

Ventura College

Medical Assistant Advisory Meeting Minutes

May 10, 2023

Present: Nicole Falco, Debbie Newcomb, Crystal Kallik, Mary Jones, Adriana Parsons, Raquel De Los Santos, Cynthia Magana, Alyssa Leon, Patricia Duffy

Recorder: Crystal Kallik

Agenda Item	Summary of Discussion	Action (If required)	Assigned to:
Welcome & Introduction	Faculty and Industry Guests Debbie Newcomb, Dean of Career Ed Nicole Falco, Business Faculty Lead Crystal Kallik, Business Dept. Chair Adriana Parsons, VC Student Health Center Mary Jones, VC Student Health Center Raquel De Los Santos, VC Career Center Cynthia Magana, Human Resources at Clinicas Camino Real Alyssa Leon, Human Resources at Clinicas Camino Real Patricia Duffy, Ventura Workplace Development Board		
Information Items	Welcome and Introductions <ul style="list-style-type: none">• Review of our programs at VC• Certificate of Achievement vs. Associate Degree		N. Falco
	Purpose of Advisory Meetings <ul style="list-style-type: none">• Importance• Gratitude for participation and feedback		C. Kallik
	New Faculty Positions <ul style="list-style-type: none">• FT MA position is in-process		N. Falco

Curriculum Updates	Curriculum updates <u>Fall Schedule</u> <ul style="list-style-type: none">• Hoping to have a FT hire to bolster clinical skills courses this Fall <u>Curriculum Changes</u> <ul style="list-style-type: none">• BUS V97 Multi Skilled course was paused due to COVID and faculty shortages• Pivoted to only offering the BUS V28A Front Office Skills course/program and relied on employers to train on the job• Recently split out the BUS V97 course to front office skills course and back office/clinical skills to serve specific population and training needs. <u>Summer Training</u> <ul style="list-style-type: none">• In May, offering a short-term training for the MA certification exam and free to students/population		N. Falco
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<p>Roundtable Discussion</p>	<p>Employable situation: recruitment, retention</p> <ul style="list-style-type: none"> <p>What is your business's employee recruitment situation?</p> <p>(A. Leon) About 8 openings for back-office and 5 openings for front-office MA positions in Ventura County. They are required to have a college certificate but the state exam is not required. They can work as a front office position while training and taking exam.</p> <p>Front office positions start at \$19/hr. and Medical Assistant start at \$20/hr.</p> <p>(D. Newcomb) Brief discussion about options for state licensing. We chose the CCBMA exam as most comprehensive and effective for certification requirements.</p> <p>What is your business's employee retention situation?</p> <p>(C. Magana) Some retention issues related to pay and working to be more competitive. The new HR law requiring the posting of salary ranges caused friction with employees seeing the high end of the range and feeling underpaid.</p> <p>(A. Leon) Most retention issues are associated with pay and employees leaving for a higher range.</p> <p>What are internship opportunities?</p> <p>(R. De Los Santos) Working to create an internship pipeline of local organizations and creating MOUs. Looking for intentional placements with employer that wants to provide a learning environment and student is assisting the employer.</p> <p>(M. Jones) VC Health is a possibility for an externship in front office, also as student workers.</p> <p>What skills or training do the students need?</p> <p>(M. Jones) Soft skills, HIPAA, privacy, customer service, working with difficult situations or personalities.</p> <p>(A. Parsons) Students need safe zone training to work effectively with LGBTQA+ community and the diverse population. VCMC has a pride clinic in Santa Paula once a month.</p> 	<p>N. Falco</p>	
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