

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

IT Occupational Advisory Board  
March 27, 2015  
11:00 a.m. to 1 p.m.

**Committee Members Present:**

Brian Hollabaugh – Trust-E-Tech – Owner/CRO/IT Consultant  
Jeff Kitt – Computers 4 R Kids – IT Technician  
Joe Machado – ABCUSD – Network Analyst I  
Charlene Poodenpah – Best Buy Geek Squad – Deputy of Counter Intelligence 117  
Dennis Rice – Apex Computer Systems, INC – President

**In Attendance:** Dr. Pao-Ling Guo, **Principal**; Chuck Minear, **Assistant Principal**; Rachelle Schulz, **TOSA/Lead Instructor**; Mary Pinedo, **Job Developer/Program Coordinator**; Natalie Sanchez, **Secretary**; Todd Tabon, **Apprenticeship Coordinator**

**Teachers:** Mike Normoyle, Bob Takhar

**Students:** Dioselina Barrera, Michael Plata

## Agenda Items

### Welcome

**By: Chuck Minear**

Chuck welcomed all in attendance to this meeting, he explained the reason everyone was gathered. Currently our Council on Occupational Education (COE) accreditation will take place in May. ABC Adult School is required to host at least two advisory meetings a year in which feedback is collected from Committee Members. This feedback is crucial in evolving our program to meet the current industry needs. He informed the group that this meeting will focus on what is considered the Capstone courses of our IT Technician program.

Dr. Pao-Ling Guo also thanked everyone for taking time out of their schedules to attend the meeting. She informed the group that their suggestions and input is valuable at all times. She encouraged them to email or call with any suggestions they may have throughout the year.

### Introductions & Meeting Overview

**By: Chuck Minear**

Chuck used this time to introduce himself and gave time for all in attendance to introduce themselves. Once all the introductions were finished, Chuck used this time to review the packet that was provided for everyone. Within the packet, committee members found course outlines for all the courses needed to be completed in order to graduate with a vocational diploma as an IT Technician. Chuck also explained the different certifications that are currently being offered for students in the IT Technician program. Currently ABC Adult School offers ten different programs. He then used this time to inform the group of the assessment center that ABC Adult School offers. In the past, students would finish a course and a local testing center was not available. For that reason, ABC Adult School opened the Assessment Center, allowing students to test in a convenient location.

## **Job Center Update**

### **By: Mary Pinedo**

Mary Pinedo, Job Developer/Program Coordinator; used this time to inform the group of the current services that she offers in the Career Center. She explained the series of workshops that she is conducting to help students find employment. The different topics that are covered are; resume and cover letter review, completing job applications, presentation and interviewing skills. She informed the group about a monthly job day, which consists of a workshop presented from an industry leader. This workshop is designed for students to hear from an industry representative about their application process. Mary also explained how she helps students that are referred to ABC Adult School from an outside agency. Preparing them and placing them on the correct career program that fits their needs.

## **Review of Previous Minutes**

### **By: Chuck Minear**

All in attendance were asked to review the minutes from the previous IT Technician Advisory meeting. A motion was called to approve the minutes.

James Watson, Director of Komputers 4 R Kids began the motion to accept the minutes as written from the previous year. Charlene Poodenpah, Deputy of Counter Intelligence 117 for Best Buy Geek Squad seconded the motion. All other Committee Members agreed, minutes were approved as written.

## **Progress on Previous Recommendations**

### **By: Chuck Minear**

Suggestions from the previous meeting were within the minutes and Chuck used this as an opportunity to review the changes and progress that have been since.

- Time frame works well with students who are eager to return to the work force.
  - The program is designed for student to finish within the year, if they are attended full time. Our instructor stated that he offers courses in the correct order to enable students that start in September to finish by June. However, if a student enrolls at a later quarter throughout the school year, it may be difficult to graduate in the proper time frame.
- Students now need to become better trained in mobile computer rather than just desktops. There is a growing need for laptop and phone repair.
  - Our Basic Computer Repair instructor stated that he currently has students work and repair laptops over desk top computers. Students are also bringing in their personal laptops to work on in the classroom.
- More externship hours should be available for students
  - Currently IT Technician does not have externship hours assigned to the program. Due to the COE accreditation, ABC Adult School is not able to add or change courses at this time. Once the COE process is complete then changes to hours and programs can occur. At which point we will work on including Externship hours to our IT Technician program.
- Update course outlines
  - All course outlines have been updated to include course objectives and standards that apply to each course.

## **IT Technician Program**

### **By: Rachelle Schulz**

Rachelle works closely with teachers and staff to make sure that all the course outlines are accurate and up to date. She is working with all students who are interested in enrolling in all career paths. She also works closely with administration to ensure that all classes are designed to benefit students. Rachelle raised a discussion on what is the acceptable typing speed for an entry level position as an IT Technician. Currently ABC Adult School requires 40 words per minutes with 5 errors or less, this is based on the International Typing Speed requirement. Some Instructors feel that a 40 word standard is too high and has prevented students from receiving Vocational Diplomas. James Watson, Director of Komputers 4 R Kids; stated that a Technician's accuracy is more important than their speed. Due to the fact that IT Technicians only have to write small sentences when programing or fixing software, the ability to type with speed is not entirely necessary. Joe Machado, Network Analyst for ABCUSD; stated that most typing is done through emails to costumers and business partners. Speed is not as important as correct grammar when composing emails and communicating with others. Brian Hollabaugh, CEO/IT Consultant for Trust-E-Tech; stated that as long as a Technician has a feel for the keys and can type without only using two fingers, they will be able to succeed. However, he also feels that time is money and if a Technician is spending too much time trying to type, they are not beneficial to the company. Charlene Poodenpah, Deputy of Counter Intelligence 117 for Best Buy Geek Squad; stated that speed was not as important as correct grammar. She has noticed that some applicants are not able to compose a complete sentence; or structure thoughts correctly to complete job applications.

A suggested range was mentioned of allowing students to type between 35 to 40 words per minute. This possible solution could help some students who are struggling to reach 40 words, as well as ensuring that they are knowledgeable with the keyboard.

Rachelle went on to inform that with Perkins money the school has purchased vouchers for students to purchase at a discounted price. Currently a total of 40 vouchers have been sold to students for their A+ Certification, 20 have taken the test and passed. Next year the goal is to offer Network + Certifications to students as well. An Instructor mentioned that for insurance purposes a Technician has to be at least A+ Certified. They will not be able to be hired without that certification.

Committee Members all agreed that A+ Certifications are a minimum requirement when hiring new IT Technicians to their companies.

## **Labor Market**

### **By: Chuck Minear**

Before discussion broke out Chuck wanted to show all in attendance the Labor Market information for Los Angeles County. Showing the breakdown of the current employment opportunities available to students who graduate from our IT Technician career path. Chuck opened the discussion to Committee Members to evaluate the Labor Market forms and answer whether the curriculum was sufficient for an entry level position as an IT Technician. The Committee Members agreed that the fees charged by ABC Adult School are appropriate for potential level of earnings.

## **Program Review**

### **By: Chuck Minear**

*The following areas of each program were discussed. Comments and suggestions are noted below.*

#### Admission Requirements

As long as a student is 18 years of age they are able to enroll in the program. A High School Diploma or GED equivalent is required before the program is completed.

#### Program Content

##### **IT Technician**

- Keyboarding

- Computer Essentials B
- Basic Computer Repair
- A+ Upgrade and Repair (Part I & II)
- Ethical Hacking
- Network+
- Server
- Cloud Computing
- Apple-Mac OSX

#### Program Objective

This program prepares and trains students to become an A+ Certified Technician, Computer Repair Technician, and a computer Systems Hardware Analyst. Students will be able to build, identify, and troubleshoot hardware and software, upgrade computers, install and configure a computer network. Also students will be able to pass the A+ test and be certified.

#### Competency Tests

Currently instructors are using Certiport/Microsoft practice test to evaluate student's skill level.

#### Instructional Materials

Courses in our IT Occupational pathway consist of lectures, hand-outs and textbooks.

#### Method of Evaluation

Students must complete all projects, quizzes, assignments and pass a final exam.

#### Completion proficiency

Currently students are able to take Industry Certifications from Microsoft.

#### Delivery Method

Lecture based courses with hands on experience.

The following suggestions were made;

- Integrate soft skill course into the program. Committee Members feel that students that are sent to extern have the correct IT training; however, they lack the ability to communicate with others.
- Possibly integrate healthcare IT, this could be offered as a different certificate. Committee Members believe that security is a major issue when dealing with IT, especially in the Medical Field. This is because most medical records are confidential. There is a growing need for Medical professionals with IT Technician education, who are able to fix the systems on their own versus hiring an outside source that can possibly leak information.

A motion was called to approve and accept the IT Technician curriculum program. James Watson, Director of Komputers 4 R Kids; began the motion to accept the curriculum as outlined. Brian Hollabaugh, CEO/IT Consultant for Trust-E-Tech; seconded the motion. All Committee Members were in favor of the curriculum as outlined.

### **Adjournment**

Chuck thanked everyone for attending the meeting. Meeting was adjourned at 1:00 p.m.

Transcribed by: Natalie C. Sanchez

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