

CENTRAL TEXAS COLLEGE
OFFICE TECHNOLOGY
Advisory Committee Meeting Minutes 2021-2022

CHAIRPERSON: Ms. Leanne Starkovich, Metroplex Hospital
FACILITATOR: Ms. Lacey Jennings, Metroplex Hospital
 (acting in Ms. Starkovich’s absence)
RECORDERS: Eva Hearn, Medical Programs Coordinator, Office Technology,
 Central Texas College
 Kerwin Flaherty, Faculty, Office Technology, Central Texas
 College

MEETING DATE: November 5, 2021 **MEETING TIME:** 9:32 – 10:12 a.m. **MEETING PLACE:** Zoom Conferencing Platform

PREVIOUS MEETING: October 27, 2020

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	Rollins Brook Community Hospital AdventHealth System SW Region
P	Ms. Eva Bark Executive Director of Human Resources	City of Killeen
P	Ms. Rebecca Black (attending for Brittany Ramirez) Workforce Solutions of Central Texas	Workforce Solutions of Central Texas
P	Mr. Gene Silverblatt, JD (Ex Officio) Attorney at Law	Silverblatt Law Office
P	Ms. Lacey Ann Jennings, CHDS, AHDI-F Southwest Region Transcription Manager	Metroplex Hospital
P	Ms. Tivonda Tucker-Johnson KISD	KISD
P	Ms. Shelly Gonsalves Director, Human Resources	Central Texas College
P	Ms. Nancy Patterson Executive Director for Career and Technical Education	Killeen Independent School District
P	Dr. Russell Porterfield Principal, Career and Technical Education	Killeen Independent School District
P	Ms. Taryn Reyes Coding Operations Liaison	OS2 HealthCare Solutions & OS2U

A	Ms. Verna Isbell Owner/Accountant	Isbell Property Management, LLC
A	Ms. Melissa Freeman CEO & Founder	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

OTHERS PRESENT: OP=Others Present

(OP)	Name, Title	Business Affiliation
OP	Ms. Janice Anderson Dean of Instruction	Central Texas College
OP	Ms. Keisha Holman Director of Career Services/OT Adjunct Faculty	Central Texas College
OP	Ms. Veronica Martin Director, CATE Center Advising	Central Texas College
OP	Ms. Lesley McGough Coordinator, Instructional Program Support Services	Central Texas College
OP	Mr. Bryan Oaks Assistant, Career Services	Central Texas College
OP	Ms. Debbie Clark Faculty, Office Technology	Central Texas College
OP	Dr. Craig Drayden Adjunct Faculty, Office Technology	Central Texas College
OP	Ms. Cindi Dunn 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 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 9:32 a.m.	Lacey Jennings
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	Lacey Jennings
Approval of Meeting Minutes	Motion to approve minutes from the 2020 meeting was moved by Barbara Carroll, seconded by Eva Bark, and affirmed by all attending board members	Lacey Jennings
Student Spotlight	Introduced Office Technology student, Stacy Brent; played video of Ms. Brent, who spoke about her experiences in an OT program; transcript attached	Debbie Clark
Old Business	CATE Center Transition Online <ul style="list-style-type: none"> • Integration of Zoom and Collaborate • Integration of social media Review of 2020 Survey Results <ul style="list-style-type: none"> • Skills for new employees • Qualities new employees need 	Amy McAnally
New Business	Department Overview <ul style="list-style-type: none"> • Programs • Enrollments • Initiatives 	Melissa Gonzalez
	2021 Survey Results Name Change Social Media Platforms	Kerwin Flaherty
	Overview of Internship <ul style="list-style-type: none"> • Enrollments • Locations • Site Visits 	Gundula Wenzel
Curriculum Decisions	LinkedIn Assignment Inclusion of GPS Course Inclusion of BYOL (Bring Your Own Laptop) in CATE Center Inclusion of Zoom, Collaborate and Flashback Express in Courses	Cindi Dunn
Other Business	Annual Meeting Proposal <ul style="list-style-type: none"> • First Friday of November Give-away	Eva Hearn
Adjournment	Motion made and carried to adjourn meeting	Lacey Jennings

MINUTES

Key Discussion Points	Discussion
Old Business	<p>Ms. Jennings introduced Ms. McAnally to present the old business.</p> <p>Ms. McAnally reviewed the CATE Center transition from CourseSites to Blackboard. With this transition, the CATE Center has been able to go worldwide by offering the option for open-entry courses to those who live outside the state of Texas.</p> <p>Ms. McAnally discussed the integration of Zoom and Blackboard Collaborate into Fall 2020 courses, citing students' perceived preference for Zoom.</p> <p>She also discussed the integration of social media into OT courses. This was brought up in a previous advisory board meeting and some content has been added to address this issue in the procedures course.</p> <p>Review of 2020 survey results (what the board said versus what the department did to address this)</p> <ul style="list-style-type: none"> • Board members were asked for 3 important skills a new employee should possess before starting work. The top four answers were: internet research, computer literate/comfortable, telephone skills, and knowledge of virtual work/share drives. This was addressed by encouraging students to research to complete assignments in many courses which helps them with being more comfortable using the internet. Students were also introduced to different software programs throughout several courses. This repetition reinforces their learning and helps them become more comfortable with using a computer. Telephone skills are an area that could be improved, but the use of virtual meetings will also help improve their telephone skills. • Board members were also previously asked to cite qualities a new employee is missing. The top four answers were: interpersonal skills, written and oral communication, time management and organization. Through virtual meetings, conversational communication in the workplace should increase. Assignments were added that strengthen communication (written and oral). Checklists are also used in each course as an attempt to help students with those time management and organizational skills. <p>Last, Ms. McAnally asked for questions or suggestions to further enhance these areas. No board members posed any questions.</p>
New Business	<p>Ms. Jennings introduced Dr. Gonzalez to present an overview of the Office Technology Department.</p>

Stackable Programs. Dr. Gonzalez gave an overview of the department's three stackable programs, which lead to AAS degrees, citing the newest certificate: Medical Billing. She further explained the different delivery methods offered by the department (i.e., face-to-face, online, online blended, block, open entry, open entry blended and weekend/evening).

Enrollment Summary. Next, Dr. Gonzalez shared an enrollment summary, which revealed a decrease of 29 enrollments between Fall 2019 and Fall 2020. She explained that the decrease was due, in part, to the pandemic. She further explained that there was an overall decrease in enrollments of 4 percent between academic years 2020-2021 and 2019-2020. To date, the department has surpassed last year's enrollments and is only 31 enrollments from pre-pandemic numbers. Because CATE Center offers open enrollment, those enrollments, she explained, are a moving target; students are continually completing courses and immediately signing up for new courses.

New Initiatives. Dr. Gonzalez explained that the department recently reviewed an articulation crosswalk for Cambridge College Global which, if approved, would provide another pathway for OT students to complete a bachelor's degree in the medical administrative field. The department also recently plotted a crosswalk for Vista College students in hopes of providing a pathway for them to complete their medical billing and coding certificates and degrees since the school closed. The department is in collaboration with Dean Rahsaan Dawson on the administration of the TRUE (Texas Reskilling and Upskilling Education) Grant, which provides funds to non-profits working on Workforce and Economic Development initiatives.

Dr. Gonzalez asked the board members if they had any questions; no questions were posed.

Ms. Jennings introduced Mr. Flaherty to present additional new business.

Three weeks prior to the board meeting, a survey was sent to board members to get feedback on some key areas. Mr. Flaherty presented the results.

Department Goals and Objectives. Eighty percent of the board agreed with all 5 of the goals and objectives of the department.

Internship and Employment Opportunities. The board suggested the following organizations for internship and employment opportunities for students and graduates: Killeen ISD, YMCA, HEB, Seton Medical Center, Advent Health, Workforce Solutions, City of Killeen, US Army Operational Test Command, Christine Svoboda, PsyD.

Mr. Flaherty asked the board to send the department points of contact for these recommendations. He provided his contact information. Mr.

Gene Silverblatt commented via chat that his law office may be listed as a site for administrative tasks, but not paralegal.

Program Recruiting. The board suggested targeting the following populations for program recruitment: single parents, high school graduates, military spouses, workforce customers, stay-at-home parents, and administrative personnel. Suggestions for reaching those populations included attending KISD events to target high school students, FRG meetings to target military spouses, and offering training for area businesses' office staff.

Noting the difficulty of infiltrating those places, Mr. Flaherty again asked for connections to get the department in the door.

Applicant Screening. The majority of the members answered that they screen applicants using traditional applications. Mr. Flaherty asked if anyone used LinkedIn; Ms. Nancy Patterson stated that although her district does not use LinkedIn, she has contacts in other districts who do use LinkedIn.

Competencies. Board members communicated that high on the list of the competencies they desire in an applicant were flexibility, adaptation, collaboration, and customer service. Overall, soft skills were emphasized as the most important qualities of a new hire.

Degrees and Certifications. Across the board, having any form of formal education was the preference. However, in the medical office industry, namely billing and coding, certification was high on the list of importance.

Department Name Change. Mr. Flaherty reminded board members of potential department names they suggested. The top five names were listed in a poll, and board members voted. They favored "Office and Health Information Careers."

Social Media. Mr. Flaherty discussed revamping the department's social media efforts and shared all of its social media platforms, asking board members to like, subscribe, and follow OT.


Mr. Flaherty asked if board members had further questions; no questions were posed.

Next, Ms. Jennings introduced Ms. Wenzel to speak about internships.

Ms. Wenzel shared the number of interns the department has had over the past year: 22 medical, 17 office. Additionally, she shared a list of the local (Texas-wide) internship sites of those students. She explained that she is in the process of updating a local listing for internship sites that can be shared with students. She requested that board members who were willing to accept an intern contact her to be added to the list.

	<p>Ms. Wenzel mentioned conducting site visits. Over the past year, those visits have been telephonic or virtual because of the COVID pandemic.</p> <p>Ms. Wenzel asked for questions; no one posed any.</p>
Curriculum Decisions	<p>Ms. Jennings introduced Ms. Dunn to speak about curriculum decisions.</p> <p>Ms. Dunn discussed the Guide to Procedures and Success (GPS) course, which was added as a resource to help new and returning students navigate their courses and Blackboard. The GPS course includes tutorials, procedures for CTC student email, enrollment processes, and other pertinent information. Furthermore, faculty post campus and department announcements to all CATE students, increasing the flow and dissemination of information.</p> <p>Mrs. Dunn then announced to the board that Amy McAnally (department faculty) earned the Zap Award for the month of October and the Office Technology Department earned the departmental Zap award for the month of September. These awards are given to individuals and departments at CTC who have worked hard to support students and ensure their success.</p> <p>Next, she discussed the addition of a LinkedIn module to the Administrative Procedures II course to help students with job searching.</p> <p>Mrs. Dunn reported that workstations for laptop are being added to the OT CATE Center computer lab so students who desire to bring and work on their own devices, may do so.</p> <p>At times, students who sign up for online or CATE self-paced classes do not have the computer skills or ability to navigate written directions. To get students off to a good start, professors have added Zoom orientations to go through the course, how to do and submit assignments and answer any questions. These are recorded and made available to students who didn't physically attend so the information is shared with all. This has increased student engagement and success.</p> <p>In addition, the use of screen recording software allows professors to explain how to do an assignment while showing the screen and how to use software, Blackboard and Flashback Express. We also use it to record their grading comments while showing the students work, pointing out things they did well and areas for improvement. It has been well received by students.</p> <p>Mrs. Dunn asked the board for comments and questions. Ms. Jennings gave her congratulations to Mrs. McAnally and the department. No further questions or comments were posed.</p>

<p>Additional Discussion Items</p>	<p>Ms. Jennings introduced Mrs. Hearn to speak about a proposal for our annual meeting.</p> <p>To help alleviate the stress of setting a meeting each year. The proposal is to have the meeting on the first Friday of November each year.</p> <p>Mrs. Hearn asked if anyone was opposed to having the meeting scheduled as mentioned.</p> <p>Mrs. Hearn then asked for a motion to approve having the OT Advisory Board's annual meetings the first Friday in November. Ms. Lacey Jennings made the motion to approve; Nancy Patterson seconded the motion. The proposal was approved.</p> <p>Mrs. Hearn asked for questions; none were posed.</p> <p>Names of board members who completed the OT survey and attended the meeting were put into a drawing to win a \$50 gift card. Mrs. Hearn facilitated the give-away. Mr. Gene Silverblatt won, but gifted his prize to Dean Anderson who, in turn, donated it to the Eagle Food Pantry.</p>
<p>Adjournment</p>	<p>Ms. Jennings asked if there were questions; none were posed. Ms. Jennings adjourned the meeting at 10:12 a.m.</p>


Chairperson Signature

11-19-2021
Date

Next Meeting: November 4, 2022, tentative

GIPWE Required Functions	How/When the Committee Addressed this Function
Evaluating the goals and objectives of the program curriculum	This function was addressed in the Fall 2021 OT Advisory Board Survey. See the attached.
Establishing workplace competencies for the program occupation(s)	This function was addressed in the Fall 2021 OT Advisory Board Survey. See the attached.
Suggesting program revisions as needed	This function was addressed in the Fall 2021 OT Advisory Board Survey. See the attached.
Evaluating the adequacy of existing college facilities and equipment	This function was addressed in the Fall 2021 OT Advisory Board Survey. See the attached.
Advising college personnel on the selection and acquisition of new equipment	This function was addressed in the Fall 2021 OT Advisory Board Survey. See the attached.
Identifying local business/industry leaders who will provide students with external learning experiences, employment, and placement opportunities	This function was addressed in the Fall 2021 OT Advisory Board Survey. See the attached.
Assisting in promoting and publicizing the program to the community and to business and industry	This function was addressed in the Fall 2021 OT Advisory Board Survey. See the attached.
Representing the needs of students from special populations	This function was addressed in the Fall 2021 OT Advisory Board Survey. See the attached.

ACTION ITEMS

Description	Assigned to	Progress	Completed
Contact board members to ascertain what “other” ways they screen employees.	Kerwin		
Contact board members to get their suggestions for technical skills to include in course assignments. What real-world assignment recommendations do they have?	Amy		