

CNA/CMA Advisory Board Meeting

April 14, 2026

Attendees:

Amy Wright-SIH

Brittany Boggess

Lynn Dettman-Coding/Billing specialist

Zane Smith

Renee Lacy

Crystal Young

Call to Order

The meeting was opened with a welcome and appreciation extended to all attendees for their participation and continued support of the programs.

Program Updates

Certified Medical Assistant (CMA) Program:

Renee Lacy provided updates on the CMA program, including current enrollment, program growth, and student outcomes.

Certified Nursing Assistant (CNA) Program:

Crystal Young presented updates on the CNA program, including instructional progress and student performance.

Open Discussion

The floor was opened for advisory board members to provide feedback, ask questions, and offer recommendations to enhance program quality and student preparedness. Key discussion points included:

- **Workforce Readiness:**
Emphasis was placed on preparing students for employment expectations, with recognition that both the first and last days of employment are critical to long-term success.
- **Professional Skills Development:**
The importance of reinforcing soft skills such as work ethic, professionalism, accountability, communication, interview etiquette, and appropriate resignation practices was highlighted.
- **Onboarding and Transition to Practice:**
Recommendation to develop a structured “first 90 days” or probationary period tool to familiarize students with workplace expectations, including attendance policies, dress code, and appropriate use of personal devices.

- **Conflict Resolution and Leadership:**
Encouraging students to develop problem-solving skills and approach workplace challenges with a solution-oriented mindset.
- **Professional Boundaries:**
Reinforcement of maintaining clear and consistent expectations in the workplace (e.g., understanding policies and adhering to them without negotiation when appropriate).
- **Career Motivation:**
Encouraging educators to engage students in reflection regarding their reasons for choosing the healthcare field to strengthen commitment and professional identity.
- **Meeting Logistics Feedback:**
Attendees suggested scheduling future advisory board meetings at an earlier time to improve participation and convenience.

Closing

The meeting concluded with a request for participants to complete a brief evaluation survey, accessible via QR code provided at each table.