

Administrative Office Technology (AOT) Advisory Committee May 2, 2007

Those in attendance were: Ms. Pam Bennett, Ms. Lisa Sunday, Ms. Carolyn Eackret, Ms. Sara Steffes, Ms. ?????????? Ms. Lisa Adkins, and Ms. Jenean Jones.

The meeting was called to order at 3:30 p.m.

Welcome and Introductions

Dr. Jim Schwark, Dean of the Academic Division of Business, 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.

Discussion of Old Business

Previous Recommendations of Committee

- a) **Increase AOT 2553 – Automated Records Management from 3 credit hours to 4 credit hours to support the addition of Microsoft Access to the existing curriculum. AOT faculty should review the current programs and determine if prerequisite changes should be requested for AOT 2443 – Administrative Office Procedures to include AOT 2553 – Automated Records Management as a prerequisite. If prerequisite changes are needed, faculty should review the course order for the programs to guarantee students are taking classes in the order they are needed.**
 - i) Lisa Adkins explained the new book for the Automated Records Management course allowed her to rearrange some of the chapters which gave her the ability to take 2 weeks of the schedule and devote it to the instruction of Access. The class handled the new software knowledge well.
- b) **Continue to work on Medical Transcriptionist program changes to prepare students for the workforce – including the study of the RMT exam.**
 - i) Jenean Jones informed the committee of the changes made to the Medical Transcriptionist certificate. These changes will better prepare students for the workforce and for the new RMT exam which is in place. Sara Steffes said the RMT would be important because it could help the students get an interview. The committee liked the new changes – felt it was a positive move for the AOT program.
- c) **Trying the new 2 year schedule plan to increase the Legal program enrollments.**
 - i) The committee was given a copy of the new 2-year Legal program schedule, as well as, the new AOT 5-year schedule format. The AOT faculty explained that enrollments have been low in the program, especially in the Legal program. With the courses offered at limited times, the enrollment should increase. Janice Phillips asked how we promote the program to the community. The AOT faculty explained it is normally handled through “word of mouth” and flyers. She asked if the faculty could go to different high schools, etc. to promote the program. Jenean stated the faculty did that at one time, but it wasn’t a continued practice; however, it is something the faculty would be very interested in doing again this next school year. The committee also asked if TV or radio ads could help. They also recommended getting with the new college recruitment team to promote the program. The faculty will work with them this summer.
- d) **Although the Legal Office Procedure certificate is a valid program, changing the certificate status to Inactive until a solution to the enrollment problem was found, then approach the changes to the certificate. (Since the meeting, the Dean recommended not changing the status to Inactive, but change who the certificate is designed for. The certificate will be marketed for part-time students only – those who still have to work and will only take a few hours each semester. They will need longer to complete the program. For full-time students, we’ll still recommend the 2-year degree.)**
 - i) The committee agreed with the Dean’s decision – especially with the new schedule changes. No action should be taken until the new schedule enrollments can be evaluated.

- e) **Increase the emphasis of skills such as proofreading, grammar/ punctuation and typing/formatting correspondence such as memorandums and letters by changing the curriculum for AOT 2453 - Office Information Processing to include more concentration of these skills**
 - i) More proofreading has been added to Office Information Processing. In addition, these topics have been emphasized in Administrative Office Procedures, Applied Graphics and Intermediate Word. The committee stated a need for higher typing speeds for graduates. The AOT faculty will add more graded timed-writings to the curriculum in the fall semester. A student who can type at 55 wpm will have better employment opportunities.
- f) **Reduce the amount of research taught in the Legal Office Procedures class and increase the instruction of legal forms to include typing legal forms such as briefs, citations, indexes and how to these are typed for the different court systems.**
 - i) Research has been reduced in the Legal Office Procedures class. We are looking for a new instructor for that course. The AOT faculty believe the students would benefit more from an instructor who is currently working in a legal office. The current Legal Billing instructor may be an option for the LOP class. The faculty will speak to her about the course content to see how form creation could be added to the current curriculum more and see if she would be interested in teaching the course.
- g) **Increase the instruction on “ethics in the workplace” which should include the use of work computers, the use of Internet in the workplace and the use of the work phone for personal calls which continue to present a problem in the workplace**
 - i) Word ethics is covered in AOP and Administrative Office Systems. The AOP course will devote more direct time to these topics.
- h) **Increase the instruction on proper business communication guidelines, particularly regarding email guidelines and letter/memo format.**
 - i) The AOT faculty explained that the guidelines are taught to students in 2-3 of the degree courses. In addition, Ms. Adkins has started a “contract” with the students in her classes which states that emails must be in proper format or they will not be answered. The instruction for letter/memo format will continue to be taught in the current classes, but the instruction will be increased for the beginning classes giving the students a strong document format foundation.
- i) **The committee also recommended the minimum grade requirement for all AOT classes change from a “C” grade to a “B” grade. It would allow the OCCC student to compete in the job market and will give them the knowledge they need to do the job successfully. In addition, the committee stated students should also be required to make a minimum grade of “B” in BUS 2033 – Business Communication and BUS 2073 – Legal Environment of Business.**
 - i) We did not have time to fully discuss this topic at the Legal Program meeting and wanted to discuss it further with the entire AOT committee. So further discussion was held. New Business
- b) **Add a co-requisite to AOT 2443 – Administrative Office Procedures**
 - i) Lisa Adkins explained that students in the Administrative Office Procedures class are experiencing difficulties with the Access assignments. Due to the current workload in AOP, there is no time to cover the Access information. She asked the committee about changing the prerequisite for AOP to include Automated Records Management which will allow the AOP students to get the Access knowledge before taking the AOP class. The committee suggested that AOT 2553 – Automated Records Management be added to the list of prerequisites for AOT 2443 – Administrative Office Procedures.
- c) **Change the grading scale for the AOT program**
 - i) The AOT faculty asked the committee if the current minimum AOT grade of “C” should be changed to “B.” Discussion was held debating the need. The faculty asked if it would be better to leave the minimum grade a “C”, but increase the grade values such as 93%-100% = A; 84%-92% = B, etc. This grade scale would apply to AOT prefix courses only. A “note” should be added to the current degree plans which requires students to

make a minimum “C” grade also on BUS 2033 – Business Communication, BUS 1323 – Mathematics for Business Careers and BUS 2073 – Legal Environment of Business. This appeared to be a better solution for the program.

d) Advanced Medical Transcription

- i) The new Advanced Medical Transcription course will use new transcription technology which uses CDs instead of cassette tapes and will not use the current transcribers. The students will purchase a foot pedal that attaches to the computer instead of using the transcribers.

e) New Course Option

- i) Students have requested instruction on troubleshooting computer problems, how to fax documents, how to use a copier, how to use Microsoft Outlook, etc. More of the advertised positions are asking for these skills. The AOT faculty are considering a new course which can help the students with these tasks, as well as, teach them how to use a Pocket PC with Microsoft Outlook. The 3 credit hour course could count as an elective on the Administrative Office Specialist program.

f) Industry Software Standards

- i) The companies represented are using Windows XP or older operating systems. Their software usage is limited to Office 2003 or older. They did not anticipate a change to Vista or Office 2007 happening any time soon.

Committee Recommendations

- AOT 2553 – Automated Records Management should be added to the list of prerequisites for AOT 2443 – Administrative Office Procedures.
- No action should be taken on the Legal Office Procedures Certificate of Mastery until the new schedule enrollments can be evaluated.
- It would be better to leave the minimum grade a “C”, but increase the grade values to be: 93%-100% = A; 84%-92% = B; 75%-83% = C; 69%-74% = D; Below 69% = F.
- Add more legal form preparation to the Legal Office Procedures class.
- Include the “contract” for all AOT courses so all students are required to use proper business communication in their correspondence.
- The AOT faculty visit the community to promote the AOT program. Also, the faculty should work with the college recruiters to increase AOT enrollment numbers.
- The committee recommended adding timed-writings to the curriculum to increase student typing speeds.
- Continue teaching AOT students with the Windows XP and Office 2003 software.

Respectfully submitted,

Lisa Adkins

Lisa Adkins
Recording Secretary