

CENTRAL TEXAS COLLEGE
OFFICE TECHNOLOGY
Advisory Committee Meeting Minutes 2022

CHAIRPERSON: Ms. Leanne Starkovich, AdventHealth Central Texas

RECORDER: Eva Hearn, Medical Programs Coordinator, Office Technology, Central Texas College

MEETING DATE: November 4, 2022 **MEETING TIME:** 9:00 a.m. to 9:58 a.m. **MEETING PLACE:** Zoom Conferencing Platform

PREVIOUS MEETING: November 5, 2021

MEMBERS: P=Present; A=Absent

(P/A)	Name, Title	Business Affiliation
P	Ms. Leanne Starkovich, RHT, CCS (Chairperson) Southwest Regional HIM Director	AdventHealth Central Texas
A	Ms. Lucia Apgar Office Management Technician	AVTD, USAOTC, Ft. Hood, Texas
P	Ms. Eva Bark Executive Director of Human Resources	City of Killeen
P	Ms. Barbara Carroll, RHT Southwest Regional HIM Manager	Rollins Brook Community Hospital AdventHealth System SW Region
A	Ms. Shelly Gonsalves (Ex Officio) Director, Human Resources	Central Texas College
P	Ms. Lacey Ann Jennings (Brown), CHDS, AHDI-F Southwest Region Transcription Manager	AdventHealth Central Texas
P	Ms. Nancy Patterson Executive Director for Career and Technical Education	Killeen Independent School District
A	Dr. Russell Porterfield Principal, Career and Technical Education	Killeen Independent School District
A	Ms. Brittany Ramirez Workforce Program Supervisor	Workforce Solutions of Central Texas
P	Ms. Taryn Reyes Coding Operations Liaison	OS2 HealthCare Solutions & OS2U
P	Mr. Gene Silverblatt, JD (Ex Officio) Attorney at Law	Silverblatt Law Office
P	Ms. Vanessa Torres Workforce Solutions of Central Texas	Workforce Solutions of Central Texas
A	Ms. Tivonda Tucker-Johnson KISD	KISD

OTHERS PRESENT: OP=Others Present

(OP)	Name, Title	Business Affiliation
OP	Jinnette Campbell Director, Instructional Program Support Services	Central Texas College
OP	Ms. Sherron Chong Faculty, Office Technology	Central Texas College
OP	Mrs. Lovie Dunn Adjunct Faculty, Office Technology	Central Texas College
OP	Mr. Kerwin Flaherty Faculty, Office Technology	Central Texas College
OP	Dr. Melissa Gonzalez Department Chair, Office Technology	Central Texas College
OP	Ms. Eva Hearn Medical Programs Coordinator, Office Technology	Central Texas College
OP	Ms. Keisha Holman Director, Career Services	Central Texas College
OP	Ms. Veronica Martin Associate Dean, Career Technical Instruction	Central Texas College
OP	Ms. Amy McAnally Faculty, Office Technology	Central Texas College
OP	Mr. Bryan Oaks Assistant, Career Services	Central Texas College
OP	Ms. Sheree Stover Faculty, Office Technology	Central Texas College
OP	Ms. Gundula Wenzel Instructional Coordinator, Office Technology	Central Texas College

AGENDA

Agenda Item	Action, Discussion, Information	Responsibility
Call Meeting to Order	Meeting called to order at 9:00 a.m.	Leann Starkovich
Zoom Etiquette	Informed attendees that the meeting would be recorded; received implied consent; explained Zoom protocols	Kerwin Flaherty
Roll Call	Names of board members read aloud; board members present verbally responded; OT faculty present introduced themselves	Leann Starkovich
Approval of Meeting Minutes	Motion to approve minutes from the 2021 meeting was moved by Eiva Bark, seconded by Lacey Jennings (Brown), and affirmed by all attending board members.	Leann Starkovich
Student Spotlight	Ms. Chong and Ms. Stover spoke about their experiences as students in the Office Technology Department before moving into industry for a time. They are both now professors (medical office and general office, respectively) in the department.	Sherron Chong and Sheree Stover
Old Business	Transformation of OT CATE Center Modalities Review of 2021: What the board said; what we did <ul style="list-style-type: none"> • Inclusion of BYOD stations to CATE Center labs • Transition of virtual desktop infrastructure (VDI) • Inclusion of GPS course for CATE Center students <ul style="list-style-type: none"> ○ GPS Tour ○ CATE Tour 	Eiva Hearn
New Business	Department Overview <ul style="list-style-type: none"> • Programs • Enrollments • Initiatives Visibility and Retention	Melissa Gonzalez
	Advertising and Marketing Update <ul style="list-style-type: none"> • Recruiting efforts and enrollments (MCB Info Sessions) • Social Media Platforms 	Kerwin Flaherty
	Overview of Internship <ul style="list-style-type: none"> • Enrollments • Locations • Site Visits 	Gundula Wenzel

Curriculum Decisions	<ul style="list-style-type: none"> • Moving internship on OT and MOT tracks • Skills to focus on 	Amy McAnally
Other Business	Annual Meeting Proposal <ul style="list-style-type: none"> • Biannual meeting requirement • Annual Meetings Proposal 	Sherree Stover
	Give-away	Sherron Chong
Adjournment	Motion made and carried to adjourn meeting	Leann Starkovich

MINUTES

Key Discussion Points	Discussion
Old Business	<p>Mrs. Hearn reviewed OT CATE Center modalities: in-person and online. The switch has created more opportunities for students</p> <p>She further reviewed the progress made by the department as recommended by the board.</p> <ul style="list-style-type: none"> • BYOD (Bring Your Own Device) stations have been included in the CATE Center labs. • Virtual desktop infrastructure (VDI) have replaced standard computers in the labs. <ul style="list-style-type: none"> ○ Mr. Flaherty showed pictures of the labs, pointing out the sleek design and efficiency of the VDIs. He also showed and explained the Double 3 Telepresence robot the department recently purchased. The robot can be controlled virtual by instructors. • The department created an introductory course (named Guide to Procedures and Success [GPS]) that all CATE students are enrolled in throughout their time in the programs. The course serves as not only an orientation for new students but also a resource for continuing students. <ul style="list-style-type: none"> ○ Mrs. McAnally gave a short video tour of the GPS course using a pre-recorded video.
New Business	<p><u>Department Overview</u></p> <p>Dr. Gonzalez provided an overview of the department's programs, enrollments, and initiatives.</p> <p>Programs: The department has three distinct tracks (Office Technology, Medical Office Technology, and Medical Coding and Billing), offering 11 different programs, including 8 certificates and 3 degrees.</p> <p>Enrollments: Enrollments have ebbed and flowed since the pandemic. For the fall semester, there was a 17% decrease in enrollments from 2019 to 2020 and a 14 % decrease from 2020 to 2021. For the Spring semester, there was a 13% decrease from 2020 to 2021 and 16%</p>

decrease from 2021 to 2022. For summer semester, there was a less than 1% decrease from 2020 to 2021 and a 79% increase from 2021 to 2022.

Initiatives: Currently there are talks about enrolling Richard Milburn Academy of Killeen students in either the Office Technology Support or Medical Office Technology Support certificate program. Details are pending.

The next initiative is an educational partnership with American Academy of Professional Coders (AAPC). First, Mrs. Hearn will complete training to become a certified AAPC instructor. The process is should be completed within the next 6 to 8 weeks. Once done, the department will be able to pay for either the CPC (Certified Professional Coder) or the CPB (Certified Professional Biller) exam for program graduates. Exam costs are around \$400, which can be a barrier for graduates to become certified after completing the program.

Dr. Gonzalez also noted the department's desire to offer CEUs for students, graduates, and the community once the AAPC partnership is established. To that point, she opened the floor for input and feedback.

Ms. Starkovich stated that the news was very exciting, noting that most employers require certification before employment consideration.

Ms. Reyes remarked that her organization, OS2, offers exam prep courses, which serve as CEUs. The curriculum comes from AAPC. The organization also hosts coding meetings for their employees for which they receive CEUs. She advised that there is a process to request approval for CEUs from AAPC.

Notwithstanding, Ms. Reyes agreed that a partnership would be a bonus for students, especially since certification exams can now be taken online or on-site. Because onsite exams are now limited due to COVID, she suggested students look online for exam dates. Ms. Reyes further noted that some graduates still have difficulties finding employment because of a lack of experience. In this case, OS2 can help novice coders get experience.

Visibility and Retention

The board discussed recommendations for making OT programs more visible and recommendations for retaining students to completion.

Ms. Starkovich inquired about the College's presence at local job fairs. Ms. Holman explained her department's role in supporting students' career goals, including ensuring CTE departments have a presence at career events. She explained the collaboration between the College, the Workforce Commission, and area ISDs.

	<p>Ms. Torres noted that she is doing a lot of job fairs in her area and is willing to support OT in its efforts to make its programs more visible. Dr. Gonzalez and Ms. Torres planned to have further conversations.</p> <p>Ms. Starkovich suggested OT survey students who did not complete its programs. Dr. Gonzalez agreed that such an approach would be helpful.</p> <p>Ms. Chong explained her latest approach to addressing the issue, which is calling and emailing students who enrolled as far back as 2015 but did not complete. Her efforts have resulted in 1) a better understanding of why students did not complete and 2) re-enrollments.</p> <p>Mr. Flaherty further explained that the department conducts informal check-ins with students, encouraging them to get back to school.</p> <p><u>Advertising and Marketing Update</u></p> <p>Mr. Flaherty shared that the department recently hosted information sessions for anyone interested in the medical coding and billing program. The evening sessions had higher attendance, resulting in four enrollment leads. The department is working with different committees on campus to include these sessions at Welcome Week and job fairs.</p> <p>The department is on Facebook, Twitter and LinkedIn and is considering a presence on TikTok. Ms. Torres noted that TikTok is the among the best ways to reach a broader demographic.</p> <p>A poll addressing marketing and recruiting efforts was administered. See attached results.</p> <p><u>Overview of Internship</u></p> <p>Ms. Wenzel explained the internship requirements for office and medical office students and the clinical requirement for billing and coding students.</p> <p>Since the COVID pandemic, some students have had a difficult time finding medical sites at which to intern. There is a master list of sites she uses to assist students who encounter such issues. That list now includes out-of-area sites, which might prove helpful to students who move to a given area; this situation is sometimes true for military families.</p> <p>Ms. Wenzel will begin conducting in-person site visits where possible. Virtual site visits will continue for all other places. She asked that board members who want to be included on her master list on internship sites should contact her.</p>
Curriculum Decisions	<p><u>Internship Placement</u></p> <p>Ms. McAnally explained that both [general] office and medical office certificates require an internship in the third semester. The department</p>

	<p>is proposing moving the internship to the second semester and shifting desktop publishing to the third semester.</p> <p>Ms. Patterson noted that employers are desperate for employees and trained employees more so. She thinks moving the internship up would give students needed experience for the real world and help employers find qualified workers.</p> <p>Ms. Carroll remarked that it makes sense for students to complete the internship earlier so they become aware firsthand of the skills they need to improve before entering or advancing in the workforce.</p> <p>Ms. Starkovich motioned to move the internship from the third certificate to the second certificate. Ms. Patterson seconded the motion. The motion was confirmed by the board.</p> <p><u>Skills to Focus On</u></p> <p>A poll addressing marketable skills OT should include in its program was administered. See attached results.</p>
Additional Discussion Items	<p><u>Biannual Meeting Proposals</u></p> <p>Ms. Stover explained the new requirement for biannual advisory board meetings. The department proposed standard meeting times: the last Friday in March and the last Friday in September. If approved, the next meetings would be March 31, 2023 and September 29, 2023.</p> <p>Board members voted in favor of the meeting proposals. See the attached results.</p> <p><u>Give-Away</u></p> <p>Ms. Chong spoke about this year's giveaway: \$100 donation to Eagle's Nest Food Pantry in the name of the winner of the drawing. Ms. Reyes won the giveaway.</p>
Adjournment	<p>Ms. Patterson motioned to adjourn the meeting, and Ms. Carroll seconded the motion. The board confirmed and the meeting was adjourned at 9:58 a.m.</p>

Leann Starkovich
Chairperson Signature

11/8/2022
Date

Next Meeting: March 31, 2023 (tentative)

GIPWE Required Functions	How/When the Committee Addressed this Function
Evaluating the goals and objectives of the program curriculum	Discussed the overarching purpose of an internship and how it fits into the greater objective of the program.
Establishing workplace competencies for the program occupation(s)	Poll was administered during the meeting that asked members to indicate marketable skills the programs should cover in the curriculum (see attached results).
Suggesting program revisions as needed	Proposal for moving the internships in the Medical Office and Office Technology programs from the third certificate to the second certificate. The motion to approve moving internship to second certificate was moved by Ms. Starkovich, approved by Ms. Patterson and confirmed by the committee (see detailed notes above).
Evaluating the adequacy of existing college facilities and equipment	Photographs of the facilities and equipment were shared with the board. No notes for improvement were made.
Advising college personnel on the selection and acquisition of new equipment	No recommendations for improvement or additional equipment were made.
Identifying local business/industry leaders who will provide students with external learning experiences, employment, and placement opportunities	Ms. Wenzel asked the board to contact her to add facilities to the master listing for internship. Ms. Holman explained that her department at the college aims to support all students in their job search.
Assisting in promoting and publicizing the program to the community and to business and industry	Ms. Starkovich suggest attending job fairs in an attempt to recruit more students. Results from the marketing poll administered during the meeting is also attached.
Representing the needs of students from special populations	Mr. Flaherty discussed the inclusion of special equipment in the OT labs; e.g., dual monitors, Varidesks. Additionally, OT continues to offer various methods of instruction at the program and course levels.

ACTION ITEMS

Description	Assigned To	Progress	Completion Date
Solicit input from voting members who were absent (4 total).	Dr. Gonzalez	Responses: 3 out of 4 Approval of 2021 Minutes: 3 Approval of Proposal: 3	

		<p>Agreement to Internship Motion: 3</p> <p>Internship Discussion:</p> <p>I absolutely agree to the internship course moving to the second certificate and desktop publishing to the final. This will allow someone the chance for employment opportunities quicker. I believe I took my courses out of order, so I could accelerate my knowledge/skillsets to make me a more qualified candidate for jobs (the certificate program came later and I thought it was one of the best ideas). Also, on another note...I am currently in the job that I completed as an intern. It absolutely provided the broadening capability for me.</p>	
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