

Educational Approval Program 2018 Renewal Application

Institutional Plan Sections D and E for Rx Technician Preparatory School LLC

Strengths 2018

1. The closing of Madison office allowed for greater concentration in one market, and focus on enhancing the online program, and improving current systems
2. Addition of another community organization to assist students with financial assistance for tuition. Community Actions in Rockford, IL is the organization. (student must meet eligibility requirements)
3. The completion of the online program migration to a new platform, which is much more user friendly, and still allows for a secure interactive interface with online learning.

Previous Strengths

The strengths of Rx Tech Prep remain strong in the essence of passion for helping students mature and grow in the area of pharmacy technician education as well as their individual self-development on a professional level and personal level.

- Rx Tech Prep launched a brand new website in 2017. (This is now the third website the school has had) With continual changes in technology, it is vital for the school to maintain the most efficient, easy-navigating, and interactive learning experience.
- Rx Tech Prep has hired a website-technical company who as a monthly service will aid in any technical problems, and or updates to the school's website.
- The Customer Relationship Management System, Pipedrive, has been implemented to help manage incoming inquiries, which has helped tremendously in our responses to people seeking information and possible enrollment.
- All classes have been instructed at the offices of Rx Tech Prep, which has helped to keep overall expenses down. NOTE: the only physical location is in Rockford, IL. The Madison office was closed officially in April of 2018. The last class that was held was in Feb or 2017.
- Relationship building with the community agencies, the YWCA and Urban League, and local high schools have been in the works since last year to help better serve the community with collaborative efforts.
- Curriculum adjustments tailored to student's evaluation, feedback, and the certification exam outline provided by the PTCB (Pharmacy Technician Board)

- One-on-one instructor-student meetings weekly to provide maximal learning and the development of personalized goal setting and accountability
- Rx Tech Prep has secured a financing institution to help students with funding through a loan if eligible. This is not being widely used, yet it has been available since the beginning of 2017. It remains an option for students who are in need.
- One-on-one instructor-student meetings weekly to provide maximal learning and the development of personalized goal setting and accountability
- Rx Tech Prep provides each student a class binder complete with all study guides, notes, and any pertinent information for class lecture, and, or homework or studying time at the beginning of the program; nationally-recognized APhA (American Pharmacists Association) endorsed textbooks are utilized, prescriptions from practicing prescribers are implemented for student's practical practice of interpreting prescriptions
- Rx Tech Prep has a commencement ceremony for students who have completed the program each term; this farewell celebration helps demonstrate student appreciation, provides an opportunity for staff and instructors to meet family and friends, and offers yet another opportunity to inspire and motivate students to continue to move forward.
- A leadership training and self-development class is mandatory for all students to participate in each term
- Job-seeking skills and career placement services are provided if requested (mock interviewing, resume building, and employer – employee candidate interaction etiquette)
- Rx Tech Prep is approved to receive funding from the Workforce Innovation and Opportunity Act (formerly known as the Workforce Investment Act) in Illinois and Wisconsin counties. This is a federal act allocating funds to the state (s) to provide assistance to eligible, unemployed candidates in pursuit of employment
- Past students have secured jobs in pharmacy and Pharmacists are recommending the program and contacting the school when job opportunities arise
- Licensed pharmacists and certified pharmacy technicians are instructing with flexible schedules (meets one time weekly for four hours) and accelerated, condensed fashion (11 weeks long)
- Online/distance learning program available
- The program's preparation is for a national certification exam that can be used in any state, the school utilizes a business center for the main campus, so no overhead costs of

building maintenance etc., most competencies of pharmacy technicians can be evaluated by examination (continual assessment can be performed prior to graduation),

- Requirements to work as a pharmacy technician are minimal in most states (high school diploma or equivalent, no felonies, and certification)
- Rx Tech Prep is also certified and approved by the Illinois Board of Higher Education Division of Private and Vocational Schools.

Weaknesses 2018:

1. The closing of Madison Office can also be seen as a weakness since students who were looking for a classroom method of education will no longer be able to attend unless they commute to the Rockford Campus. It has been decided to use this as an opportunity to better focus resources to enhancing the current program and systems used within the school.

Previous Weaknesses

- The lack of externships is still a concern, and with the unexpected closing of the Madison office they have been put on hold for the time being. However, the incorporation of syringe techniques during the content of hospital pharmacy has helped. The program also has added discussion groups pertaining to different real-life events.

Opportunities 2018:

1. Training and prepping current working technicians to pass the certification exam
2. Enhance the online program to better reach individuals and provide training that fits the student's schedule and learning style
3. Collaborate with more community organizations

Previous Opportunities

- The collaboration with high schools is a great opportunity at hand, and we are currently meeting with the school district in Rockford, IL to discuss possible partnerships.
- Employment of pharmacy technicians is continuing to grow (increasing the demand) The addition of a one-day review for current working technicians can provide the much-needed review to sit for the national certification.
- The workshop to aid in gaining employment and enhancing self-development and leadership skills has been implemented. It is mandatory for all students to attend, and is offered at no additional cost to students.

- Community relationships have been strengthened. Evidence is apparent with the support of local non-profit organizations such as Community Actions and local Unemployment Agencies.
- Community relations with pharmacies and pharmacists for job placement and internships
- Online courses can reach students across the country Home video instruction
- Creation and development of our own curriculum/textbooks/supplements
Implementing continuing education in future programs
- Enhancement of audio and visual effects of online courses

Threats 2017:

- Threats remain relatively the same; however, technological challenges as well as other problems are minimized with continual evaluation of the program during and especially ending each class term. By getting feedback from students we are able to address their concerns, or continue to offer what helped the most. Weekly, or even more frequent team meetings also help with maximizing program outcomes. These threats remain the same.
- In addition to what is mentioned, technological challenges may adversely affect overall performance. Unplanned miscellaneous legal compliance issues may also arise with online jurisdiction.
- Competitors may take potential students, growth can occur exponentially that the school will not be able to handle, the delays with governmental and educational systems can prevent future sites from being started on anticipated dates

Rx Tech Prep Goals

1. To address the need for a better process to assist students with gaining employment upon successful completion of the program, Rx Tech Prep must establish a collaborative agreement with area employers of pharmacy technicians.
 - a. We have a relationship with Spherion, a staffing company in Madison. We have added contacts with the following pharmacies: Snyder's in the Rockford area, Nuclear Pharmacy Hot Shots in Rockford, and CVS has been a good working relationship for the past 5 years
2. The need for work-related experience is still a concern. To better include a training that is on-the job, a shadowing experience will be sought out. This will serve as a stepping stone to externships.
 - a. We have 2 approvals for externships, and the CVS approval was nationwide with the country's largest retail pharmacy CVS Caremark at that. Although it was a huge success, it was time consuming and involved legal review.

