Administrative Office Technology (AOT)
Advisory Committee

Administrative Office Specialist (AOS), Legal Secretary, Legal Office Procedures, General Office Support and Medical Transcriptionist

April 20, 2005

Those in attendance were: Ms. Pam Bennett, Ms. Karen Borum, Ms. Ann Bridgewater, Ms. Joy Earles, Ms. Sarah Funk, Ms. Joyce Sanders, Ms. Melinda Wilson, Ms. Lisa Adkins, and Ms. Jenean Jones.

The meeting was called to order at 3:45 p.m.

Welcome and Introductions

Jenean Jones welcomed the committee to Oklahoma City Community College and thanked them for taking the time to help us with our program and also reminded them of the important role they each play as Advisory Committee members.

Lisa Adkins apologized on Dr. Jim Schwark's behalf. He was not able to participate in the Advisory Committee meeting.

Overview of Program and Curriculum – General

Lisa Adkins shared with the committee:

- Ms. Janet Patterson, AOT Adjunct Professor, has been selected as the Business Division Adjunct Faculty Member of the Year.

- Ms. Linda Crank, AOT Graduate – 2005, received the President's Award for Outstanding Student. This award is given to only three students per division.

Overview of Program and Curriculum - Changes

The committee was informed of the following changes:

- The PowerPoint and Access classes will be offered only once a year beginning with the Fall 2005 semester. PowerPoint will be held in the fall and Access in the spring. The AOT program has struggled with low enrollments for both of these courses. With the courses only being offered once a year, the faculty believes the low enrollment situation will be corrected.

- Office 2003 will be the new software used in the AOT program beginning August 2005.

Overview of Program and Curriculum - Additions

- The new color laser printers have been installed in the AOT classrooms.

- The new color scanners have been received, but not installed. (They have been installed since the meeting was held).

New Business – Voice Recognition

Jenean Jones has been researching Voice Recognition software for use in the AOT program. Dr. Schwark has agreed to send the AOT faculty to a training session to further their knowledge of the new technology. Jenean Jones is researching the possibility of offering a training session at Oklahoma City Community College. The committee stated that voice recognition is currently being investigated for use in the medical and legal fields and supports the AOT faculty in the introduction of this technology to the program students. The committee also agreed the AOT faculty should attend the Voice Recognition training sessions to gain the knowledge needed to incorporate the technology into the curriculum.

New Business – Legal Program

The AOT faculty initiated the discussion of three topics regarding the Legal Program.

1. Document Preparation

   a. Do student need to know how to create legal documents from scratch or will they use templates?

      They will do both. Students need to know how to create basic documents, such as pleadings, from scratch, but many of the more advanced documents will be created from a template. These could be taught in Legal Office Procedures.

2. Billing Software

   a. Which billing software is used the most?

      Many offices use Tabs and TimeSlips. The faculty asked if it would be a good idea to offer a Billing class that teaches both softwares – instead of just one. The committee agreed it would be better for the students if both were taught because each software serves a specific market – Tabs is for larger firms where TimeSlips is for small firms.

3. Skills needed

   a. The AOT faculty asked if machine transcription was a skill that is still needed in the legal field.

      The legal representatives stated that transcription is a very large part of a legal secretary's job and recommended it remain a part of the overall curriculum.

      They also indicated that typing speed and accuracy is still required for this career choice. Ms. Jones explained that since our last meeting, where this topic was covered, the prerequisite changes (Computer Keyboarding is a prerequisite for Legal Transcription) were forwarded to and approved by the Curriculum Committee. These changes will go into affect August 2005.

      A new electronic filing methods is being used for federal filing. The committee stated it would be a "plus" for students to learn how to e-file.

New Business – Medical Transcriptionist Certificate

Two topics were discussed:

1. Change of program course requirements

   Currently a second English course is required for the Medical Transcriptionist Certificate. The AOT faculty believed the students would benefit from taking

Business Communication instead of the second English class. The committee agreed.

2. Skills needed

    The medical representatives were asked if students were receiving everything they needed in the current curriculum to prepare them for the field. A few recommendations were made to change the current course materials.

    a. Students need to be taught more about Word Expanders which work like Macros or AutoText entries. Ms. Adkins explained that both of these topics are taught in Intermediate Word, but would research the topics more this summer to determine how to make them work better for Medical Transcription students. This may be accomplished through additional computer activities using actual medical situations.

    b. More training is needed in the areas of Lab tests/diagnostics and pharmacology. Students need to understand interpretations of lab work as well as drug names and their use(s). The committee suggested adding this to the current Medical Transcription course. The AOT faculty stated to do that, the Medical Transcription and Legal Terminology and Transcription courses would need to be taught as two different courses instead of as one 3-credit hour course. The committee stated that it would benefit both the medical and legal students if they had individual courses.

    c. Additional training in body systems and functions would benefit the students as well.

    d. Students will to be taught how to use the keyboard instead of the mouse. Ms. Adkins explained that students are given a list of "hot keys" in Beginning Word and in Medical Transcription. Ms. Adkins asked if it would help to remove the mouse from the computers of the Medical Transcriptionist students. The committee agreed it would benefit the medical student, as well as the legal student, to learn how to use the keyboard earlier in the program. Ms. Adkins will also review the "hot keys" list to make sure it is updated with the most commonly used codes needed by Medical Transcriptionists.

Equipment Requests

The medical representatives encouraged the AOT faculty to continue researching the use of digital transcribers for the Medical Transcription class.

Other

Ms. Jones asked the committee for recommendations to help with conducting the employer surveys we use to evaluate our program in the Outcomes Assessment process.

Ms. Bridgewater asked about the addition of a Legal Administration program. This curriculum would incorporate both AOT and Accounting classes. The AOT faculty stated they could check the possibility of such a program.

Committee Recommendations

- Researching the use of voice recognition software in the AOT program, beginning with AOT 1113 – Computer Keyboarding.

- Change the Legal Secretary and Legal Office Procedure program to include:

- o Teaching students to prepare legal documents from scratch and from templates.
- o Change the Legal Billing course to include two of the most commonly used billing softwares – Tab and TimeSlips.
- o Change the second English elective on the Medical Transcriptionist program to a required course of Business Communication.
- o Remove the mouse from the legal student's computers beginning with Beginning Word.

- Change the Medical Transcriptionist program to include:
  - o Pharmacology, lab tests/diagnostics, and human anatomy
    - This should be accomplished in the Medical Transcriptionist course which would require Legal Terminology and Transcription and Medical Transcription be taught as a separate courses instead as it is currently taught.
  - o Emphasize the use of Word Expanders (Macros and AutoText).
  - o Remove the mouse from the medical transcription student's computers beginning with Beginning Word.
  - o Continue researching the use of digital transcribers for use in the medical transcription program.

The meeting was adjourned at 5:20 p.m.

Respectfully submitted,

Lisa Adkins
Recording Secretary