OFFICE CHATTER

The price of success is hard work, dedication to the job at hand, and the determination that whether we win or lose, we have applied the best of ourselves to the task at hand.
- Vince Lombardi

PROSPECTS OF AN ADMINISTRATOR

Attending college and receiving a degree in an office-related field is a major step toward becoming eligible for an administrative position, but this qualification alone may not be enough for the competitive market that is in place today. Employers are looking at potential employees that possess the right mix of skills, abilities, and experience. The good news for you, as students of Coastal and as part of this department, is that all of the resources needed are right here available to you.

Among the various skills hiring managers look for, one of the most critical is advanced knowledge, experience, and proficiency with Microsoft Office. In addition, experience using social media platforms is a highly valued skill. It is also essential that employees have strong written and verbal communication skills. Each of these skills play a huge role in the workplace on a daily basis. Therefore, it is important to be sure that you are taking full advantage of what the curriculum offered in our program provides to you.

In order to increase your knowledge in the field, Coastal offers club participation. PAL (Professional Administrative Leaders) focuses on providing support, networking opportunities, and insight into the dynamics of the workplace. Also offered to students are volunteering opportunities through Service Learning which can provide you with experience related to your field of study. IAAP-JOL offers the opportunity to network with other professionals and keep up to date with the latest trends.

According to the United States Department of Labor’s Bureau of Labor Statistics, the office and administrative support sector is expected to add more than 2.3 million jobs between 2010 and 2020. In addition to increasing job opportunities, the average starting salary for administrative professionals is expected to increase by 3.5 percent in 2013.

Along with traditional office administrators, we are seeing an increase in demand for healthcare administrators as well. The Affordable Care Act along with the transition of traditional medical/health records to EMRs/EHRs (Electronic Medical/Health Records) has expanded positions available in the healthcare industry.

The following is a list of the administrative positions in demand in the US according to the OfficeTeam Hiring Trends:

- Administrative Assistant
- Customer Service Representative
- Receptionist
- Executive Assistant
- Data Entry Specialist

For more information on additional hiring trend insights visit www.officeteam.com/SalaryCenter

By: Winona Bledsoe
HELPING OUR COMMUNITY
ONSLOW COMMUNITY OUTREACH

For the Spring 2013 Service Project, PAL Club decided to donate to the Onslow Community Outreach. The Onslow Community Outreach began as a way for the churches in the community to give to needy families at Christmas, called Christmas Cheer. They soon realized that it was not enough to give during Christmas, but that families were in need throughout the entire year.

In 1990 the Soup Kitchen was created. It started with a small kitchen borrowed from the Catholic Church; the ministries were determined to feed the hungry of Onslow County. For six years, that small kitchen fed many families, but the need was much greater. Armed with the faith and hard work of the ministries that fed the hungry, a new chapter was born. In 1996, the Soup Kitchen relocated from the Catholic Church to its present location. Not only did this new location allow those who were hungry to be fed, but it also provided shelter to those who had no home. The Onslow Community Ministries Shelter provided a sanctuary for thousands of individuals and families from the streets of Onslow County.

In 1999, they stepped out in faith and opened the Caring Community Clinic. This clinic offers free services for individuals who have no medical insurance or any means to pay for medical care.

Today, the Onslow Community Outreach serves over 93,000 meals every year, drives 32,000 miles to send the soup kitchen trucks where it is needed, provides shelter for about 275 people yearly, and ensures that 1400 people get the medical care they need. With the help of the medical community and the countless volunteers, the Onslow County Community Outreach is a testament to what faith and compassion can do for a community in need.

On behalf of the PAL Club, we would like to say Thank You to all the students and staff who made contributions to the Onslow Community Outreach.

By: Rhonda Allen
Students entering the Medical Office Administration (MOA) Curriculum in fall 2013 will see changes to the curriculum. Records Management, Advanced Word Processing, Database Utilization, Spreadsheet and Admin Office Management are gone. Instead, students will have the option of taking MED 116 Intro to A & P or BIO 163 Basic Anatomy & Physiology, SPA 120 Spanish for the Workplace or COM 140 Intro Intercultural Com; as well as ACC 115 College Accounting, ACC 150 Accounting Software Applications, and OST 281 Emerging Issues in Medical Office.

Medical Terms I and II will be more focused on terminology and pathology while MED 116 or BIO 163 will be more focused on anatomy and physiology which will assist students in the transition to ICD-10.

Mrs. LaFave stated, “extensive research with other NC Community Colleges to restructure CCCC’s MOA curriculum is now in line to better prepare students as they enter the ever changing healthcare field.”

For those that entered the curriculum before fall 2013, you will still go by the original curriculum requirements. The following table lists the courses and when they are available along with any prerequisites.

Also don’t forget, MAT 115 Math Models, ENG 111 Expository Writing, and ENG 114 Professional Research & Reporting, these classes may be offered at night as well.

*CIS 110 Introduction to Computers may be substituted for OST 137. Any class with a prerequisite of OST 137 can be substituted if CIS 110 was taken instead.

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<th>Course</th>
<th>Fall</th>
<th>Spring</th>
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By: N. Patty Diaz
Throughout the semester, PAL held several meetings that included professional guest speakers and a workshop. Melissa St. Clair shared with us her journey of how she got to where she is today. Melissa owns her own business, Paper Chaser, working as a virtual assistant which allows her to be a worker bee allowing clients to get out from behind the desk and provide remote tasks that enables them to focus on the fun aspects while she takes care of the administrative tasks. In addition, PAL invited Norma Bain, CAP-OM, from IAAP-JOL to talk about IAAP and how being a member would benefit students. We also learned about the many opportunities IAAP offers for administrative professionals. Career Services also took the time to help members of PAL improve their resumes by conducting a workshop. 

In addition to meetings, PAL was recognized at Club Awards and received the Best Service Project Award! We were also a part of Spring Fling this semester.

Elections for new club officers will be taking place soon and will be announced on Campus Cruizer.

By: Winona Bledsoe

Membership is open to ALL Coastal Students. Interested in becoming a member? For more information contact our faculty advisor at lafavea@coastalcarolina.edu
The following students in the Office Administration/Medical Office Administration degree programs and PAL Club were invited to join Phi Theta Kappa, the prestigious International Honor Society of the two-year college. On April 24, they were inducted and became official members.

Congratulations on your achievement!

By: Starlet Moore

- To promote academic excellence through the society’s four hallmarks: leadership, scholarship, service, and fellowship
**GRADUATES SPOTLIGHT**

**Shannon Carpenter** is one of our 2013 Graduates. She came to be at Coastal Carolina Community College because she lost her job and moved to Jacksonville to continue her education. Her plans after graduation include working full time at her current job, and possibly moving forward to attain a Bachelor Degree. She is a member of PTK and IAAP-JOL. One tip she would like to share with future graduates is to be involved.

**Kristen Cooper** is one of our 2013 graduates. She came to be at Coastal Carolina Community College to better her education, and to be able to get a better job when she is finished with school. Her plans after graduation are to find a good job. She would like to let future graduates know to do the best you can and make sure you study. She wants you to know that this is a great program.

**Nicole McCloskey** is one of our 2013 graduates. She came to be at Coastal Carolina Community College because her husband is in the Marines. Her plans after graduation include moving back to Maryland and getting certified to be a coder. She wants to find a job at a hospital. Nichole is not in any professional organizations at this time, but once she takes her exam she will be a member of the AAPC. She would like to tell future graduates to take the coding classes at campus. They are very hard to teach yourself online.

**Michele Wigfall** is one of our 2013 graduates. She retired from the military in the medical field and had wanted to return to the medical field. She decided to come to Coastal Carolina Community College to learn something new. Her plans after graduation include getting a part-time job in a medical office. A word of advice she would like to pass on to future graduates is if at all possible complete the program as soon as possible.

I would like to say congratulations to everyone graduating this semester. Good luck with everything you do. This will be my last time writing an article for the department newsletter since I will be graduating as well. I hope everyone in this program goes on to great things. One thing I do urge you to do is to get involved with the clubs going on that pertain to your program. There are a lot of people you could meet and end up learning something from them.

By: Sierra Beasley
Virtual collaboration is meant to enable the sharing of knowledge between individuals who cannot exchange information due to physical separation. Because virtual collaborators cannot interact physically, they use technology to share information over several channels. We would like to discuss one of those mediums being desktop sharing.

**ADDITIONAL DESKTOP SHARING PROGRAMS**

- Screen Stream Screen Broadcasting Software
- SkyFex
- Showmype.com
- LogMeIn
- Crossloop

**TEAM VIEWER**

One of the major things I like doing is learning about new products. It is even better when what I learn can be taken and used at work. This semester I had the privilege of being in a group of students that helped Mr. Willis test out team viewer.

What is team viewer? It is software used for internet based remote access and support. It can connect you to any PC or server and allows you to control your partners’ computer as if you were the one sitting down using it. It is also free to non-commercial users.

With most programs we start using, you have that awkward moment trying to figure out how to work it. But let me tell you, as soon as you get it, you are rolling. I have actually used it a few times for school work. When my team had a project due, everyone’s schedule was hectic and required us to send a lot of emails back and forth. Working on the PowerPoint and emailing each other would not cut it. Therefore, I sent the link off to Amanda (one of my partners). We were able to take turns putting information while using my computer. For work, it helped with my training. Since things come up at work and I can’t just sit and learn, my fellow co-worker could show me what I need to know after hours.

With everything I share, I would like to invite you to try it out for yourself. Type teamviewer.com into your preferred browser. Download it and connect with a friend, team mate, co-worker, or maybe just mention it to your boss. Finding ways to make the most of your time and increase productivity is what employers look for.

-Sierra Beasley