

**ABC Adult School**  
12254 Cuesta Drive, Cerritos, CA 90703  
(562) 926-6734

Office Occupations Advisory Meeting  
**Accounting Clerk**  
February 17, 2017  
11:00 a.m. to 1:00 p.m.  
Room E-7

**Committee Members Present:**

Linda Bouman, SELACO  
Jonathan Hawkins, AMAVI Properties  
Jodie Kresl, SELACO  
Maria Ester Ordonez, Employment Development Dept.  
Shaila Patankar, Hanmi Bank  
Rocky Pavone, World Financial Group

**Committee Members Virtually Present:**

Kevin Gotts, Alpha & Omega Financial

**Committee Members Absent:**

Janet Beach, Gateway Guardian  
Amita Garg, Info Tech  
Charlie Hwang, Cathay Bank  
Mabel Meza, SELACO  
Lacy Wells, Pioneer Medical Group  
Matthew Quan, AARP  
James Rosa, Angeles Institute

**In Attendance:**

Dr. PaoLing Guo, **Principal**; Chuck Minear, **Assistant Principal**; Nancy Pawlisz, **Assistant Principal**; Natalie Maddox, **Transition Counselor**; Rachelle Schulz, **TOSA/Lead Instructor**; Mary Pinedo, **Job Development Specialist**; Melissa Van Aalsburg, **Limited Term Secretary**

**Instructors:**

Rosalba Barbosa, Lynda Elias, Georgia Grissom, Lorena Mares, Kevin Muto, Esther Nguyen, and Connie Caliz

**Minute Items**

**Welcome**

**By Dr. PaoLing Guo**

Dr. Guo thanked everyone for coming, and said that we value your time and input. Last week we finished our WASC, Western Association of Schools and Colleges, accreditation visit. Dr. Guo informed everyone in attendance that we received positive feedback at the end of their visit. She thanked everyone for their help and input into the preparations of our WASC visit. Dr. Guo mentioned how ABC Adult School also holds a COE, Council on Occupational Education, accreditation as well, and with both accreditations we are able to show how we offer a high level of education at the ABC Adult School. We are a proud member of the PAACE Consortium with Bellflower Adult School, Downey Adult School, Cerritos

College, and Norwalk-La Mirada Adult School. ABC Adult School is the largest in our consortium, and our major focus right now is transition. We want to be able to have our students transition from Academics to our Career and Technical Education department. We just hired a Transition Counselor, who started in October. We have a strong advisory for our students who are taking our CTEC classes including our TOSA/Lead Instructor, Rachelle Schulz and Job Developer, Mary Pinedo.

### **Introductions and Meeting Overview**

#### **By Chuck Minear**

Chuck started out by welcoming everyone to our Office Occupations Advisory. He mentioned how we have 11 career pathways and all of them are dual accredited by WASC and COE. We just completed our WASC visit which will hopefully give us another six-year accreditation. A school district employee attended our WASC exit meetings and said that we could not have received a better response from the visiting team. Our COE accreditation requires that we have two advisories for every one of our 11 career pathways. The outcome of this advisory is to go over all of the outcomes of each of our classes. For this advisory, we will be combining all of our office occupations into one meeting. They include Office Assistant, Administrative Assistant, and Accounting Technician.

### **Apprenticeship Program**

#### **By Mary Pinedo**

Mary Pinedo said that when she is finding apprenticeships for students, she will meet with them to determine what work they have done in the past. From there she will make recommendations on apprenticeships and jobs based on their past history, and what they have completed recently. The career center has a job readiness program that helps students create an appropriate email address for finding jobs and to locate or get a new Social Security card. Mary works with students to make sure that the students have these things readily available because they will be necessary for the job search process. The career center also offers Job Skills Workshops. In this five series workshop they discuss:

1. Self-Assessment of the Student's Strengths
2. Developing a Resume/Cover Letter
3. Filling out Job Applications
4. Presentation/Interview Skills
5. Creating a portfolio of certificates, samples, vocational diploma, etc.

ABC Adult School has many partnerships with companies in the area where we can send students to gain on site experience by doing an apprenticeship.

### **Review Mission Statement**

#### **By Chuck Minear**

We revised our mission statement last year. In order to determine what revisions needed to be made, we discussed the mission statement at all the advisory meetings, staff meetings, and community/focus group meetings. At ABC Adult School our mission statement focuses on Lifelong Learning because we have programs/classes for every stage of our student's lives.

### **Review and Discuss Student Learning Outcomes**

#### **By Chuck Minear**

Chuck started out by mentioning that the Student Learning Outcomes that we have at ABC Adult School are derived from what do business people want to see from our students. Chuck then asked the question to everyone in attendance. Maria Ester Ordonez, Employment Development Dept., mentioned how students need to be confident and motivated to do the job in order to get rid of their uncertainties. She said how students have the knowledge needed to complete the job, but they need the confidence to get the rid of their uncertainties about their knowledge. Chuck responded by saying that in our classes we need to teach our students interpersonal/soft skills. These skills include interaction with people, keeping the job once you received it, telephone skills. A small portion of the teacher's grade is given out on the individual



student's soft skills. We would love to teach a class to focus on these skills, but no one would take the class. We incorporate the use of soft skills in our classes by have students do presentations, role modeling, and mock interviews. Maria Ester Ordonez, Employment Development Dept., asked if we do anything to motivate the students and show that they are appreciated. Chuck responded by saying that we have our Outstanding Student Awards ceremony every spring for students who the teachers would like to recognize. We also give away a \$5 voucher for perfect attendance. Rocky Pavone, World Financial Group, mentioned how some people are beat down by life, and we should do a self-esteem boot camp for our students. He wouldn't mind coming in to lead this boot camp. Lynda Elias, instructor, asked about some of the methods that would be used for the boot camp. Rocky Pavone, World Financial Group, replied the boot camp would allow for the students to articulate what they want. Maria Ester Ordonez, Employment Development Dept., said that it is great to give out awards to students, but some students may be deserving of an award, but their personality makes them uncomfortable to speak up. Maria also mentioned that we should do something to help the underachievers be able to better succeed. Rocky Pavone added that most students are successful because they believe they are. Jonathan Hawkins, AMAVI Properties, brought up that we should not always reward students because they may feel entitled to get an award. Chuck responded to the conversation by mentioning that employees should be recognized in some way, and the majority of the time, their recognition comes in the form of a paycheck. Connie Caliz, instructor, mentioned how she appreciates when the principal recognizes what the teacher are doing, and their comment is really appreciated. Esther Nguyen, instructor, mentioned how it is nice to be recognized for doing work above and beyond what you are supposed to be doing. Shaila Patankar, Hanmi Bank, mentioned that we should encourage every student, and we should possibly offer a competition to encourage the teachers. Shaila also recommended that we have students introduce themselves to the class because it really helps build their confidence. She has practiced this in her own work with her employees.

#### **Student Learning Outcomes for Accounting Clerk**

There are four major student outcomes of the Accounting Clerk program:

1. General Accounting
2. Payroll
3. Tax
4. QuickBooks

Some recommendations from the members in attendance regarding how the outcomes are and how they can be improved are:

1. To have class instruction/assignments to be what the students will be doing once they receive a job.
2. Students should do some role-playing with their classmates to get a real-life experience from the class
3. The students should be able to be well prepared to do their job successfully once they have complete the class/program

#### **Methods of Delivering Instruction**

1. Lecture
2. Class Exercise
3. Quizzes
4. Projects

#### **Instructional Supplies used in Class**

1. Calculator
2. Pencil/Eraser
3. Thumb drive
4. Accounting Software
5. Projector



## **Job Placement**

### **By Chuck Minear**

When we look at our placement and completion rates of our pathways, there are only two numbers that are most important. We track graduation rate, completion rate, and placement rate, but the most important are the completion rates and placement rates. We would like to increase our graduation rates because we know how much the vocational diploma will help the students advance in their careers, but with completing the classes, students are able to receive an entry level job without having to get the vocational diploma. The completion rate is for the percentage of students who gained enough skills from completing our classes to be able to get a job. The placement rate is the percentage of students who got a job. Our COE accreditation requires that we get 60% in our completion rate. If we miss the mark in two consecutive years we lose our accreditation for the entire CTEC program, so it is very important that we keep high numbers.

For our Accounting Clerk pathway, we have a graduation rate of 50%, a completion rate of 100%, and a placement rate of 77%. For our Administrative Assistant pathway, we have a graduation rate of 50%, a completion rate of 80%, and a placement rate of 88%. For our Office Assistant pathway, we have a graduation rate of 33%, completion rate of 67%, and a placement rate of 100%. We can see from these numbers that we need to increase our completion rate of the Office Assistant students. We know there is a high demand of jobs for Office and Administrative Assistants once they know the different programs and are able to type at a certain speed.

Maria Ester Ordonez, Employment Development Dept., asked how do we know if the student got a job. Chuck responded that we follow up with the students after they stop taking classes with a short survey. A lot of students also inform their teachers that they got a job. Rocky Pavone, World Financial Group, asked if we could offer some type of scholarship to increase our graduation rates. Chuck responded that most students complete the majority of the program, but are missing one or two classes. He said that most people leave because they have found a job. We can offer them their last quarter free to complete their final class, but most won't take the class because they now have a job, and they feel like they don't need the class. Dr. Guo added many of our students are skill learners, so they may have the completion rate, but they don't need a vocational diploma because they may have a degree already, but they are here to learn a program they don't know or are just brushing up on their skills. Jonathan Hawkins, AMAVI Properties, asked how many students complete the apprenticeship. Chuck responded that it depends of the program. For our medical programs it is required, but the other programs it is optional. We would like to create a way for it to be required for all of our programs, but we don't have enough places to send the students. Jodie Kresl, SELACO, mentioned that some of the students she sends come for learning skills. She would like to see an apprenticeship exclusion for these students if it were to become a graduation requirement because they are already in the workforce, and they don't need an apprenticeship. Chuck said that we can accommodate those students. Jonathan responded that it is incredibly important that they do an apprenticeship, and he can offer his contacts for locations of completing these apprenticeships. Jonathan also mentioned how he is on the admissions board for UCLA, and they have 10 seconds to look at each student's application because of the huge amount they receive. He said that the most important thing to have on the application is some sort of internship or volunteer work because it shows that they are dedicated to what they want to achieve.

## **Adjournment**

Everyone in attendance was thanked for attending today's Office Occupations Advisory meeting, and their input is greatly appreciated in helping us provide an excellent education to our students.

Transcribed by: Melissa Van Aalsburg

Signature: \_\_\_\_\_ Date: \_\_\_\_\_