipated changes in curriculum, scheduling, or delivery modality

Phlebotomy will continue to evaluate the cap for these sections. Although the program has a high demand, restrictions such as space, equipment, and clinical placement are consideration factors in attempting to expand enrollment. Dignity Health opened two more blood drawing sites as well as accepted two students at Marian Medical Center's acute care hospital. Cuesta is in the process of engaging Westpac Laboratories to accept students for externship placement. This will facilitate allowing more students to enroll beyond the 15-enrollment cap). The program was awarded Foundation Grants this past year and purchased two more practice arms and two new vein-identification scopes. The program hosts an annual Phlebotomy Advisory Board meeting. Membership consists of local clinical laboratory managers, phlebotomy managers, and Cuesta administration and faculty. The goal of the session is to obtain professional feedback/evaluation of our program and foster the continued relationship Cuesta has with local healthcare providers. Currently, Dignity Health offers 16 outpatient sites (from Paso Robles to Solvang) and Marian Regional Medical Center Hospital as externship sites for our student to complete their practical training. Tenet Central Coast offers Sierra Vista Regional Medical Center as a training site. It is anticipated Westpac Laboratories will have 2-4 sites available for our students in Fall 2023. Contract agreements are currently under review. While the total number of available practical training sites continues to grow, not every site is available every semester. Availability is dependent upon staffing by participating facility employees.

Program Planning and Resource Needs for the Academic Year 2023-2024

Program Resource Needs Input (For FALL 2023 Year) PHLEBOTOMY						
Item description	Program	Cost	Site	New or replacement	Need: immediate, intermediate, long-term	Justification – why needed
Streaming Training Videos From The enter For Phlebotomy Education. Quote attached.	Phlebotomy	\$1998	SLO and NCC Share One	Continuation of last year's subscription	Immediate -Need the subscription for Fall 2023 through Spring 2024	High Priority: This is a continuation of a commitment we made last year. The streaming services are used almost each lecture day. Additionally, students can access the service from home for review as needed. We should consider putting this into operating budget – not capital – as it will be renewed each August.
Glow Light Hand Washing Training Tool And UV Light Quote Attached	Phlebotomy	\$46.95 Each Need (2)	NCC needs two – SLO is fine.	Replacement	Long term	This device is used to teach students proper handwashing technique. The current devices are very old and the lights do not work properly.

- Levels, delivery, or types of support services
 - Continue to collaborate with the following college departments to best serve Phlebotomy students:
 - Admissions and Records
 - Counseling
 - Research
 - Community resources

- Staffing projections
 - Currently, Phlebotomy offers 2 sections with one instructor each, and four TAs per class. The college has excellent day-to-day communications with the local phlebotomy supervisors and it appears the community need is being met. There are no plans to add any more sections.

- Strategies for responding to the predicted budget and FTES target for the next academic year
 - Continue to evaluate community needs to determine the optimal number of students to enroll in the Phlebotomy certificate course.

PROGRAM SUSTAINABILITY PLAN PROGRESS REPORT

This section only needs to be completed if a program has an existing Program Sustainability Plan. Indicate whether objectives established in your Program Sustainability Plan have been addressed or not, and if improvement targets have been met.

Area of Decline or Challenge	Identified Objective (Paste from PSP)	Planning Steps (Check all that apply)	Has the Improvement Target Been Met?
Enrollment		<input type="checkbox"/> Identified <input type="checkbox"/> Resources Allocated <input type="checkbox"/> Implemented	Select one
Student Demand (Fill Rate)		<input type="checkbox"/> Identified <input type="checkbox"/> Resources Allocated <input type="checkbox"/> Implemented	Select one
Efficiency (FTES/FTEF)		<input type="checkbox"/> Identified <input type="checkbox"/> Resources Allocated <input type="checkbox"/> Implemented	Select one
Student Success – Course Completion		<input type="checkbox"/> Identified <input type="checkbox"/> Resources Allocated <input type="checkbox"/> Implemented	Select one
Student Success – Course Modality		<input type="checkbox"/> Identified <input type="checkbox"/> Resources Allocated <input type="checkbox"/> Implemented	Select one
Degrees and Certificates Awarded		<input type="checkbox"/> Identified <input type="checkbox"/> Resources Allocated <input type="checkbox"/> Implemented	Select one

If Program Sustainability Plan is still necessary, provide a brief description of how you plan to continue your PSP and update your PSP to remove any objectives that have been addressed and include any new objectives that are needed.