

CENTRAL TEXAS COLLEGE
OFFICE TECHNOLOGY
Advisory Committee Meeting Minutes Spring 2024

CHAIRPERSON: Ms. Eva Bark, City of Killeen (acting), Ms. Leanne Starkovich, AdventHealth Central Texas (absent)

RECORDER: Lovie Dunn, Adjunct Faculty, Office Technology, Central Texas College

MEETING DATE: March 22, 2024 **MEETING TIME:** 9:00 a.m. to 10:07 a.m. **MEETING PLACE:** Rudy's Country Store and Bar-B-Que (Killeen, TX)

PREVIOUS MEETING: March 22, 2024

MEMBERS: P=Present; A=Absent

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

A	Ms. Vanessa Torres Workforce Solutions of Central Texas	Workforce Solutions of Central Texas
P	Ms. Monica Walker Coding Supervisor	OS2 Healthcare Solutions
P	Mr. Thomas Walker Employee	OS2 Healthcare Solutions

OTHERS PRESENT: OP=Others Present

(OP)	Name, Title	Business Affiliation
OP	Ms. Veronica Martin Associate Dean, Vocational Instruction	Central Texas College
OP	Mr. William Jones Director, Career Services	Central Texas College
OP	Ms. Linda McCottrell Director, CATE Advising	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. Amy McAnally (attended remotely) Faculty, Office Technology	Central Texas College
OP	Ms. Sheree Stover Faculty, 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.	Eva Bark
Meeting Reminders	Reminded attendees about food/drink, restroom locations, fire exits and the voting requirements. He also noted that we do not have a quorum present and Dr. Gonzalez added this would be confirmed after introductions.	Kerwin Flaherty
Introductions	Asked attendees to introduce themselves and everyone complied.	Eva Bark
Approval of Meeting Minutes	Reminded board that minutes from Fall 2023 meeting were sent in the fall. Ms. Bark asked for approval of minutes from last meeting. Motion to approve was made by Barbara Carroll and seconded by Dr. Gene Silverblatt.	Eva Bark
Old Business	MCB Graduate Sessions AAPC Testing Update TOSA Certifications Career Clusters Switch to OERs Use of AI Update New Student Orientation/Welcome Back Bash Facility Updates Facilities Update	Eva Hearn, Sheree Stover, Amy McAnally, Sherron Chong, Kerwin Flaherty
New Business	Applications Specialist Coding for Health Professionals	Melissa Gonzalez
Curriculum Decisions	Restructuring Current Programs Creating Project Management Program	Melissa Gonzalez
Other Business	Next Meeting: October 25, 2024 Give-away/Certificates Presented	Melissa Gonzalez Sherron Chong
Adjournment	Meeting Adjourned	Eva Bark

MINUTES

Key Discussion Points	Discussion
Old Business	<p>Mrs. Hearn announced that the department will begin to add MCB graduate sessions to our MCB Info sessions as students are gearing up for graduation. During these sessions, students can get information regarding certification exams which are all online now with the option of going to a testing center. The first session is scheduled for June 11, 2024.</p> <p>Next, Mrs. Hearn offered a certification exam update for MCB students. To date, 14 students have taken the CPC (Certified</p>

Professional Coder) exam and 10 have passed the exam which is a 71% pass rate. She noted the goal is for the rate to increase and research is being done on how to best encourage students to take exams.

Ms. Stover explained that TOSA allows for a preassessment at the beginning of class and a certification at the end of the course. She further explained that the goal is for students to take the preassessment for MS Word or MS Excel according to the course they are enrolled in when they first enter to see where they stand at the beginning of the course. Once they have completed the course, they are to take the certification. This is at no cost for the student. The department is exploring ways to improve this and make changes when these certifications are offered within the program so it is most beneficial for students. These certifications can be added to their resumes as well as professional social media accounts (i.e. LinkedIn) to show their proficiencies in these areas.

Ms. Stover shared that the department is attempting to recruit students and share all our programs have to offer. She recently attended a career day in Rochelle, Texas and next month she will be speaking to the Killeen Lions Club to share information about our programs. She is excited about doing more of these events in the future.

Ms. McAnally shared that since the last meeting, one course (Proofreading and Editing) has been completely converted to OER and is being well received by students. There are five more courses slated to be switched to OERs in the future: Administrative Office Procedures I and II, and all three keyboarding courses. This will eliminate the costs of books for those courses.

Last meeting, Ms. McAnally introduced the idea of incorporating AI in one of the office courses. An update of how that is going was provided. She reported that she incorporated ChatGPT to complete a cover letter in one of her courses. She offered detailed instructions on how to best use ChatGPT to complete this assignment. A survey was given prior to the assignment and 16 students took the survey. Of those 16, five students had never used ChatGPT and six students reported being familiar with other forms of AI. Nine students were excited for the opportunity to work with AI, two students were nervous about using it and five were both nervous and excited. After completing the assignment, 14 of the 16 students were surprised at how well ChatGPT worked and how much it generated. Most students wanted to learn more about it and a couple were adamant that this should be considered cheating, but they were happy to use it. Ms. Martin asked if faculty would be interested in AI training if it were offered and if it would be preferred as face-to-face or online training. Ms. Gonsalves noted that most training is now done online and Mr. Flaherty reminded us that we do have the capability to do synchronous training (both

	<p>face-to-face and virtual). Ms. McAnally reported that she has been to several training courses on how to best use ChatGPT and it was mentioned during those trainings that AI is the best committee member for brainstorming. Ms. McAnally further explained that teaching students how to use prompts in ChatGPT effectively to ensure the correct information is being generated is key. She also noted that she plans to add Gamma in another course which is PowerPoint AI. Ms. McAnally also noted that teaching students how to use these resources and how to cite when you use ChatGPT is helpful to ensure academic honesty.</p> <p>Ms. Chong shared that the previous New Student Orientation was August 15, 2023 and 216 people have viewed this video to date. This is recorded and can be watched live or at a later date via YouTube. The March 3, 2024 event has had 47 views so far. The Welcome Back Bash is done in August and January. There are usually 50 plus students to visit the department's table. There are games and prizes and participants are given information about our programs for themselves or to share with friends and family. The next Welcome Back Bash is scheduled for August 21, 2024.</p> <p>At this point, Ms. Hearn reminded meeting attendees that there is a QR code on the tables they can scan for the newsletter created for this meeting.</p> <p>Facility Updates: Mr. Flaherty also noted that there are pictures included on the QR code link of our facilities. This includes a picture of the new equipment included in the classroom as part of the hi-flex initiative. This is a synchronous lecture class where students will have the option to attend class in person or to log in virtually in real time. We did not begin offering these courses this semester as there was not a ton of interest from the students. This also includes a PTZ web camera which will follow you around the room as you are lecturing and moving. There is also a lot of new and visible signage on campus.</p>
New Business	<p>Dr. Gonzalez led by sharing that we will only share departmental numbers for the fall meeting and this meeting we will focus on programmatic updates. The curriculum review committee approved the Occupational Skills Award (OSA) for Applications Specialist. Office students will be able to take only four classes to complete this certificate. The classes offered come from the current course inventory as well as a course from Computer Science. These were created so that students can elect to move towards more computer science focus if they choose. Next, she discussed the OSA for Medical Coding for Health Professionals which was also approved. Nurses often come to our department because they want a break from patient care, but still want to work in the health care field. They do not necessarily want a degree since they already have one. This OSA will only require them to complete four courses after the proof of their professional experience has been confirmed. Both of these OSA's will be included</p>

	<p>in the Fall 2024 course catalog. Some interest from local nurses has already been generated for this program.</p>
Curriculum Decisions	<p>Dr. Gonzalez began by sharing handouts of the Office Technology degree plans. She then asked the board for feedback on if the courses offered should remain or if we should explore replacing some of these courses with others.</p> <p>Mr. William Jones stated that he believes Keyboarding should remain. Younger students can use their phone, but they cannot use a PC. He added that it's now interesting that the older generation is better at using a PC than the younger generation. Dr. Gonzalez then referenced a conversation with Ms. McAnally regarding combining two of the three keyboarding/word processing courses that we have in our inventory which could make room for another course, if needed.</p> <p>Mr. Flaherty asked the board to think about how their businesses are changing and to think about what they would need from the department to help with that change. Ms. Gonsalves noted to get away from formal memos. Her department now streamlines and only uses emails. Approvals and everything is done via email. She mentioned incorporating something similar to the e-form system CTC uses, eTrieve.</p> <p>Dr. Gonzalez suggested maybe including electronic messaging in an existing course like Administrative Office Procedures. Ms. McAnally noted that she does focus more on email than memos in this course.</p> <p>Mr. Jones asked if it were possible to combine Business English and Business Correspondence. Dr. Gonzalez explained that Business English is really a language course and the only writing in this course is to demonstrate the grasp of the language concepts. She then discussed the possibility of combining some concepts in Business Correspondence with another course (Administrative Office Procedures I or II), but we would have to discuss further on how this could work.</p> <p>Next, Dr. Gonzalez directed the board members to the second page of the handout that shows a draft to restructure the current program outlines for Office Technology and Medical Office Technology. In this restructuring, students will begin with Administrative Professional Basics, then they can select the path of Office or Medical Office Technology. Ms. Martin added she likes the streamlining from a single program then filtering to other tracks. Mr. Jones stated that students often enter programs then plans change. Streamlining will make it easier for them to change and would not require them to start over.</p> <p>Dr. Gonzalez then asked the board if Project Management is an area or track we should explore.</p> <p>Mr. Jones added that he thinks a course in career readiness (resumes, interviews, job search, etc.) could be beneficial. He also mentioned</p>

	<p>that soft skills are a problem and seem to have been amplified by the pandemic since more students are electing to take online courses.</p> <p>Ms. Bark noted that courses in leadership or supervision may be helpful. She stated that people abandoning their jobs, knowing how to work with others, and hygiene as recent issues she has encountered.</p> <p>Ms. Gonsalves further added that employees do not realize how abandoning a job effects their future. They cannot be rehired and they don't realize that leaving without notice has real consequences.</p> <p>Dr. Gonzalez answered that there will be some coverage of these items in the Supervision course that would be part of the Project Management certificate. Dr. Gonzalez then posed the question if the Internship is in the correct semester in the given outline or if it should be moved to a later semester in the program. She further asked if the Internship is beneficial or if it should be replaced with something else.</p> <p>Ms. Martin recommended keeping the internship. She suggests possibly devoting part of the course to career readiness and the other portion as an internship. Shelly suggested maybe a week or two of job shadowing as opposed to a true internship. She noted a lot is required of employers who allow interns and it can be time consuming, from her perspective.</p> <p>Dr. Gonzalez stated that we can promise a mock-up that includes all of this feedback and design a program that fits the criteria discussed. She also asked for board members to feel comfortable when providing feedback on this mock-up as the department wants to create programs that serve the community well.</p> <p>Mrs. Walker re-iterated that accepting an intern can be a ton of work for the organization and giving a good framework of what the intern should be doing and giving good direction for the preceptor is paramount.</p> <p>Dr. Gonzalez explained that the department will have a new coordinator for internship soon and the new person will be tasked with revamping the internship program and creating more community connections.</p>
Other Business	<p>Mr. Jones announced there is a Job Fair/Expo at the Cadence Center on April 16 from 9am to 2pm.</p> <p>Dr. Gonzalez informed the board that the next meeting is scheduled for October 25, but the date is tentative.</p> <p>Ms. Chong explained that we would be doing a raffle for a gift basket. The attendees entered their questionnaires for the drawing. Ms. Chong pulled Shelly Gonsalves's questionnaire so she won the gift basket. All other board members were given certificates for attending.</p>
Adjournment	<p>Ms. Bark adjourned the meeting at 10:07 a.m.</p>

Lovie Dunn

Recorder Signature

March 23, 2024

Date

Next Meeting: October 25, 2024 (tentative)

GIPWE Required Functions	How/When the Committee Addressed this Function
Evaluating the goals and objectives of the program curriculum	
Establishing workplace competencies for the program occupation(s)	Board was given a questionnaire (results attached) that specifically asked about knowledge and attributes they seek in new employees.
Suggesting program revisions as needed	Board was asked for feedback on restructuring programs so students begin with basics then funnel into path they select (i.e. office or medical office). Board was also asked for feedback on courses offered and adding more courses to focus on Project Management.
Evaluating the adequacy of existing college facilities and equipment	Shared updates on signage in common areas on campus as well as updates on equipment used in the classroom.
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	No updates given in this area.
Assisting in promoting and publicizing the program to the community and to business and industry	Shared with the board on-campus and off-campus activities the department has been involved in for recruiting purposes.
Representing the needs of students from special populations	

ACTION ITEMS

Description	Assigned To	Progress	Completion Date