

**COLLIN COUNTY COMMUNITY COLLEGE  
ADVISORY COUNCIL MEETING MINUTES  
OFFICE SYSTEMS TECHNOLOGY (OST)**

<b>Chairperson(s):</b> Sandy Jobert		
<b>Date:</b> November 5, 2001	<b>Time:</b> 3:30 p.m.	<b>Place:</b> SCC, J130
<b>Recorder:</b> Priscilla Clark		<b>Previous Meeting:</b> November 30, 2000

MEMBERS PRESENT	COMPANY	ADDRESS	PHONE
Sharron Edwards, Office Mgr.	Temps of McKinney	500 W. University, #104 McKinney, TX 75069	972-542-5586
Dianna Hall, RHIA	Medical City Hospital	7777 Forest Lane Dallas, TX 75240	972-566-7821
Deb Hallmark, Area Mgr.	First Word Staffing	2201 N. Central, #149 Richardson, TX 75080	972-994-9229
Kathy Hess, MT	Symphony	10020 Trailpine Drive Dallas, TX 75238	214-348-3392
Sandy Jobert, Exec. Asst.	Raytheon	2501 W. University McKinney, TX 75071	972-952-3152
Corrie Norman, Student	CCCCD	1700 Steamboat Drive Plano, TX 75025-2609	972-517-1335
Diana Ramsower Co-Coord. OST	CCCCD	Spring Creek Campus 2800 E. Spring Creek Pkwy Plano, TX 75074	972-881-5835
Laura Robinson, HR Mgr.	Aegon Direct Mkting	677 W. Campbell Road Richardson, TX 75080	972-498-7773
Dana Scott, Recruiter	EDS	5400 Legacy Drive Plano, TX 75024	972-605-0451
Janet Stiles, Assoc. Faculty and Medical Transcriptionist	SETT, Inc.	424 Country Side Richardson, TX 75081	972-889-8037
Linda Thompson, Professor	CCCCD	Central Park Campus 2200 W. University McKinney, TX 75069	972-548-6815
Mary Jane Tobaben, Co-Coord. OST	CCCCD	Spring Creek Campus 2800 E. Spring Creek Pkwy Plano, TX 75074	972-881-5170
Anita Wormald, Director	CCCCD	Courtyard Center Business Solutions P.O. Box 869055 Plano, TX 75086	972-985-3754

OTHERS PRESENT	COMPANY	ADDRESS	PHONE
Lillie Palmer, Dean B&CS	CCCCD	Preston Ridge Campus 9700 Wade Boulevard Frisco, TX 75035	972-881-5846

OTHERS PRESENT	COMPANY	ADDRESS	PHONE
Priscilla Clark, Lab Coord.	CCCCD	Spring Creek Campus 2800 E. Spring Creek Pkwy Plano, TX 75074	972-881-5846

AGENDA ITEM	ACTION DISCUSSION INFORMATION	RESPONSIBILITY
<i>Old Business:</i>		
Approval of minutes	Discussion/Action	Sandy Jobert
Summary of eight-week sessions for daytime Spring Creek Campus	Information	Diana Ramsower
Summary of marketing to new student groups	Information	Mary Jane Tobaben
Clerk title changed to Specialist or Assistant, except in Accounting	Information	Mary Jane Tobaben
<i>New Business</i>		
Degree revisions	Action/Discussion/Information	Mary Jane Tobaben and Diana Ramsower
Certificate revisions	Action/Discussion/Information	Mary Jane Tobaben and Diana Ramsower
Course Description Changes	Action/Discussion/Information	Mary Jane Tobaben and Diana Ramsower
Medical Transcription and Internet courses	Discussion/Information	Linda Thompson
Business Solutions	Information	Anita Wormald

KEY DISCUSSION POINTS	DISCUSSION
<i>Old Business</i>	
Approval of minutes	Minutes of November 30, 2000, were presented and approved.
Summary of eight-week sessions for daytime Spring Creek Campus	<p>Professor Diana Ramsower reported that OST's eight-week day classes which began only at the Spring Creek Campus for spring semester of 2001 have resulted in an increased enrollment: Fall 2000 enrollment was 330; (before eight-week classes) enrollment for Spring 2001 jumped to 398 (a record for Spring); this fall 391 students have enrolled.</p> <p>These classes are offered only during the day at the Spring Creek Campus. They meet four days each week for eight weeks.</p>

KEY DISCUSSION POINTS	DISCUSSION
Summary of marketing to new student groups	<p><b>Parent Advocates for Slow Learners (PASL).</b> Professor Mary Jane Tobaben reported that a large class of slow-learners met on Saturday mornings for three hours during spring semester of 2001. Students learned to use the keyboard, and then progressed to Microsoft Word and the Internet. At the end of the 16 weeks, parents and students were pleased with the skills learned by the group. The class still meets on Saturday mornings, but is smaller this fall semester.</p> <p><b>Home-schooled students.</b> This group was never started. Bringing high school and younger students into the college environment for computer training was not in line with the college's mission. Plans to market classes to this group have been abandoned.</p> <p><b>Continuing Education.</b> We still have concurrent enrollment for all classes. Instead of taking courses for a grade, these students enroll in Continuing Education and receive Continuing Education units.</p>
Clerk title changed to Specialist or Assistant, except in Accounting	As recommended by the Council last year, the term <i>clerk</i> has been removed from job titles in Office Systems Technology marketing. This word has been replaced with <i>assistant</i> , <i>specialist</i> , or other more up-to-date terms in job titles except accounting. <i>Clerk</i> is still used as a title in the accounting field.
<b>New Business</b>	
Degree revisions	<p>In order to streamline OST degree program and make it more marketable, Professor Mary Jane Tobaben asked the Council to consider the following changes and deletions for Fall 2002:</p> <p><b>ASSOCIATE OF APPLIED SCIENCE DEGREE</b></p> <p><b>POFT 1377—Proofreading and Editing.</b> <u>Change</u> this course number to POFT 1307—Proofreading and Editing. Altering this number changes the course from a “local needs” course, to a regular three-hour course in compliance with the Workforce Education Curriculum Manual (WECM). The course description remains unchanged.</p> <p><b>POFT 2321—Machine Transcription.</b> <u>Eliminate</u> this course from the “Major Courses” section of the A.A.S. degree. This recommendation is based on information received from the Council disclosing that transcription is seldom used in general offices anymore, although it is still in demand in the medical and legal fields.</p> <p><b>POFT 2333—Advanced Document Formatting and Skillbuilding.</b> <u>Eliminate</u> this course from the “Major Courses” section of the A.A.S. degree. This course isn’t attracting many students, and most of the skills may be attained in other courses such as Proofreading and Editing, Speed and Accuracy, word processing, and Administrative Office Procedures.</p> <p><b>POFT 1302—Business Communications.</b> <u>Change</u> this course from an elective to a requirement, placing it under “Major Courses” to take the place of Machine Transcription. Technology and communications skills are two of the skills most valued by employers. This course is taught only online which forces students to practice communicating electronically, which they will often need to do in the workplace.</p>



KEY DISCUSSION POINTS	DISCUSSION
	<p><b>Legal Office Support Specialization Degree.</b>  <u>Eliminate this degree</u> because it is basically the same as the general Office Systems Technology A.A.S. degree with the exception of the legal courses. If this degree is eliminated, these legal courses can be moved into the general Office Systems Technology A.A.S. degree as electives to allow specialization in legal office support.</p> <p><b>Medical Office Support Specialization Degree</b>  <u>Eliminate this degree</u> because it is basically the same as the general Office Systems Technology A.A.S. degree with the exception of the medical courses. If this degree is eliminated, these medical courses can be moved into the general Office Systems Technology A.A.S. degree as electives to allow specialization in medical office support.</p> <p><u>Change</u> to the asterisk prerequisite sentence: The previous wording was "POFT 1329 is a prerequisite for this course, or the student must have consent of the program coordinator." The proposed changed wording is "Prerequisite: POFT 1329 or a keyboarding course taken in high school." POFT 1329 Keyboarding and Document Formatting is a course that is necessary for all the courses that are marked with an asterisk. If the student has had a previous keyboarding course in high school, the course is not needed.</p> <p>A motion to accept the above recommendations was approved.</p>
Certificate revisions	<p>In order to streamline OST certificate programs and make it more marketable, Professor Mary Jane Tobaben asked the Council to consider the following changes and deletions for Fall 2002</p> <p><b>Office Systems Technology Certificate</b>  <u>Change</u> the course number for Proofreading and Editing from POFT 1377 to POFT 1307 as noted above in degree revisions.  <u>Eliminate</u> POFT 2321 Machine Transcription and replace with POFT 1302 Business Communications as noted above in degree revisions.  <u>Add</u> POFI 2331 Desktop Publishing to the electives. Adding this course gives the student an opportunity to learn advanced features in Word and PowerPoint.  A motion was made and approved to accept the above recommendations.</p> <p><b>Advanced General Office Support Specialization</b>  <u>Eliminate</u> this certificate because of inadequate student interest. Students who might be interested in these courses usually complete the A.A.S. degree.  A motion to eliminate the certificate was approved.</p> <p><b>Legal Office Support Specialization Certificate</b>  <u>Change</u> the course number for Proofreading and Editing from POFT 1377 to POFT 1307 as noted above in degree revisions.  <u>Add</u> POFI 2331 Desktop Publishing, POFI 2301 Word Processing, and POFT 1302 Business Communications I as electives, giving the students additional software choices.  <u>Change</u> to the asterisk prerequisite sentence. The previous wording was "POFT 1329 is a prerequisite for this course, or the student must have consent of the program coordinator." The proposed changed wording is "Prerequisite: POFT 1329 or a keyboarding course taken in high school." POFT 1329 Keyboarding and Document</p>

KEY DISCUSSION POINTS	DISCUSSION
	<p>Formatting is a course that is necessary for all the courses that are marked with an asterisk. If the student has had a previous keyboarding course in high school, the course is not needed.</p> <p>The removal of Legal Transcription is under consideration, but adequate information has not been gathered to follow through with this recommendation at this time. If transcription is removed, Business Communications would be added as its replacement.</p> <p>A motion was made to approve the proposed certificate as it stands—leaving the legal transcription, but give the department full authority to eliminate legal transcription and add Business Communications as its replacement if, after research, it turns out to be best.</p> <p><b>NOTE:</b> Since the Office Systems Technology Advisory Council meeting, research has been conducted and it has been decided to keep in the Legal Transcription course. After a survey of legal office personnel, it was decided that this is a skill still needed.</p> <p><b>Medical Office Support Specialization Certificate</b></p> <p><u>Change</u> the course number for Proofreading and Editing from POFT 1377 to POFT 1307 as noted above in degree revisions.</p> <p><u>Eliminate</u> POFM 2333 Medical Document Production. Skills taught in this course are also covered in other courses such as Document Formatting and Skillbuilding and Administrative Office Procedures.</p> <p><u>Add</u> POFT 1302 Business Communications to replace Medical Document Production.</p> <p><u>Change</u> to the asterisk prerequisite sentence: The previous wording was “POFT 1329 is a prerequisite for this course, or the student must have consent of the program coordinator.” The proposed changed wording is “Prerequisite: POFT 1329 or a keyboarding course taken in high school.” POFT 1329 Keyboarding and Document Formatting is a course that is necessary for all the courses that are marked with an asterisk. If the student has had a previous keyboarding course in high school, the course is not needed.</p> <p>A motion was made and approved to accept the above recommendations.</p> <p><b>Medical Transcription Specialization Certificate</b></p> <p><u>Change</u> the course number for Proofreading and Editing from POFT 1377 to POFT 1307 as noted above in degree revisions.</p> <p><u>Eliminate</u> POFM 2323 Medical Terminology II in keeping with the college’s suggestion to streamline and because SRGT 1301 Medical Terminology I teaches in one semester the content many colleges teach in two semesters.</p> <p><u>Change</u> to the asterisk prerequisite sentence: The previous wording was “POFT 1329 is a prerequisite for this course, or the student must have consent of the program coordinator.” The proposed changed wording is “Prerequisite: POFT 1329 or a keyboarding course taken in high school.” POFT 1329 Keyboarding and Document Formatting is a course that is necessary for all the courses that are marked with an asterisk. If the student has had a previous keyboarding course in high school, the course is not needed.</p> <p><u>Change</u> the required number of hours from 41 to 38 since Medical Terminology II will not be replaced with another course.</p> <p>Motion was made and approved to accept the above recommendations.</p>

KEY DISCUSSION POINTS	DISCUSSION
Course Description Changes	<p><u>Change</u> the description for POFT 2203 Speed and Accuracy Building to read “<i>Should</i> be repeated for credit until desired proficiency is achieved,” replacing “<i>May</i> be repeated . . .” Because students’ skills vary upon entry in the course, it may be advisable for a student to repeat the course several times to achieve their speed goal.</p> <p><u>Change</u> the last sentence of the description for POFT 2301 Document Formatting and Skillbuilding to read “Prerequisite: POFT 1329 or a keyboarding class taken in high school.”</p> <p>Motion was made and approved to accept the above recommendations.</p>
Medical Transcription and Internet courses	<p>Professor Linda Thompson announced plans to offer an online section for every course in the Medical Transcription Certificate by Fall 2002. Taking courses online is logical for students working on this certificate because this better prepares them for their chosen career. Once online sections are operating smoothly, the goal is to expand by offering these online sections through The Virtual College of Texas, making them available online to everyone in the state. Publishers are working with Professor Thompson to have appropriate materials and purchasing sources in place for Fall 2003.</p> <p>Professor Thompson asked for input concerning grading systems for medical transcription practice documents (percentage of accuracy? points off?). She also asked for information concerning how businesses test applicants for these jobs so she can evaluate whether we are preparing students properly to function at an entry level. She asked Council members to email their suggestions.</p> <p>A question regarding medical billing and the fact that a course is not offered, prompted Professor Thompson to suggest that there probably is a real market for a coding certificate which needs to include courses in physician coding, hospital coding, and medical billing, along with other currently offered medical courses. After discussion, an unofficial mandate was given for Professor Thompson to research the possibility of developing courses for a coding certificate.</p>
Business Solutions	<p>Anita Wormald from Continuing Education’s Business Solutions group at Courtyard Center addressed the Council. This group facilitates training between the college and corporations in subjects such as customer service, business writing, English as a second language, and Spanish classes. These classes are usually shorter than credit classes and are very skill driven.</p> <p>A current focus of Business Solutions is to develop certificate programs and an A.A.S. degree and bring these into corporations. The group currently takes courses into three local companies.</p> <p>Council members representing businesses that might be interested in this program were invited to take a Business Solutions packet back to their companies.</p>
<b><i>Advisory Council Recommendations</i></b>	
	<p>There were no other Council recommendations.</p> <p>Meeting was adjourned.</p>

<i>Sandy Jobert</i> Sandy Jobert, Chairperson	11/5/01 Date	Fall 2002 Next meeting
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