Minutes of Los Angeles Trade-Technical College

Computer Application and Office Technology Advisory Board Meeting

Friday, May 10, 2019

Room: Cedar Hall – C4-304

<u>Presiding:</u> Paulette Bailey, Professor, CAOT-Business

IN ATTENDANCE:

<u>BUSINESS/INDUSTRY AND PUBLIC SECTOR:</u>
Barbara Harper, Director YWCA-LA.Worksource
Sharon Moore, Boeing Corporation
Karla Neal, RN III-H. Claude Hudson Comprehensive Health Center
Efrain Ruiz-Los Angeles County, L. A. Superior Courts

<u>ADMINISTRATION:</u>
Cynthia Morley-Mower, Dean of Academic Affairs

<u>FULL-TIME FACULTY:</u>
Paulette Bailey, Professor CAOT-Business
Maryanne Galindo, Chair of Business and Civic Engagement
Carolyn Magee, Professor CAOT-Business-Los Angeles Southwest College

<u>ADJUNCT FACULTY:</u>
Pamela Taylor, CAOT Adjunct Instructor

<u>STAFF:</u>
Regina Linda Williams, Program Assistant

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The meeting was called to order by Professor Paulette Bailey, the only full-time faculty member in the Computer Application and Office Technology Discipline. All in attendance were ask to introduce themselves.

Hand-Outs included:

- Meeting Agenda
- U. S. Bureau of Labor Statistics for Secretaries, Administrative Assistants, and Medical Office Assistants, Information Processing Specialist (BIW)
- Occupational Employment Outlook for all Office or Administrative Positions.
- An Article, "What's New in the Business and Office Technologies" field.
- Course Overviews for Computer Applications and Office Technology Discipline

P. Bailey started the meeting by suggesting an advisory date for the next advisory meeting. Everyone agreed that it should be held in the Spring of 2020, but towards the end of the semester.

In the year 2000 the courses were changed from Office Administration (OA) to Computer Applications and Office Technologies (CAOT). CAOT discipline faculty district-wide are looking to change the discipline name soon. This will be discussed at our next LACCD-CAOT District-wide Discipline Meeting, expected to be held on March 13, 2020.

P. Bailey spoke extensively on Computer Application Degrees and Certificates and how they support Businesses, Medical Agencies or Hospitals, and Government Entities.

Barbara Harper reviewed handouts and spoke about the current Office and Medical Office Assistant Degrees and Certificates being taught at Los Angeles Trade Tech. She indicated that the course mapping is good, but the number of units should probably be revised and shortened to accommodate non-traditional and displaced students. She mentioned many students have joined the workforce and they are looking to be promoted on their jobs and many are looking for financial stability. She said that students really need to computer savvy and they need to become proficient and writing memos, emails, and they should be capable of using bookkeeping software.

P. Bailey stated that some students are very proficient in using the Microsoft Applications after completing the CAOT 082 course. She stated that David Esparza, LATTC's Articulation Officer mentioned in one curriculum meeting that some CAOT courses are transferable, such as CAOT 035 and CAOT 082.

Sharon Moore asked, which of our courses were transferable to the CSU's, UC's and other four-year college systems.

P. Bailey responded by saying there are several CSU and UC transferable courses in the discipline. CAOT 035, CAOT 044, CAOT 082, CAOT 085, and several other courses.

Enfrain Ruiz stated that many community college students are transferring to CSU Dominguez Hills, with majors in Pre-Law and Public Policy.

Pamela Taylor indicated that there should be Supervision courses offered in some of the Degrees and Certificates.

P. Bailey stated that although we have many experienced hourly instructors, there are several CAOT experts' instructors, outside of our district that may be able to introduce rigorous curriculum to our discipline.

P. Bailey also stated that, some students only attend school to get a certificate, and others are here to enhance their small business or to get a degree.

Sharon Moore asked if the discipline was looking to revise some of the degrees into smaller skill certificates.

Barbara Harper stated that "stackable certificates would probably help in keeping the students engaged.

Dean Morley-Mower addressed the issue of completers and the AA degrees and Certificates. She discussed student success, degree achievement, and transferring. We need to market better those endeavors.

Dean Morley-Mower stated that the lower level certificates require State Approval. The subject of 17-unit certificates and 6-unit certificates was discussed.

S. Moore stated restructuring and revamping campus internships would add to the success of the program. For example, the college needs to revise some of the classes in the Medical Office Assistant Certificate. She indicated that Medical Billing and Coding should be added to the certificate. She also stated that people from the business community would hire our students in internships before they graduate.

E. Ruiz suggested on-the-job training would be added, if students have taken two-thirds of their courses.

B. Harper pointed out that the County of Los Angeles are looking for students who have successfully completed their degrees and certificates, to join the workforce. She also said that stackable certificates would be an attraction and would enhance any program. These would be stackable certificates. The first goal was to have the short-term certificates, then certification, then degrees, then transfer. Ms. Harper stated that classes like CAOT 82, is key to every discipline on campus.

P. Bailey reiterated that knowledgeable instructors, would be helpful in teaching new courses, such as Medical Billing and Coding and Introduction to Bookkeeping. The suggested course curriculum from CAOT was addressed.

S. Moore indicated the discipline faculty need to be supported by LATTC's administration. There seems to be a lack of support by the past campus leadership, in getting experience faculty to teach in the discipline. She indicated that the full-timers need to offer an orientation course, introducing the discipline.

B. Harper indicated that all courses should be listed in a database, by subject. They have databases for many disciplines. Skills sets are needed, including sensitivity to diversity. There should be sensitivity to generational differences.

P. Bailey stated that the CAOT discipline currently have three degrees and four certificates. (Administrative Assistant (D & C), Office Assistant (D & C), Information Processing Specialist (D & C), and Medical Office Assistant (Certificate).

Karla Neal stated that in looking at the information presented, many students are demanding the Medical Office Assistant Certificate, however she noticed that there are a limited number of courses being offered. She indicated that Medical Administrative Assistants are responsible for completing comprehensive duties in a Medical Office setting. They are responsible for placing and answering telephones, greeting patients, updating and filing patient's medical records, completing insurance claims, processing correspondence, scheduling appointments, arranging for hospital admissions and managing billing and bookkeeping. She made the same comment about the CAOT Office Assistant-Clerical programs. She mentioned that we should work with the Dean in bringing back the "AA" degree in Medical Office Assistant.

P. Bailey said that they will be working on bringing back the "AA" degree in Medical Office Assistant. We will also try to offer stackable certificates in our Medical Office Assistant program.

P. Bailey mentioned Certiport, the Microsoft Office certification. QuickBooks was also mentioned. There will be a global, universal certification with Certiport.

K. Neal indicated that the Medical Officer worker should be familiar with the CPT coding process. This includes assigning ICD-10-CM, CPT, and HCPCS codes for services rendered so that your student should have a good understanding of medical coding programs. Jobs have increased in this field over 12%. She asked whether some of the hourly instructors might be able to help.

P. Taylor stated that jobs in the Medical field and systems can lead to earning a Master's Degree in a specialized field.

K. Neal stated that clerks in the medical field earns $3.00 more per hour than other clerks.

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P. Bailey asked the Advisory Committee members "What are you looking for in our programs?

B. Harper added that there is a lot at stake here. We must focus on the needs of our students at the very beginning and assess the students' needs. Wages to Work programs are essential.

S. Moore stated that English and Business background and taught at the junior high and high school level. She said that the problem with the English Curriculum is that the LAUSD keeps changing the curriculum. Students no longer know how to diagram sentences. Grammar is not taught. English teachers do not teach regular English.

E. Ruiz spoke about the collaborative model. Students work together, work in teams. They learn how to build coalitions and delegate power; they collectively generate ideas and engage in problem solving. It takes creativity to come up with solutions and to manage projects.

K. Neal indicated that an online bookkeeping course is definitely a plus for your students. She says that students should master working with percentages if they want to succeed in math, and this would prepare them for their bookkeeping course. These are important in the HR area and in cost-out contracts. K. Neal stated that it is important to offer higher level computer application courses in the Computer Applications and Office Technology discipline. Students should be moving towards certifications in computer applications.

S. Moore said that students need to know how to write a business letter with a return address and salutation. Students are really lacking in this area.

All advisory members addressed and recommended some of the needs in CAOT.

1) Skills sets are needed, including sensitivity to diversity. There should be sensitivity to generational differences.
2) Typing---45 wpm is mandatory.
3) Filing skills are important. We still have lots of hard files to work with.
4) Soft skills are also important. How do you relate in a team environment?
5) Need to hire another full-time dedicated instructor that would assist in rebuilding the discipline with new platforms.
6) Revise and update all degrees and certificates.
7) Teach Computer Applications for Virtual Offices
8) Update the course entitled, "How to Succeed in an Online Course"
9) Develop a 1-unit course in "ePortfolio".
10) Move more computer courses to the online platform.