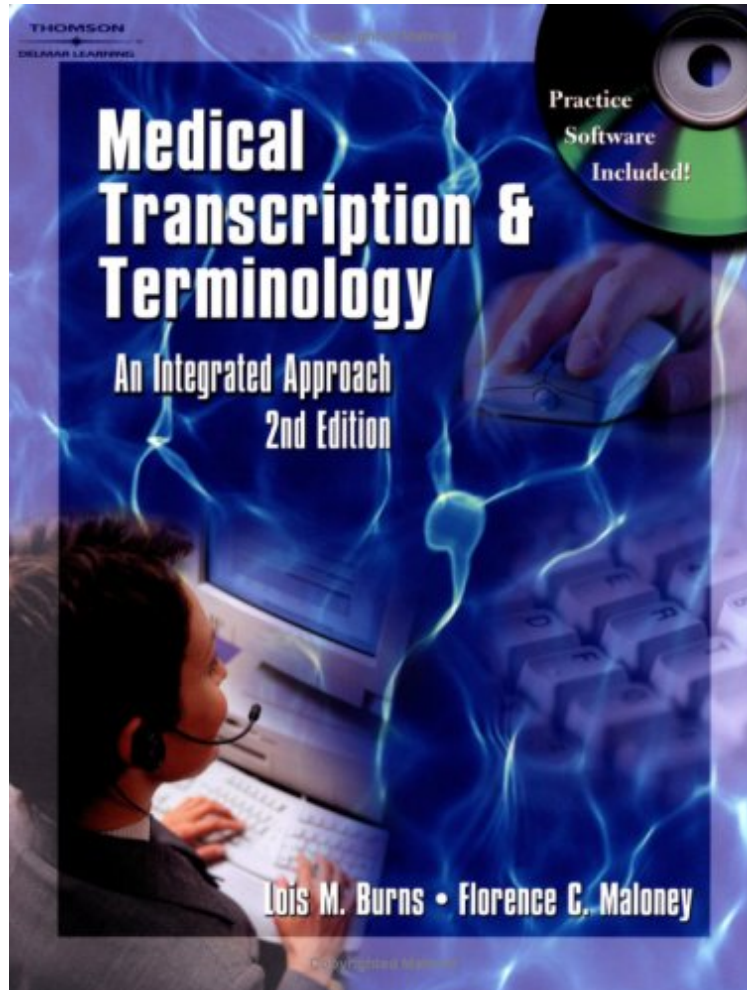


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About the AuthorLois Burns is and Associate Professor at New York City Technical College of the City University of New York. She is also the Educational Consultant and Evaluator for Empire State College, School of Labor Studies. In addition, Ms. Burns is a member of the American Association for Medical Transcription.Florence Maloney is a Professor at Kingsborough Community College of the City University of New York.