

Maricopa Community Colleges

HEALTH CARE EDUCATION DEPARTMENT

A Member of the
Division of Academic
and Student Affairs



Annual Report
2007-2008



HEALTH CARE INTEGRATED EDUCATIONAL SYSTEM

Looking to the Future of Arizona's Healthcare

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Message from the Director and the Vice Chancellor

It is with pleasure that we offer our 2007-2008 annual report of work accomplished by the faculty, administrators, and staff who comprise the Health Care Integrated Educational System (HCIES) of the Maricopa Community Colleges. With continued challenges in workforce shortages in this state and the entire United States, our partnerships continue to be an essential element of success. Our graduates are heavily recruited for well-paying jobs, and in turn, the employers continue to be satisfied with Maricopa graduates. In similarity to many other colleges and universities nationwide, we have a shortage of faculty candidates and opportunities for clinical education, so we are limited in our ability to increase our enrollment, despite our need to do so.

As a member of the Academic and Student Affairs division of the Maricopa Community Colleges, the Health Care Education department's commitment is to enhance learning for our diverse communities through leadership, service, innovation, and collaboration. This report is organized by four major strategic areas that serve the mission of the Maricopa Community Colleges – Student Success, Educational Support, Workforce Development, and Community Outreach.

Special thanks go to Steve Schroeder for compiling this report, and to Julie Birmingham, Angela Ford, Suzanne Martin, Alan Swallow, Jane Werth, and Faculty Leadership for their contributions and ongoing efforts.

For further information about the HCIES, projects in this report, or healthcare careers at Maricopa Community Colleges, please contact the Health Care Education department at 480.731.8240 or healthed@domail.maricopa.edu.

Patricia Harris, R.N., M.S.
District Director of Health Care Education

Maria Harper-Marinick, Ph.D.
Vice Chancellor for Academic and Student Affairs

EDUCATIONAL SUPPORT

STUDENT SUCCESS - PROGRAM SUPPORT - CLINICAL TECHNOLOGY

One of the aims of the Health Care Education office is to provide a wide variety of educational support services to students, faculty, and staff affiliated with the various healthcare programs within the Maricopa County Community College District (MCCCD). Section one of the 2007-08 annual report highlights projects and activities that support student success, program support, and clinical technology, while section two highlights workforce development and community outreach efforts.

Student Success & Program Support

Allied Health Applicants (AHA) Interactive Database

The Allied Health Applicants online database at GateWay Community College (GWCC) facilitates management of Allied Health program applicants and provides a multifunctional student tracking resource for students, faculty, and staff. One of the primary benefits of the system is that a student's advisement history can be documented and more easily communicated between advisors. During 2007-08, over 600 students were added to the database, program checklists were updated, and over 1750 students were identified as active in the database.

Nursing Student Tracking

This multi-function database was developed in conjunction with input from Arizona State University (ASU) faculty and staff¹ and offers nursing program directors access to student information and summary report data for accreditation agencies. Key updates for this academic year include:

- Added data query and export functions for tracking student Health and Safety checklists items
- Enhanced system for facilitating input of NCLEX scores
- Incorporated data entry alert system to reduce entry of potentially erroneous data



Maricopa Community Colleges/ASU Alliance

The Nursing Pathway pilot project within the Maricopa/ASU Alliance Partnership offers

students completing an AAS degree in nursing a smooth transition into the Arizona State University BSN program. Up to 75 credit hours are allowed to transfer towards the BSN degree, and a pathway to advanced practice graduate degrees is also offered. Alliance advising has been very useful to nursing students, encouraging them to move forward to achieving BSN. To date, 16 Alliance members have completed their BSN at ASU, comprising 50% of the ASU RN to BSN graduates in two cohorts. Alliance members comprise 94% of current enrollment in the RN to BSN program at ASU.

¹ Based on an existing ASU database model

Quick Facts

Allied Health

As of May 2008, over **1,750 students were waiting on ten different allied health program waitlists¹** at GateWay Community College with the largest number of students on the Medical Radiography waitlist.

Nursing

- ⇒ Nursing Program capacity increased by 50% (from 394 to 591) between Spring 2005 and Spring 2008;
- ⇒ During the past year, the number of qualified applicants increased by about 25%².
- ⇒ Currently there are about 3.8 qualified students for every available space in the nursing program.

Student Nurse Placement

During 2007-08, over 1650 applications were taken and nearly 1,100 students were placed in the MCCCD nursing program using the MCCCD Nursing Program nursing applicant database.

¹ Students on waitlists may be in various stages of completing program prerequisites prior to actual program entry.

² Source: MCCCD Nursing Program student nurse placement database statistics.

EDUCATIONAL SUPPORT

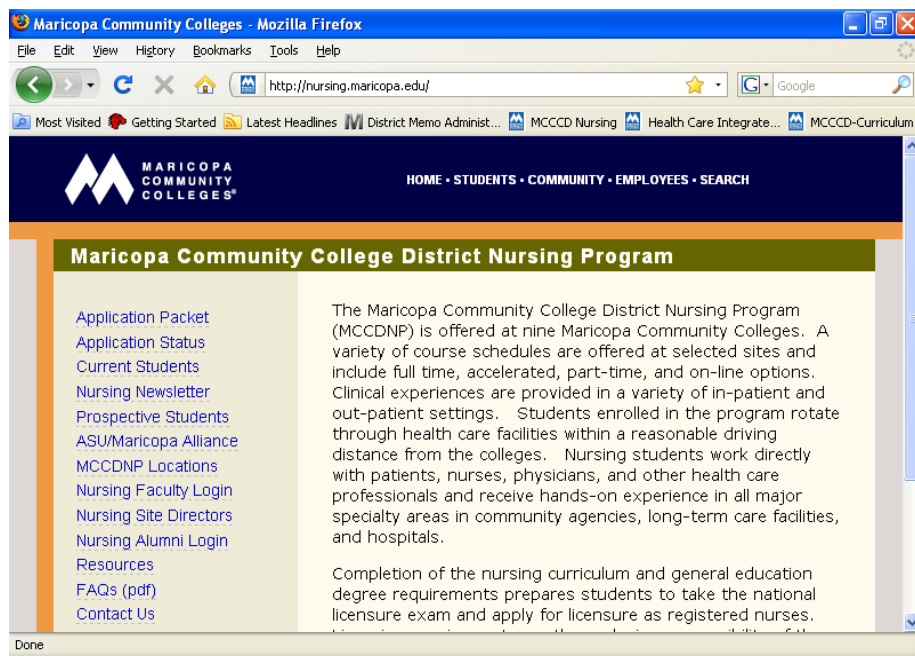
STUDENT SUCCESS - PROGRAM SUPPORT - CLINICAL TECHNOLOGY

Online Student and Faculty Surveys

During fiscal year 2007-2008, more than 9,000 online surveys related to allied health and nursing programs were submitted by students and faculty. Survey types range from demographic surveys, end of semester or program surveys, and clinical agency evaluations, to student clinical self evaluations and faculty evaluations of student clinical success. Survey and evaluation data are stored in a secure database and access is restricted to those with a login user name and password.

<http://nursing.maricopa.edu/>

A Dynamic Interactive Resource for Faculty, Staff, and Students



The new MCCCND Nursing Program website was added in complement to the existing Health Care Education website in order to support and better meet the needs of nursing students, faculty and the healthcare industry including:

- Access to the most current nursing admission information and application packets for students.
- Easy access to online interactive application status information
- Login points for students, faculty, staff, alumni to access and update various databases including nursing student tracking and nursing student placement databases
- Portal entry point to a number of nursing related resources including the ASU/Maricopa Alliance, the Nursing Program newsletter, and more.

Quick Facts

More than 9,000 student and faculty surveys have been completed and are stored for faculty review in active databases. Surveys include:

*Clinical Agency - Clinical Instructor
Nursing Block One through Four
Nursing Demographic
Nursing End-of-Program
Nurse Assisting
HCC130 Course
HCR240 Course
NUR187 Course
HCR240AB & HCR240AA Courses*

Audit Results Indicate Compliance with HIPPA

The Office of Internal Audit and Management Advisory Services conducted a district wide audit examining compliance with policies and procedures for the protection of private information related to HIPAA regulations. The scope of this audit included the activities of the A & R Departments, Healthcare Education Department, the Human Resources Division, and the Information Technology Services Division. The auditor evaluated a broad selection of allied health and nursing programs from a representative sample of colleges. All reviewed programs were found to be in substantial compliance. A group of healthcare faculty leadership was convened to review the audit findings and recommend changes in guidelines.

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STUDENT SUCCESS - PROGRAM SUPPORT - CLINICAL TECHNOLOGY

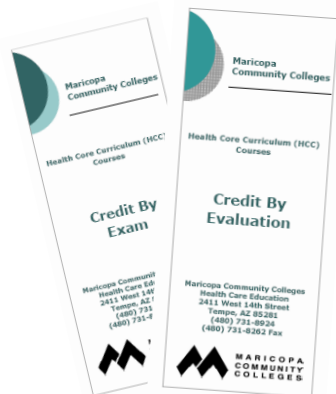
Development of Alternative Methods to Deliver Instruction on Health Care Education Web Pages and Databases.

The Health Care Education Department creates and maintains databases and web pages which are used by MCCCDC faculty and students. Among these are the Nurse Placement System, Nursing Student Application Status Student Interface, Nursing Tracking, Allied Health Clinical Database, Allied Health Advisement, Clinical Coordination, and Clinical Agency Preceptor Scheduling (CAPS) systems. Each semester new students and faculty must be trained on use of the web pages and databases. The Health Care Education Department has begun utilizing alternative training methods including:

- ⇒ **Web conferencing.** The Health Care Education Department purchased a web conference subscription which allows training sessions to be delivered to multiple users with any user of the system (whether trainer or trainee) conveniently located in their home, office, or other location with internet access. In the web conferences users can view demonstrations of databases and ask “real time” questions. This has also cut down on travel time for Health Care Education Staff to and from presentations.
- ⇒ **Video tutorials.** The Health Care Education Department purchased software which allows them to create video tutorials to illustrate step-by-step use of database or web page features. This delivery method also allows for 24 hour/day access by users to training and the ability to update training rapidly as features of the database are revised. Video tutorials have been completed and posted for 5 of the web pages/database with plans to complete additional video tutorials.

Credit for Prior Learning

The Maricopa Community Colleges support the concept of lifelong learning to meet the individual growth needs of the diverse group of students it serves. Learning can take place in a variety of situations and circumstances and many students have significant, demonstrable learning¹ from experiences outside the traditional academic environment. Currently, the Health Care Education department supports opportunities for students to earn alternative credit for learning experiences both inside and outside the traditional academic environment including Credit by Evaluation, Credit by Examination, and Credit for Prior Learning. The office gladly supports faculty interested in expanding these types of opportunities for students by assisting in the development of innovative standardized assessment procedures.



¹ See MCCCDC catalog common pages section on Credit for Prior Learning (AR 2.2.4).

Using Video Technology and Web Conferencing for 24/7 Access to Training Materials



Students from a wide variety of geographic locations - from California to New York, and from countries around the world have requested alternative credit based on prior learning. Some students have applied for credit from a wide range of international locations including:

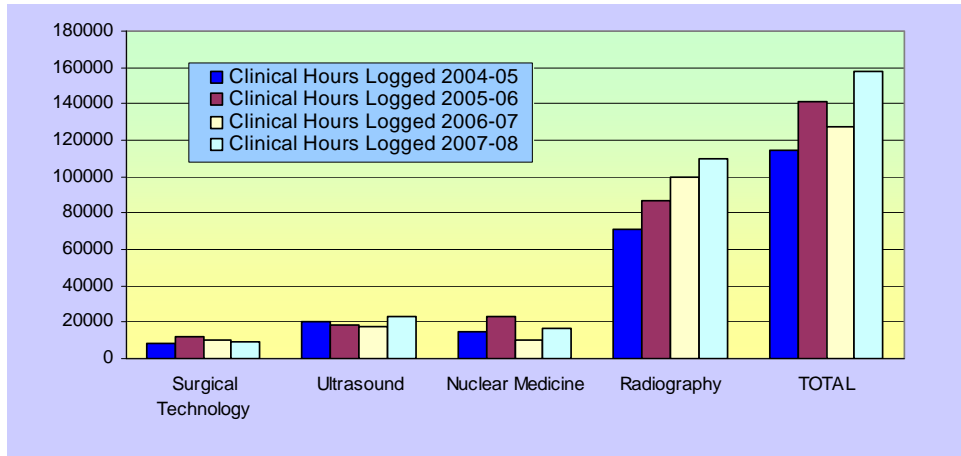
- ⇒ American Samoa
- ⇒ Canada
- ⇒ China
- ⇒ Philippines
- ⇒ Russia
- ⇒ South Africa
- ⇒ Taiwan ROC
- ⇒ Tunisia
- ⇒ Zambia

EDUCATIONAL SUPPORT
STUDENT SUCCESS - PROGRAM SUPPORT - CLINICAL TECHNOLOGY

Clinical Technology

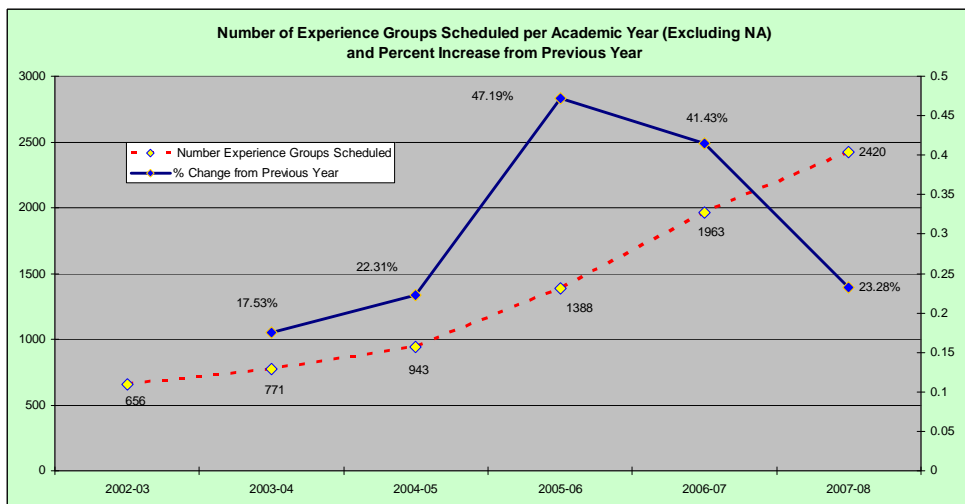
Allied Health Clinical Competency Database (AHC)

As of June, 2008 over 370 students and clinical instructors were using the Allied Health Clinical Competency database to record and validate clinical attendance and successful completion of clinical competencies.



Nursing Clinical Coordination Collaborative

The Clinical Coordination Collaborative for Nursing Programs in Maricopa County coordinates scheduling of student clinical experiences among 26 participating educational institutions and 27 Hospitals, 12 Specialty Hospitals, and 41 Long-term Care/Home Health/Hospice agencies. During the 2007-2008 academic year the system successfully placed an estimated 4,800 students¹ in 2,420 clinical group experiences² and continues to grow. In fact, an almost 24% increase in the number of groups scheduled compared to the year prior was observed.



Quick Facts

- Over 153,000 hours of Clinical Competency time were logged¹ using the Allied Health Clinical Competency Database during 2007-2008.
- Over 4,000 clinical evaluations were completed online.
- 13 online video tutorials were created for AHC users...many more in the process of being created.

Clinical Coordination Collaborative

The MCCCCD Nursing Clinical Coordination Collaborative continues to be a model system for scheduling clinical experiences for students from multiple educational institutions. Recent accomplishments include:

- ⇒ Developed dynamic system for obtaining clinical site capacity data to facilitate scheduling.
- ⇒ Implemented shared governance model for collaborative.
- ⇒ Resolved 90-95% of scheduling conflicts in one third less time due to enhanced procedures.

¹ Number of distinct students is extrapolated from existing data and historical trends.
² Total number of scheduled group experiences: 6-10 students are included per group.

¹ Total clinical hours logged may also include Educational Hours which account for less than 4% of any group total.

EDUCATIONAL SUPPORT
STUDENT SUCCESS - PROGRAM SUPPORT - CLINICAL TECHNOLOGY

Clinical Agency Preceptor Scheduling (CAPS) Pilot Project

Senior nursing students must complete a capstone preceptor experience that pairs them one-on-one with an experienced nurse working in a clinical agency. Scheduling these preceptor experiences can be very time consuming for faculty, staff, and clinical agencies. Consequently, nursing program and clinical agency representatives were brought together to “brainstorm” ideas for a better scheduling system. As a result an online preceptor scheduling data base system was developed by Health Care Education staff and piloted during 2007-08.

Development of an Online Clinical Orientation Task Force (OCOTF)

Health Care Education Department staff facilitated monthly meetings with members of 27 local hospitals and 18 nursing programs to explore ways to develop and deliver online standardized orientation content to allied health and nursing students and faculty for clinical experiences at all hospitals in Maricopa County. The task force has identified and analyzed similar systems in other states for “best practices” information, met with commercial vendors of web based education systems to gather information on the structure and components of these types of delivery systems, outlined a list of “desired components” for a new system, developed a standardized outline of “must have” content that is needed in new modules, and developed a design structure for the new system. The task force hopes to identify exact specifications of a new system and begin a competitive bid process with vendors for creation and implementation of a system in Fall of 2009.

Expediting Obtainment of Clinical Contracts

All allied health and nursing programs require students to be placed in clinical facilities for “hands-on” practice with clients. In order for students to work in clinical facilities a contract must be in place, but the process of obtaining contracts can be time consuming and confusing. In response, the Health Care Education office, in collaboration with the legal Department and faculty support, initiated a new process for securing and implementing clinical agreements. Key highlights for 2007-08 include:

- ⇒ 156 new contracts have been sent out to clinical agencies.
- ⇒ Initiated follow-up on over 130 clinical agencies that had been previously sent clinical contracts between 2004-2008 but the contracts were never finalized.
- ⇒ To date 17 protocols have been developed in alignment with contractual requirements related to scheduling and preparing students for the on-site clinical experience. Allied health programs have provided these protocols to faculty for review and shared usage among allied health programs.

Quick Facts

Clinical Agency Preceptor Scheduling

- ⇒ The new Clinical Agency Preceptor Scheduling system was used to place over 800 nursing students at 27 hospitals within Maricopa County – pairing each student with an experienced nurse working at the hospital or clinical site.
- ⇒ 87% of students were successfully placed using the new system – with the remaining 13% placed manually.
- ⇒ Positive feedback from clinical agency staff, faculty, and nursing students indicates CAPS offers a better way to identify and utilize hospital preceptors. The pilot project will continue.

Centralized Faculty Clinical Orientation

Clinical Coordination
Collaborative staff have coordinated an orientation session for Allied Health and Nursing Faculty to meet with representatives of local hospital health care agencies at the beginning of each semester. The session is typically attended by 100 Allied Health and Nursing faculty and representatives of 25 hospital clinical agencies.

WORKFORCE DEVELOPMENT & COMMUNITY OUTREACH**Partnerships for Success: Working Together to Build a “Pipeline” of Healthcare Workers to Meet Arizona’s Future Healthcare Needs**

The Maricopa Community College's Health Care Education department teamed up with the Arizona Chapter

of the Health Occupation Students of America (AzHOSA) to co-sponsor the annual AzHOSA

Fall Leadership Conference. HOSA is a national student organization endorsed by the U.S. Department of Education that operates in secondary, postsecondary, and collegiate institutions as an integral part of the Health Science Curriculum. HOSA is a student-led organization of future health care professionals providing opportunities for health career students to develop, practice, and refine their leadership and team work skills. HOSA also promotes career opportunities and plays a unique role in preparing students for further education and entry level certification (EMT, CNA, etc.). Some HOSA partner organizations and businesses include the American Medical Association, American Dental Association, Johnson and Johnson, National Health Council, Association of Medical Transcriptionists, USA Today, and many more.



Although the Arizona chapter of HOSA is one of the newest additions to the national organization (AzHOSA began in 2005-2006), it had already doubled membership during its second year of operation and continues to grow at a rapid pace. In fact, AzHOSA was recently recognized as the fastest growing new state chapter of the national organization and now has over 1,600 student members statewide.

“It’s our pipeline of students into the health professions...to help build Arizona’s future health care worker.” – Darlene Rodriguez
The Business Journal. January 12, 2007



Considering current health care workforce shortages in Arizona and nationwide, AzHOSA is a welcome addition of educational and professional opportunities for secondary and postsecondary students interested in pursuing careers in the health professions. The AzHOSA Fall Leadership

conference took place on November 9th, 2007 at Phoenix College and is tentatively planned again for Fall 2008. The conference is an opportunity for AzHOSA student members to interact with other health care students and professionals and to participate in competitive events and activities directed at improving their leadership skills. Over 500 students attended the event.

Quick Facts

- ⇒ Arizona will need an additional 20,000 RNs to keep pace with its population growth and close the gap between Arizona’s current average ratio of 681 RNs per 100,000 residents and the U.S. average ratio of 825 RNs per 100,000 residents.
- ⇒ According to the U.S. Census Bureau, Arizona is the second fastest growing state in the nation.
- ⇒ More than one-third of Arizona’s current RNs are older than 55, therefore 10,000 RNs will be needed to replace these retiring RNs
- ⇒ There is an annual attrition rate of approximately 3.5%, which means 19,000 RNs will be needed to fill this void.
- ⇒ Twelve of the state’s 15 counties fall below the national average of RNs per 100,000 Population.

Source: Arizona healthcare Workforce Data Center. The Facts: Arizona’s RN Shortage. Fact Sheet June 2, 2008
<http://www.azhcfw.org/>

WORKFORCE DEVELOPMENT & COMMUNITY OUTREACH



The Health Care Education Newsletter
 The HCE newsletter “Health Conditions” focuses on issues critical to the healthcare education community. Each issue covers important health care related topics such as healthcare worker shortages, the benefits of successful partnerships, clinical coordination challenges, and these news “briefs” may also summarize important data - information and trends in both the public and private sector that may be critical in guiding informed decision making for the healthcare education community.

Quick Facts

An updated version of the electronic brochure *Focus on Healthcare Careers* was released on CD and is available for students, faculty and staff. The revised brochure contains information on over 40 healthcare programs including 10 new programs.

Developing Partnerships to Increase Diversity and Inclusiveness



Arizona's population is growing dramatically and with this rapid growth is a tremendous change in

population demographics. Currently, the healthcare workforce does not "match" the population it serves, increasing the likelihood of cultural miscommunication. A more diverse healthcare workforce can improve the quality of care provided to all patients and increasing diversity is an ongoing goal for all MCCC health care programs. Working toward this goal, health care faculty and staff partnered with MCLI (Maricopa Center for Learning and Instruction) and UTEC (United Tribal Employees' Council) to present a dialogue day to address the unique cultural needs of Native American students in health and science classes. The event was very successful and highlighted how collaborative efforts targeting cross cultural information sharing can help develop creative strategies to meet the diverse needs of unique populations. About 40 persons were in attendance including faculty, staff, and community members. Two of the keynote speakers were a Native American medical doctor and a Native American medicine woman.

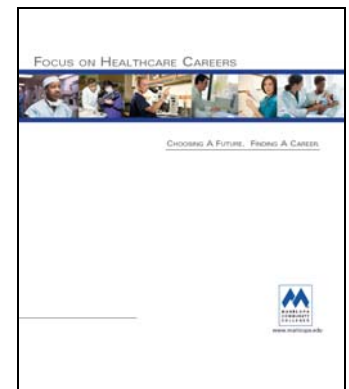
Nursing Professional Growth/Career Days
 Each Spring and Fall semester the Health Care Education office organizes a career day that brings together graduating nursing students with potential employers, the Arizona State Board of



Nursing, the Arizona Nurses' Association, and others. The 2007-08 Career Days continued to be a great success with an estimated 664 students attending the Fall 2007 event and an

	Fall 2007	Spring 2008
Students	664	582
Vendors	26	26

estimated 582 students attending in Spring 2008 event. This year both events were held at Glendale Community College.



Departments Partnering to Offer Additional Health Related Educational Opportunities for Students

The Mesa Community College American Indian Center in conjunction with the Health Education Department provided support to the MCCC Nursing Program and to the MCC Business Department for developing an Organizational Management degree with an emphasis in Community Health Management/Diabetes.

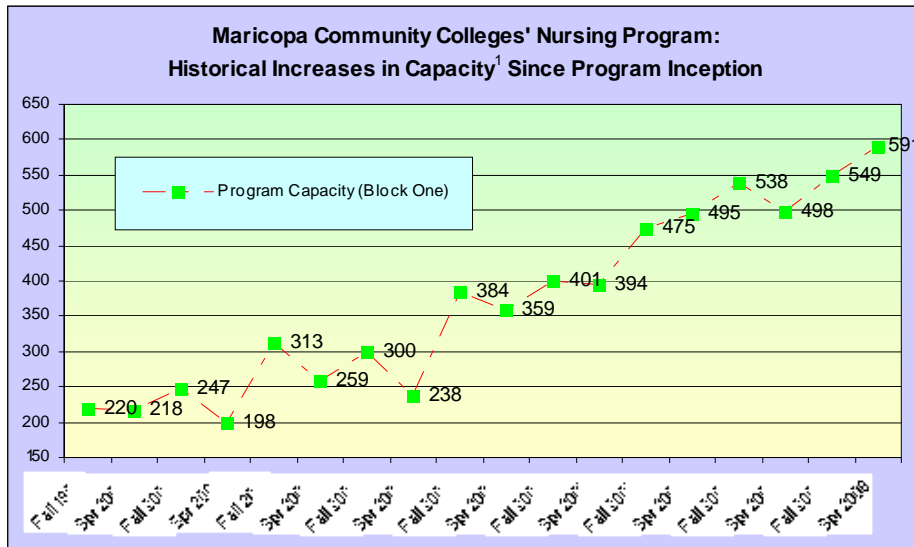
WORKFORCE DEVELOPMENT & COMMUNITY OUTREACH

Maricopa Community Colleges' Health Care Program Enrollment

The Maricopa Community Colleges are the largest provider of healthcare workers in Arizona, preparing more than 3,200 adults each year for healthcare industry jobs critical to our community. Monitoring enrollment trends can provide valuable data to guide strategic planning and collaborative efforts with other educational institutions, industry, and federal, state, and local government agencies. Selected data are presented below.

MCCCD Nursing Program Block I Capacity Increase

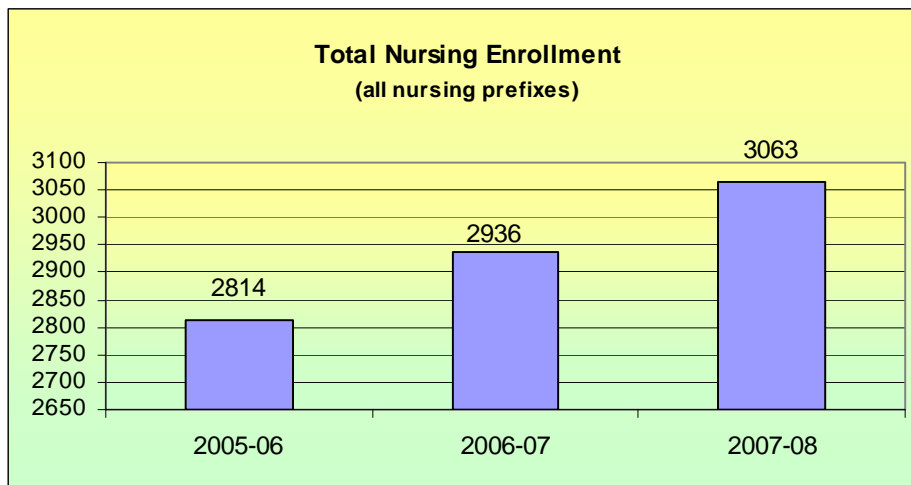
The nursing program capacity increased by about 24% over the past three years and has almost tripled since Fall of 2000.



Source: MCCCD Nursing Program Student Nurse Placement Database 2007-08.

Nursing Prefix Enrollment

Total nursing related (RN, PN, and Nurse Assisting) enrollment over the past three years is presented below and includes all courses with a nursing prefix.



Note: Academic Year totals presented are unduplicated counts. Source: Institutional Research Data Warehouse, 07/2008.

Quick Facts

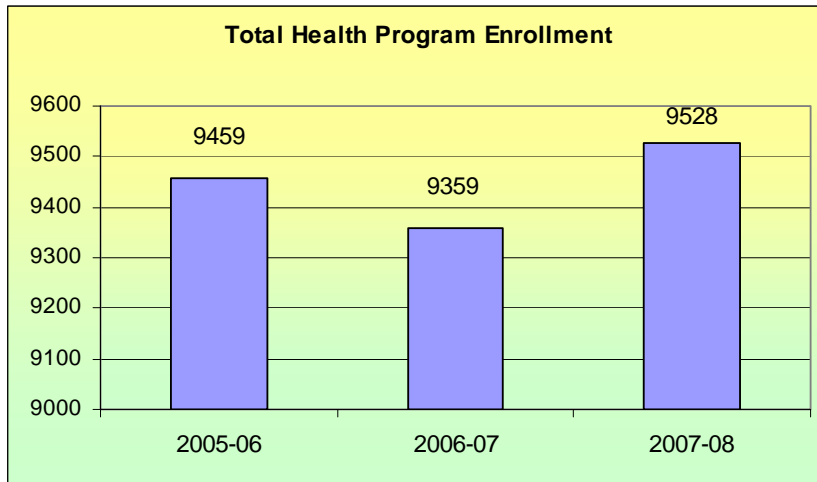
The Maricopa Community Colleges have over 40 different Health Care Programs

- Clinical Laboratory Technician
- Clinical Research Coordinator
- Clinical Research Associate
- Community Health Advocate (for Diabetes)
- Computed Tomography Technologist
- Dental Assistant
- Dental Hygienist
- Dental Office Manager
- Diagnostic Medical Sonographer
- Dialysis Technician
- Dietetic Technician
- Direct Care Practice
- Electroneurodiagnostic Technologist
- Emergency Medical Technician
- Health Information Technician
- Health Services Manager
- Health Unit Coordinator
- Histology Technician
- Hospital Central Service Technician
- Laboratory Assistant
- Magnetic Resonance Imaging Technologist
- Massage Therapist
- Medical Assistant
- Medical Billing
- Medical Biller & Coder (Physician Based)
- Medical Coder (Hospital Based)
- Medical Radiographer
- Medical Transcriptionist
- Nuclear Medicine Technologist
- Nursing Assistant
- Ophthalmic Assistant
- Patient Care Technician
- Perioperative Nurse
- Pharmacy Technician
- Phlebotomist
- Physical Therapy Aide
- Physical Therapist Assistant
- Practical Nurse
- Radiation Therapy Technologist
- Registered Nurse
- Respiratory Therapist
- Surgical Technologist
- Teaching Healing (and Stress Management)

WORKFORCE DEVELOPMENT & COMMUNITY OUTREACH

Student Enrollment in Health Care Programs

The total number of students enrolling in the Maricopa Community Colleges’ healthcare programs annually is depicted below. Total new healthcare program enrollment decreased by about 1% between academic years 2005-2006 and 2006-2007, and subsequently grew about 2% through 2007-2008. The observed nominal decrease may be due in part to changes in some healthcare program requirements¹.



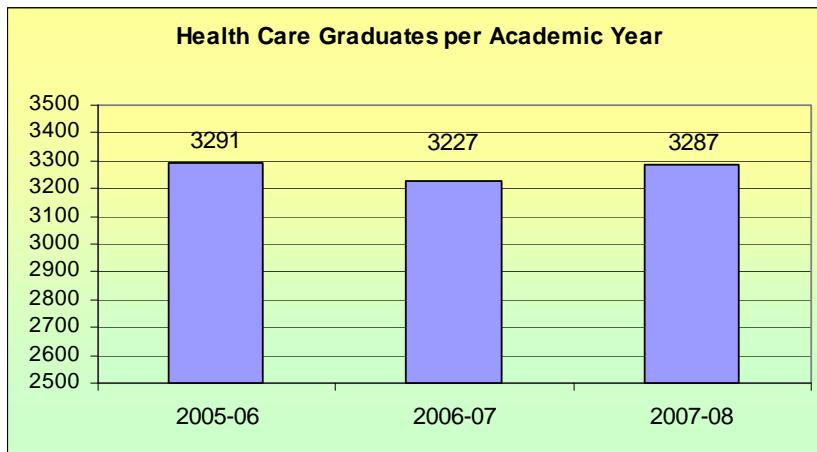
Total Health Care Enrollment per Term

Fall 2005	Spr 2006	Fall 2006	Spr 2007	Fall 2007	Spr 2008
6084	6070	6048	5990	6048	6056

Note: These numbers were calculated by taking unduplicated counts within each college and then summing across colleges; therefore, students were counted at each college attended in a given term. Skill Centers are not included. Source: Institutional Research Data Warehouse, 07/2008.

Degrees and Certificates Awarded in Health Care Programs

The number of healthcare program certificates and degrees awarded² remained stable between 2005-2006 and 2007-2008, with about a 2% decrease from 2005-2006 to 2006-2007, offset by about a 2% increase from 2006-2007 to 2007-2008. The observed enrollment pattern by semester where there is higher enrollment in Fall compared to Spring is fairly typical.



Number of Health Care Graduates per Term

Fall 2005	Spr 2006	Fall 2006	Spr 2007	Fall 2007	Spr 2008
1851	1440	1791	1436	1978	1309

Note: These numbers were calculated by taking unduplicated counts within each program and then summing across programs; therefore, students were counted for each program from which they earned a certificate or degree. Skill Centers are not included. Source: Institutional Research Data Warehouse, 06/2008.

¹ Future detailed analyses of these enrollment trends should help clarify as to why these changes may have occurred.

² Program completion may be underestimated as some students forego application for graduation credentials since there is an associated fee and a certificate or degree credential is not required for licensing and/or employment. Degrees/certificates awarded during summer are included in fall term for academic year totals.

CREATING A FUTURE

Creating A Future.....

The Maricopa Community Colleges are committed to ongoing innovations within our health care programs. We encourage you to partner in our efforts to prepare the finest health care workforce.

For more information or to get more involved, call

480-731-8240

<http://healthcare.maricopa.edu/>

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Health Care Integrated Educational System

Chancellor: Rufus Glasper

Current Maricopa Community Colleges' Governing Board Members

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