

CENTRAL TEXAS COLLEGE
OFFICE TECHNOLOGY
Advisory Committee Meeting Minutes Fall 2023

CHAIRPERSON: Ms. Leanne Starkovich, AdventHealth Central Texas			
DATE:	October 6, 2023	TIME: 9:01 to 10:04 a.m.	PLACE: Microsoft Teams Conferencing
RECORDER:	Eva Hearn, Medical Programs Coordinator, Office Technology, Central Texas College		PREVIOUS MEETING: November 4, 2022

MEMBERS: P=Present; A=Absent

(P/A)	Name, Title	Business Affiliation
P	Ms. Leanne Starkovich, RHIT, CCS (Chairperson) Southwest Regional HIM Director	AdventHealth Central Texas
A	Ms. Luetta 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, RHIT Southwest Regional HIM Manager	Rollins Brook Community Hospital AdventHealth System SW Region
A	Ms. Shelly Gonsalves 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	Florence 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
A	Ms. Vanessa Torres Workforce Solutions of Central Texas	Workforce Solutions of Central Texas
A	Ms. Tivonda Tucker-Johnson KISD	Killeen Independent School District

OTHERS PRESENT: OP=Others Present

(OP)	Name, Title	Business Affiliation
OP	Dr. Melanie Baak Dean, Vocational Instruction	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
P	Ms. Joy Garcia Medical Coding Specialist	OS2 HealthCare Solutions & OS2U
OP	Dr. Melissa Gonzalez Department Chair, Office Technology	Central Texas College
OP	Ms. Alexis Green Admin Support Specialist, Instructional Accountability & Curriculum Support	Central Texas College
OP	Ms. Eva Hearn Medical Programs Coordinator, Office Technology	Central Texas College
OP	Ms. Keisha Holman Adjunct Faculty, Office Technology	Central Texas College
OP	Mr. William Jones Director, Career Services	Central Texas College
OP	Ms. Veronica Martin Associate Dean, Vocational Instruction	Central Texas College
OP	Ms. Amy McAnally Faculty, Office Technology	Central Texas College
OP	Ms. Lesley McGough Coordinator, Instructional Program Support 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 9:01 a.m.	Leann Starkovich
Meeting Etiquette	Informed attendees that the meeting would be recorded; received implied consent; explained Teams protocols.	Eva Hearn
Roll Call	Names of board members were read aloud; board members present verbally responded; non-respondents were marked absent.	Leann Starkovich
Approval of Meeting Minutes	Asked board is they received minutes from last meeting. Dr. Gonzalez reminded them that minutes had been sent and approved in Fall 2022.	Leann Starkovich
Student Spotlight	A recorded video from recent MCB graduate, Ashley Reed, was played for the board. In the video, Ashley noted that OT's MCB AAS was the first college program she completed. She further noted that since completing the program, she has successfully passed the CPC exam and is now getting interviews for job opportunities. She noted the support and resources of the department as being integral to her success.	Ashley Reed
Old Business	Internship placement in earlier semester Richard Milburn students in CATE Departmental relationship with AAPC Visibility and Retention <ul style="list-style-type: none"> • MCB Info Sessions • New Student Orientation/Career Clusters/Welcome Back Bash Facilities Update	Gundula Wenzel, Kerwin Flaherty, Sheree Stover
New Business	Department Overview <ul style="list-style-type: none"> • Programs • Enrollments • Initiatives 	Melissa Gonzalez
	Initiatives <ul style="list-style-type: none"> • MCB Graduate Sessions • Space for online AAPC testing • TOSA Certifications • Switch to OERs in some OT courses • AI Technologies 	Eva Hearn, Amy McAnally
Curriculum Decisions	Overview of HB8 and what it means to the work of the Advisory Board <ul style="list-style-type: none"> • Ideas for replacement for BGMT 1325 (being replaced by the business department) • Ideas for additions to existing curriculum or new programs • Skills for interns and new hires 	Melissa Gonzalez Sheree Stover
Other Business	Next Meeting: March 29, 2024	Melissa Gonzalez
	Give-away	Sherron Chong
Adjournment	Meeting Adjourned	Leann Starkovich

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MINUTES

Key Discussion Points	Discussion
Old Business	<p>Internship Placement: Ms. Wenzel announced that the internship is now offered at the Level 1 certificate level this semester, anticipating increased student participation. She mentioned Baylor Scott and White and CATE Advising's interest in hosting interns.</p> <p>Richard Milburn students in CATE: Ms. Wenzel shared that OT currently has one Richard Milburn student but anticipates more enrollments in October 2023.</p> <p>Departmental relationship with AAPC: Mr. Flaherty noted the department's expanded relationship with AAPC and its hopes to develop that relationship further to include seamless tracking of students' progress on certification exams.</p> <p><u>Visibility and Retention</u></p> <p>MCB Info Sessions: Mr. Flaherty explained that the department has been conducting biannual information sessions for its Medical Coding and Billing programs. The last event was in September. There have been 8 recruitment leads as a result of these info sessions.</p> <p>New Student Orientation etc.: Ms. Chong discussed the department's participation in CTC's Welcome Back Bash on August 31. Faculty shared information about the department's programs and offerings with approximately 40 students who visited the department's table at the event. New Student Orientation was in June and there were 183 reviews from this event.</p> <p>Facilities Update: Ms. Stover reported that the department is on the College's 5-year plan for facilities improvements.</p>
New Business	<p>Department Overview: Dr. Gonzalez reviewed the department's academic offerings: 11 programs (i.e., 8 certificates and 3 associates degrees) on three tracks (Office Technology; Medical Office Technology; and Medical Coding and Billing). She further outlined enrollments for academic year 2022-2023: 1767 (fall 775, spring 630, summer 362). Those enrollments were lower than that of pre-pandemic years. Dr. Gonzalez offered to email numbers comparing traditional online enrollments to OT CATE (open-entry, self-paced) enrollments to board members who were interested.</p> <p><u>Initiatives</u></p> <p>MCB Graduate Sessions: Ms. Hearn explained the department's idea to begin offering MCB graduate sessions for graduates (or those near graduation) who are preparing to take the CPC certification exam. These sessions will review expectations for the exam, including acceptable materials and computer hardware. These sessions will occur immediately following the MCB Info Sessions, which are offered biannually.</p> <p>Space for Testing: Ms. Hearn reported that the department has space for graduates to take their billing and coding certification exams. Students must contact the OT Department to reserve the space in advance. Ms. Hearn explained that making the space available gives students a quiet place that meets the requirements for testing.</p> <p>Tosa Certifications: Mrs. McAnally spoke about TOSA certifications, which are proficiency-based. The department received a grant that allows students to take</p>

the exam at no cost to them. Links for these certifications are being piloted in computer applications and beginning keyboarding classes. At the end of those classes, students may certify in Word and Excel. Ms. McAnally explained that Tosa certifications, which are highly recognized, will make students more marketable. Faculty hope to get more students through the certification process this semester and the next.

OERs: Ms. McAnally reported that proofreading and editing is now offered as an OER course, which means students are not required to purchase a book. She noted that the department's goal is to offer OERs in more courses, namely administrative office procedures I and II, keyboarding, word processing and advanced keyboarding.

Discussion

AI Technologies: Mrs. McAnally opened a discussion about Artificial Intelligence (AI), asking the board if they were using such technologies in their office settings.

Ms. Patterson stated there is no official guidance or protocols on this in her organization, but there have been team members who have asked about sending emails using AI. She does not encourage this because the tone, word choice, and tempo are not indicative of how they like to communicate with their stakeholders.

Dr. Silverblatt discussed his law firm's AI utilization in two key ways. Firstly, they employ avatars to create promotional and informational videos, customizing the avatar's appearance and voice for various content, enhancing market appeal. He emphasized the avatars' realism. Secondly, Dr. Silverblatt touched on AI in his role at CTC, acknowledging students' unexpected AI applications. He mentioned discerning AI-generated material and predicted that industry and education would need to adapt to incorporate these technologies. He reiterated the benefits of AI in the workplace, but noted that in an academic setting, students outperform instructors in its use.

Ms. McAnally expressed her plan to introduce AI in administrative office procedures I. In this context, students will use AI to create a cover letter.

Mr. Flaherty added that AI will be another tool students use in their academic careers and thus should be coached on how to use it appropriately.

Mrs. Hearn asked board members to explain any reservations about using AI.

Ms. Patterson reiterated that her organization currently has no official guidelines in place. She also explained that she has not encountered significant issues with students using AI. She clarified, however, that she doesn't mind if her team use AI for inspiration in crafting email messages but that she strongly discourages them from directly copying and pasting generated content because while AI can be a valuable tool for skill improvement, it should not replace genuine communication with stakeholders.

Ms. Starkovich asked the department faculty if there were any computer-assisted coding programs used in its programs.

Mr. Flaherty noted that the department is not currently using any although its existence is discussed in classes. Dr. Gonzalez added that students must use books when taking the CPC exam so the focus in coursework is on using the books. Ms.

	<p>Hearn further explained that in the clinical course, students must complete 18 modules containing 30 reports each. These reports are computerized, but students must use books to look up the codes.</p> <p>Ms. Starkovich expressed her understanding of the department's processes and explained that her mention of it is because of her organization's move to multistate coding, which has meant a transfer of medical coding responsibilities out of the HIM Department and into a new Multistate Division where coding will happen for facilities in Texas, Kansas, Illinois, Colorado, North Carolina, Georgia, Kentucky, and Wisconsin. She stressed that even with the use of computer-assisted coding programs (which she deemed AI), the coder must still review codes to ensure accuracy.</p>
Curriculum Decisions	<p>Dr. Gonzalez explained that the community college funding model has changed to one that is performance-based. In part, that means one or more OT programs should be in a high demand field and include industry certifications (e.g., Tosa, CPC, CPB). She reiterated the importance of the advisory board, restating that changes in curriculum and programs cannot be made without the board's input and approval.</p> <p>She further explained that the Business Department is restructuring one of its programs. Specifically, they will replace BGMT 1325 Office Management, a requirement in the OT degree plan, with a different course. Information from BGMT 1325 can be incorporated into two of OT's existing courses, admin procedures I and II, which creates an opportunity to introduce a fresh course. She then asked the board about their suggestions for a suitable replacement.</p> <p>Dr. Silverblatt stated that his case management system has recently changed into something similar to Baylor Scott and White's MyChart. He stated that he needs employees who understand and know customer management software and can assist clients with navigating the software.</p> <p>Ms. Reyes stated that new employees lack hands-on experience. Her organization recently opened an office in Temple with on-site coders. This should assist new coders with getting the A (apprentice) removed from their medical coding credentials. She added that there is a letter template she sends to AAPC to get the A removed; she said she would share that with Ms. Hearn.</p> <p>Ms. Bark shared the following skills: soft skills (i.e., being on time, performing other duties as assigned, showing initiative, etc.), communication (text is the primary form of communication for many new hires), understanding age gaps, and learning and capitalizing on the strengths of team members.</p> <p>Mr. Jones stated that the college's nursing department has students to conduct interviews and create cover letters and resumes in their last semester. Incorporating similar activities might be helpful to OT students.</p> <p>Dr. Gonzalez thanked the board for their recommendations. She mentioned that the department will conduct research to identify WECM courses that align with the criteria suggested by the board and will present specific course recommendations for an official vote within the next two weeks.</p> <p>Ms. Stover asked the board for input concerning new programs. There were no responses.</p>

Other Business	Dr. Gonzalez reminded the board about the next scheduled meeting of March 29, 2024. The date will be confirmed within two weeks of that time. Ms. Chong spun the computer-generated wheel for this year's giveaway: a \$100 donation to the CTC Eagles' Nest Food Pantry in the name of the winner. Ms. Reyes won the giveaway.
Adjournment	Ms. Starkovich adjourned the meeting at 10:04 a.m.



10/12/2023

Recorder Signature

Date

Next Meeting: March 29, 2024