Program Outcome - Demonstrate sensitivity and tolerance within a culturally diverse society.

Goal(s): The purpose of this assessment is to determine whether senior pharmacy students are able to demonstrate sensitivity and tolerance within a culturally diverse society.

Stakeholders: PEP, administrators, faculty, students, preceptors, and employers

Assessment Procedures:

Benchmark: Ninety percent of the students should have an overall evaluation of 2 (average) or above, and at least 50% of the students should have an overall evaluation of 3 (above average) or above.

Instrument: Student evaluations completed by community and clinical pharmacy preceptors

Source: Education Management System (EMS) - online rotation management tool

Sampling strategy: All third-year and fourth-year students enrolled in the Professional Experience Program during 2006-08 whose evaluation was completed in EMS will be included in the sample.

Analysis: The mean score for the outcome and the number of students (expressed as a percent) that performed at each level described in the rubric will be reported.

COP Program and/or Courses Potentially Affected: All courses, PEP
Assessment Results:

Third-Year Students

Total number of clinical rotations scheduled (academic year 2007-08) – 321

N=107 student evaluations completed in EMS (online tool) – 33%

<table>
<thead>
<tr>
<th>General Ability-Based Outcome</th>
<th>Mean Score</th>
<th>4 Excellent</th>
<th>3 Above Average</th>
<th>2 Average</th>
<th>1 Below Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demonstrate sensitivity and tolerance within a culturally diverse society.</td>
<td>3.45</td>
<td>58%</td>
<td>29%</td>
<td>13%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Fourth-Year Students

Class of 2006

Total number of community rotations scheduled - 250

Sample - 70 student evaluations completed in EMS (online tool) - 28%

<table>
<thead>
<tr>
<th>General Ability-Based Outcome</th>
<th>Mean Score</th>
<th>4 Excellent</th>
<th>3 Above Average</th>
<th>2 Average</th>
<th>1 Below Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demonstrate sensitivity and tolerance within a culturally diverse society.</td>
<td>3.68</td>
<td>71%</td>
<td>26%</td>
<td>3%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Class of 2007

Total number of community rotations scheduled - 239

N=85 student evaluations completed in EMS (online tool) - 36%

<table>
<thead>
<tr>
<th>General Ability-Based Outcome</th>
<th>Mean Score</th>
<th>4 Excellent</th>
<th>3 Above Average</th>
<th>2 Average</th>
<th>1 Below Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demonstrate sensitivity and tolerance within a culturally diverse society.</td>
<td>3.47</td>
<td>51%</td>
<td>46%</td>
<td>4%</td>
<td>0%</td>
</tr>
</tbody>
</table>
Class of 2008

Total number of community rotations scheduled - 293

N= 212 student evaluations completed in EMS (online tool) - 72%

<table>
<thead>
<tr>
<th>General Ability-Based Outcome</th>
<th>Mean Score</th>
<th>4 Excellent</th>
<th>3 Above Average</th>
<th>2 Average</th>
<th>1 Below Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demonstrate sensitivity and tolerance within a culturally diverse society.</td>
<td>3.59</td>
<td>65%</td>
<td>28%</td>
<td>6%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Summary: The benchmark was achieved for the outcome.

Recommendations:

a. Continue to monitor the outcome.

b. Change the midpoint evaluation form to make it easier for preceptors to complete.

Decision:

The faculty agreed with the recommendations from the Program Assessment Committee. The ADPA will work with the PEP staff to modify the midpoint evaluation tool.