

ABC Adult School
12254 Cuesta Drive, Cerritos, CA 90703
(562) 229-7960

Office Occupations Advisory Meeting
Administrative Assistant
November 22, 2019
11:00 a.m. to 1:00 p.m.
Room B

Committee Members Present:

Kevin Gotts, Securities America, Inc.
Lorena Ortiz, Care Professional Services
Sara Quinonez, Marqui Realty
Scott Radcliffe, Cerritos Chamber of Commerce
Jasmine Thanlung, Microsoft
Jim Barr, State Farm Insurance
Rocky Pavone, Heartland Institute
Ana de Leon, SELACO

Committee Members Absent:

Amita Garg, Healthcare Career College
David Haynes, United Medical Imaging
Jodie Kresl, SELACO

In Attendance:

Dr. PaoLing Guo, **Principal**; Chuck Minear, **Assistant Principal**; Nancy Amara, **Assistant Principal**; Rachelle Schulz, **TOSA/Lead Instructor**; Ty Holloway, **Job Development Specialist**; Melissa Van Aalsburg, **Secretary II**

Instructors: Rosalba Barbosa, Georgia Grissom, Lorena Mares, Kevin Muto, Kimberly Le

Students: Brenda Garcia, Administrative Assistant; Iliana Macias, Office Assistant

Minute Items

Welcome

By Dr. PaoLing Guo

PaoLing thanked everyone for coming. The ABC Adult School ranked number five out of 380 adult schools in the state. Statewide there has been a decrease in enrollment, but the ABC Adult School has seen an increase. We need your help to keep our programs up to industry standards, so we can continue to see an increase of enrollment. Last year we had an increased enrollment of over 200. We started receiving financial aid in May 2018. Student can be eligible for up to \$6195, and most of our students are able to receive \$1000 - \$3000 to support their learning. We have a new Job Development Specialist, Ty Holloway. Every Wednesday afternoon she offers our students a job prep workshop and JOB days. If you are interested in attending and promoting your business to our students, let Ty know.

Introductions and Meeting Overview

Review Mission Statement

Review and Discuss Student Learning Outcomes

Financial Aid

By Nancy Amara

Our Cabrillo Lane campus is home to our Medical programs and Cosmetology, ESL classes, and Community Education classes. Nancy is the administrator in charge of this campus. One of her main tasks is to oversee our Western Association of Schools and Colleges (WASC) accreditation. Chuck oversees our COE accreditation. This year we have applied to have a dual accreditation because next year we are up for COE accreditation and in 2023 we are up for a WASC accreditation.

The ABC Adult School revises our mission statement every six years, when we renew our WASC accreditation. "The Mission of the ABC Adult School is to improve the quality of life by providing our diverse community meaningful opportunities to fulfill career, educational, and personal goals through lifelong learning." Our school provides lifelong learning to all students because we have students as young as four months in our Parent Education classes and as old as their 90s in our Community Education classes.

The Student Learning Outcomes for the ABC Adult School are: "Self-directed lifelong learners who: acquire knowledge and skills appropriate to their stage of life, set and achieve career, educational and/or personal goals, and seek continuing career training and/or educational opportunities. Effective communicators who: demonstrate appropriate listening, speaking, reading, writing, creative, and/or computational skills, apply communication skills to professional, technical and other real-life situations, and enhance and improve their ability to understand and be understood by others. Critical thinkers and problem-solvers who: exercise their powers of judgment, perception, and inference, assess and fulfill their own needs by finding appropriate resources, apply knowledge to professional, technical and other real-life situations."

Minutes of Previous Advisory

Program of Study Outline

By Chuck Minear

Our COE accreditation requires us to have 2 advisories every year for our 12 programs. COE is a private organization that has standards we are required to meet to make sure our education has value. They only accredit our 12 career pathways. This allows us to be recognized by the department of education. Today we want to make sure our curriculum is robust and relevant. COE requires we hold 2 advisory meetings per year. Our goal today is to review our programs to make sure what we are offering is relevant in the workplace.

Each of our pathways are made up of individual classes. We used to give outlines for every class, but that was a waste of paper. This year we created a program outline which covers what a student is expected to learn in each program. It also gives students a brief description of what every class will offer as well. All of our programs are approximately 1 year, so if you were to recommend to add a class, we would be required to take one away.

Kevin Gotts, Securities America Inc., recommends that we have a mission statement with shorter focus on lifelong learning. Maybe create a tee-shirt. Everyone should be able to know and state our mission statement.

Administrative Assistant Program Content

There are six areas that we need to look at for our program content. We need to determine if we successfully achieve all six of these areas:

1. Requirements for Admission
2. Course Outlines
3. Program Length
4. Program Objectives
5. Competency Tests
6. Method of Evaluation

Requirements for Admission

Are the admission requirements appropriate for the program? Do you suggest any changes?

Jasmine Thanglung, Microsoft, mentioned that students should complete a Math and English test for admission.

Jim Barr, State Farm, agreed with having an English requirement to enroll.

Scott Radcliffe, Cerritos Chamber of Commerce, mentioned that students should not only be able to understand English, but they should be able to communicate effectively. He hears from a lot of businesses that soft skills are lacking in many entry level applicants.

Program Length and Content

Is the amount of time sufficient for an entry level position? Are the topics/classes and depth appropriate for the program? Any Suggestions?

Jasmine Thanglung, Microsoft, said that the program lengths are appropriate for the MS certifications. She also mentioned the topics for classes are appropriate as well.

Jim Barr, State Farm, recommends removing Access from the curriculum. He mentioned that it is not widely used in the business community. He would put more focus on Outlook, PowerPoint, and Excel.

Kevin Gotts, Alpha and Omega Financial, mentioned that 9 weeks of PowerPoint may not be necessary. He recommends sharing the class with CRM systems. He also mentioned that he doesn't know of very many businesses who use Access. It may be the background to some of their programs, but the general employees won't be creating the program.

Program Objectives

Are the objectives shared sufficient and relevant? Should there be other objectives or are any of the current ones outdated or irrelevant?

Jim Barr, State Farm, mentioned that the MS content is a great thing and very relevant. He thinks that there should be more time for Outlook. He also recommends adding Business Math to the curriculum.

Competency Tests

What tests are used in the programs? Are they sufficient? Any Suggestions?

Jasmine Thanglung, Microsoft, suggests teaching students about Office 365 mobile applications.

Jim Barr, State Farm, added that it is a great idea to learn how to operate some of the different software on mobile devices.

Instructional Materials

What type of instructional materials does the instructor use? Is it appropriate? Any recommendations?

Jasmine Thanglung, Microsoft, would like to see integration of mobile applications to the curriculum (ie teaching Office 365 for mobile devices).

Equipment

What type of equipment is available to students? What is needed? Are there any gaps?

Jasmine Thanglung, Microsoft, mentioned teaching students to use Windows, MAC, and Google software.

Methods of Evaluation

How are students evaluated in the program? Is this sufficient? What type of portfolio, if any, should students have when they finish the program and look for a job? Is industry certification needed or preferred?

Instructional Delivery Modes

How is the subject matter taught? Is one method better than another in this type of program? Any Suggestions?

Kevin Gotts, Alpha and Omega Financial, mentioned that there should be more integration of soft skills (presentation, interpersonal, etc) across the entire curriculum. The more integration the better it will be for the students.

Any Other Comments, Suggestions, Recommendations?

Scott Radcliffe, Cerritos Chamber of Commerce, mentioned that other skills he hears that are lacking in entry level employees are showing up on time, good work ethics, and personal hygiene.

Adjournment

Chuck thanked everyone for coming and contributing to today's Administrative Assistant Advisory Meeting.

Transcribed by: Melissa Van Aalsburg

Signature: _____ Date: _____