

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

IT Technician Advisory Meeting  
May 10, 2019  
11:00 a.m. to 1:00 p.m.  
Room E7

**Committee Members Present:**

Kevin Goo, Oakley  
Joe Machado, ABCUSD  
Michael Plata, Trust-E-Tech  
Eddie Guerra, Student

**Committee Members Absent:**

Bryan Colliver, Glasswerks

**In Attendance:**

Dr. PaoLing Guo, **Principal**; Chuck Minear, **Assistant Principal**; Rachelle Schulz, **TOSA/Lead Instructor**; Melissa Van Aalsburg, **Secretary II**; Jessica Vasquez, **Secretary**

**Instructors:** Bob Takhar

**Minute Items**

**Welcome**

Chuck welcomed everyone to the 2<sup>nd</sup> IT Tech advisory of the year. This is an important meeting because it allows us to teach relevant things and we stay accredited. We will start with introductions and go down the agenda. PaoLing thanked everyone for coming. Spoke about the Governors review and all sectors in education got a boost, except Adult education. It's a disappointment, because adult education really needs a lot of funding. We were discouraged, but we won't give up advocating for Adult Ed, because we all know how important it is, so we will continue working hard with all legislators. Statewide, out of 378 Adult education providers, we rank #5 in enrollments. We are very proud of our services, but we want to do better. Thanked administrators, CTE department, and the support staff for helping secure this organization from the department of education. Also, Melissa, for working hard with the students to learn how to meet the high standards of 100% attendance.

**Introductions and Meeting Overview**

Chuck Minear, **Assistant Principal**; Michael Plata, **attended classes here but did not receive the certification. Is a current employee for Bob Takhar, one of our IT instructors here at ABC Adult School**; Eddie Guerra, **a current student of Bob Takhar**; Joe Machado, **Network**

**Engineer for our school district; Rachele Schulz, Department Chair/CTE special assignment teacher; Jessica Vasquez, Secretary for CTEC; Melissa Van Aalsburg, Financial Aid Secretary for ABC Adult School/current Job developer.**

**Mission Statement Review:** *“The mission of ABC Adult School is to improve the quality of life by providing our diverse community with meaningful opportunities to fulfill career, educational and personal goals through lifelong learning.”*

It’s a broad mission statement for the whole school. Are there any comments about it? No.

First three subjects on the agenda were talked about while we waited for more attendees.

### **Review Previous Advisory Committee Minutes**

Motion to accept minutes. Bob accepted, Michael Plata second. Everyone agreed with the minutes.

### **Job Center Updates**

Job center was in G3, but our principal had plans to consolidate our offices to make it a one stop center. It was going to be done in the summer, but we are moved up to the front office now. Our previous job developer resigned, so as of now we don’t have an active job center, but we do have job center services in our Financial Aid office located in the front office.

Something new we have also created is a Financial Aid office, since it’s our first year offering full Pell grants. It’s not a student loan, it’s a grant. Students now can qualify for \$6,195, which is the max for the school year. It pays for all our fees, and most of the time leaves them a little extra cash for themselves.

### **Recruiting Practices & Financial Aid Updates**

We use various means. On the Financial Aid folder provided, are the four easy steps to cash. These are the steps students need to follow to apply for Financial Aid. If a student qualifies for Financial Aid, they have to start, and finish the program, they cannot just get an A+ Certification, they have to get their IT Technician Diploma. Financial Aid puts us in new directories.

Our recruiting is also done with flyers, brochures, about 30,000 – 50,000 mailings twice a year into the area, we are also going to be advertising in the Cerritos/Lakewood and Stone Wood Mall with a KIOSK, Facebook, Instagram, and our biggest recruitment is word of mouth.

### **Apprentice and Job Placement**

Chuck explained the completion and placements rates forms. Minimum completion rate is 60%, and the minimum placement rate is 70%. If those numbers aren’t met, the program is placed on heightened monitoring for a whole year. If the number is not met in that averaged year, there are two choices: **1.** the complete 11 career paths lose their accreditation, or **2.** we close IT. Goal is to complete and graduate the same amount of students, since what is offered is what is recommended and good for their career.

Graduation rate is 56% which are half of the students who take Bobs classes. The completion rate is 89%, which means 89% of the students who registered for the program get a job. Placement rate is 75%, so we can definitely do better at getting our students jobs. IT has really grown from 2014 to now. Over all, Bobs program is doing pretty well.

Last year's numbers were met.

**Completion**= *Gained enough knowledge to get a job.*

**Graduation**= *Went through the whole career path, did all classes, and received a career technical diploma from the school.*

Any questions? No.

### **IT Technician Career Programs Update**

PaoLing mentioned that we will be helping Bob Takhar to relocate and remodel into a better class for next school year. Would love your help and input.

Bob announced that they are setting up a brand new classroom, and if anyone has any new ideas that might help for the new classroom.

Chuck said it's good to mention what's wanted, with no guarantee of getting it, but there's a higher chance of getting it because its IT's turn. IT will be moving into G3 and G4.

### **Labor Market and Program Review**

Chuck asked if it would be disagreed that the need for A+ and certified computer repair are going to drop over the next 10 years? Bob asked what everyone thinks. Things might not change, but it can.

Bob does all instructions through Canvas... Bob responded that everything is done on Canvas, all the students projects, everything. All year next year, there will be a lot of read and write going on.

Chuck asked Bob if there is any specific knowledge or questions about his new room, to please get feedback from our attendees before they left. Bob said Michael Plata had mentioned something that, Michael Plata answered "Hardware Firewalls- since that seems to be more of an issue. Firewalls have been up, but they are more restrictive. Firewalls has its own antivirus kind of thing. So I feel like Hardware Firewalls should be added." Bob then said he also mentioned something about rackserver... "we all played with a box, but when you have a chance of playing with a rackserver and managing the wiring, so it's not in the way, how would it physically be put on a rack, how would all the wiring needed for it be managed?" Bob asked Kevin Goo if he's ever set up a rackserver before, he answered no. Joe Machado added "the older stuff he has managed, but as technology evolves the physical parameters are advanced, and wire managing."

Michael Plata said “instead of tracing your hand to figure out where something goes too, they need to be able to organize stuff and label stuff, so that you can go in there and tell right off the bat what’s going on.” Bob mentioned that they did order all of fluke stuff such as tracers to get it started.

Bob asked Kevin Goo if there was anything he wanted to add to the classroom that would benefit the students of now, Kevin said “they just signed Mahomes. But there’s really nothing, because you’re more advanced than Oakley (place of work), and I was very prepared leaving from your class. Your class has helped me more with the job I have now.”

Bob mentioned that maybe a class with answering service calls should be added?

### **Additional Suggestions/Comments/Questions**

Bob said he is planning to do away with Forensics and adding Cloud computing and Futurization. Forensics was just being taught so people could learn the physical side of the hard work. But he really wants to add another program that helps entry level students, and he thinks by adding cloud computing/ VM, it would be a good way to go.

Michael Plata said, “If you’re going to do virtualization, I think you need to find a way to expose people to ESXI.” Bob said they have already ordered stuff, there will be professional work stations, to do snapshots, and all the professional stuff. “ESXI Server and Hyper V Server.” Joe Machado said “V center, is another thing, but it is not free. It does let you do more than one server though. Compared to ESXI which is just a single server. The code and installer is the same, it’s just you drop the license key in and link them together.”

*Bob* asked if any other questions?

*Rachelle* said “Would you have basic computer repair or elective, is there any other basic class that can be done instead of basic computer repair? Because Mike Normoyle does basic computer repair every quarter, so why can’t we teach another class?”

*Bob* answered yes, and asked attendees if they took basic computer repair when they attended school here?

*Michael Plata*, “half of the stuff I already knew, but you learn a lot of stuff if you’re kind of interested.”

*Kevin Goo*, “I thought it was good, I taught me some things, you learn something.”

*Joe Machado*, “we’ve talked about it before whether we almost made it a pre-req. for the whole program, like take this before you take that, and that might help with people who think that’s not for me.”

*Rachelle*, “We’re teaching basic computer repair every quarter, and I don’t know why we’re not getting the numbers?” Bob, “yeah, the thing is, can our other instructors teach anything else?”

*Rachelle*, “I thought maybe we can rotate the class, that would help, I don’t know, I’m just asking?”

*Bob*, “any other ideas that may help?” No.

*Michael Plata*, “what about software server?”

*Bob*, “no, that’s a little high level for them. That’s something they would have to take a special class for I think... I mean I’m showing the back end of it in lectures, but that’s nothing.”

*Kevin Goo*, “yeah, we use google.”

*Rachelle*, “yes, we wanted to switch because we teach Office 2016.”

*Michael Plata*, “Office 2016 is a good one, because Outlook is always causing issues.”

Bob asked Eddie Guerra for his input.

*Eddie Guerra*, “well, to make it simple, I put it as the three P’s. **Publicity**, **playground**, and **people**.” Bob, “oh, interesting...”

*Eddie Guerra*, “the first one is **publicity**, I think, to think about how to publicize the IT department. I was thinking comparing what you guys have here, with universities and colleges, and show what we offer and they offer, and see the difference in price.”

*Bob*, “where you’re giving them the same product.”

*Eddie Guerra*, “like here you see everything in this level, a 50<sup>th</sup> of the price of a university.”

*Bob*, “yes, because we’re all constantly talking about advertising, and we do advertise, but if we make comparisons next to each other like look, if you go here this is what it will cost you, and if it’s the same product...”

*Michael Plata*, “is university the right comparison? Because one of the reasons I wound up here was because I was interested in pharmacy technician, went to American Career College, \$15,000 it was for their program, and then I found out over here if I did the pharmacy technician thing it was just the length to complete it and price was nowhere near the college, so it was my go to.”

*Rachelle*, “I always tell the students that we are funded by the government, so even when we say 1,500 or 2,000, it’s still going to cost us more than that.”

*Eddie Guerra*, “of course it’s going to be part of a little more research, which people would really have to look into, apples to apples. We need to use in house resources to also promote us, like our web design classes. Another great thing would be to put us out in foreign languages.”

*Bob*, “so basically, we have a lot of resources that we are not using.”

*Eddie Guerra*, “next is the **playground**. Set up the class to where students who are bored or need a break from the screen can go to a specialized section within the classroom, where they can go and play around with the wires/cables, or an area where they need to specialize in a particular software/hardware so that they can get more hands on.”

*Bob*, “we do that in A+ class. When you come to the late classes you don’t get that, but if you come in the morning, you’ll see that they have work environments where they can go work on the benches or work on theoretical projects. I like that word *playground*.”

*Eddie Guerra*, “the last one is **people**. Contact people who are of interest. Get guest speakers like former students that are now employed.”

*Bob*, “I really have been wanting to do that, and maybe some industry specialists, like networking specialist and so on.”

## **Adjournment**

Bob and Rachelle thanked everyone for coming and contributing to today’s advisory meeting.

**Transcribed by: Jessica Vasquez**

**Signature:** \_\_\_\_\_

**Date:**