

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

Office Occupations Advisory Board Meeting
April 24, 2015
11:00 a.m. to 1:00 p.m.

Committee Members Present:

Larry Caballero – Artesia Chamber of Commerce – Chamber Member
Cindy Yen Chen – Zen Continental Co., Inc. – President
Gerry Garcia – Goodwill – Employment Services Coordinator
Kevin Gotts – Alpha & Omega Financial – Certified Financial Planner
John Reese – World Financial Group – Financial Planner
Melissa Valdez-Roa – City of Hawaiian Gardens – Executive Assistant

Committee Members Absent:

Scott Coward – Angeles Institute, LLC – Campus Director
Ruth Flores – Metropolitan State Hospital – Supervisor Vocational Services
Betsy Mendiola – Merriwood Management Company – Office Manager

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: Eugene Avila, Lynda Elias, Lorena Mares, Esther Nguyen

Students: Lisa Allen, Martha Hernandez, Brittany Fair

Agenda Items

Welcome

By: Dr. Pao-Ling Guo

Dr. Guo thanked everyone for attending our Office Occupations Advisory Meeting, she was happy to see so many people attend even with their busy schedules. She explained that the feedback we get from our committee members is important to the continuation of ABC Adult School. Currently ABC Adult School is undergoing a COE (Council on Occupational Education) accreditation, with our visit scheduled for May.

Meeting Overview

By Chuck Minear

Chuck greeted all in attendance and continued to explain the current COE process. As of right now ABC Adult School is accredited by WASC (Western Association of Schools and Colleges) which is recognized nationwide. ABC Adult School hopes to be accredited by COE; this accreditation will be recognized by the Federal Government. All future WASC and COE visits will be combined once our accreditation is complete. COE requires ABC Adult School to host at least two Occupational Advisory Board Meetings throughout the year, generating feedback from Industry Professionals.

Feedback from the Industry is important in shaping our curriculum at the Adult School; this feedback will help determine our COE accreditation.

Introductions

By: Chuck Minear

Chuck used this time to have all in attendance introduce themselves. Committee Members shared which company they were representing, staff stated which courses they are currently teaching at ABC Adult School and students gave a brief description of their experiences here at ABC Adult School as well as what lead them to return to school.

Review of Previous Advisory Committee Meeting

By: Chuck Minear

Chuck gave all in attendance a moment to read the minutes from the last office occupations meeting, which was held in 2014. Comments and suggestions from the previous meeting have been addressed since then. A previous comment was made that some students have never work in an office setting before, lacking office experience. Since then, an Apprenticeship course has been suggested to students who are on a career path. The Apprenticeship course is currently not a requirement for students in order to graduate. Another comment from the previous year was that some students lack the soft skills needed to work in an office environment. One of our instructors commented that a course focusing on soft skills has been offered in previous quarters and is unable to run due to low enrollment. Students are not understanding the importance of that course and do not register for it. Chuck commented that due to low enrollment in a soft skills course, all instructors are now trying to implement soft skills in their other courses.

Larry Caballero, Chamber Member for Artesia Chamber of Commerce; began a motion to approve the minutes as written from the previous year. Gerry Garcia seconded the motion; all Committee Members were in agreement, minutes were approved as written.

Job Center Update

By: Mary Pinedo

Mary explained what she is currently offering in the Job Center for students. She talked about the monthly Join our Business (J.O.B.) day that she has been organizing. This workshop is an opportunity for students to interact with Industry Professionals and learn about their application process. She reviewed the success of ABC Adult School's Career Fair in March. Over 25 businesses came out to participate and accept applications from students. Currently Mary is also working with staffing agencies to help students find employment. Lastly she explained new student orientation; here she explains the different career paths that are currently being offered at ABC Adult School, as well as our ESL and HOH courses that are offered.

Office Occupations Career Paths

By: Rachelle Schulz

Rachelle explained the different career paths that are offered at ABC Adult School. When looking at the list of courses needed to complete the career path, the courses with an asterisk are prerequisites that a student can test out of. She also informed the group that the CTEC office has purchased Industry Certification Vouchers that are being sold to students at a reduced price. With this offer, students can now purchase vouchers at a reduced price, resulting in more students taking the Industry Certifications and passing. An instructor commented that Industry Certifications are

internationally known and better for students to have. Certifications are given directly from the industry and show that the student has met the standards of their current field of study. Chuck commented that before ABC Adult School had an Assessment Center, students would have to drive far to take Industry Certifications. This was discouraging to some students, however since the Assessment Center has been open on campus there has been a significant jump in students taking their industry exams and passing.

Labor Market

By: Chuck Minear

Chuck reviewed the current labor market in Los Angeles County for students who graduate from our office occupations career paths. The labor market also has employment projections for the area in the upcoming year and states which are the companies most likely to hire in those related positions. The website does not have every position on file, due to title discrepancies some positions are titled differently. Gerry Garcia, Employment Services Coordinator for Goodwill; stated that he believes that the labor market is fairly accurate. Chuck reviewed the labor market form for Administrative Assistant and proposed the following question, Why do you think there is a less or a drop in need for Executive Secretary? Some in attendance believed it was due to money issues, it is less expensive to hire one manager and office clerks than to hire Executive Secretaries. Also there is been a shift in technology, now employers can hire virtual assistants to manage their accounts and calendar from a different location.

The committee agreed that the fees charged are appropriate for the 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

Office Assistant

Keyboarding
Data Entry
Computer Essentials A
Computer Essentials B
Word Beginning
Excel Beginning
Access
PowerPoint

Administrative Assistant

Keyboarding
Data Entry
Computer Essentials A or B
Word Beginning
Word Advanced
Excel Beginning
Excel Advanced
Quickbooks or
Bookkeeping/Accounting
Access
PowerPoint

Accounting Clerk

Keyboarding
Data Entry
Computer Essentials A
Computer Essentials B
Excel Beginning
Excel Advanced
Bookkeeping/Accounting
Quickbooks
Tax Preparer

Program Objectives

Office Assistant: The objective of the Office Assistant Program is to prepare students for the following jobs: Office Clerk, Office Helper, Computer Operator, Receptionist. An Office Assistant clerk will be able to perform the daily office tasks such as answering phone

calls, customer service, basic correspondence, data entry, and create simple brochures and fliers. The program will prepare them to pass the entry-level industry certification “IC3”.

Administrative Assistant: An Administrative Graduate student will be able to work in a business office as a manager, executive secretary, or can be the right hand of the administrator. He/she will be able to use all components of the office suite to create all business correspondence, spreadsheet, presentation, and perform basic accounting tasks. He/she can assist the administrator with planning his/her calendar, check and answer emails and keep the office organized. This program will also prepare students to pass the Microsoft Industry Certification Core and Expert Level.

Accounting Clerk: Graduate of the Accounting Program will be able to work in accounting firms, banks, and small business. They will be able to perform duties such as payable and receivable, payroll for small companies, use Quickbooks software program efficiently, track inventory, audit accounts, balance sheets, and create spreadsheets. Also this program will prepare them to pass the industry certification for Quickbooks.

Competency Tests

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

Instructional Materials

Courses in our Office Occupations pathways 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

Courses are taught through lectures, projects and assignments.

Chuck reviewed some of the course outlines for our office occupations career path. A current requirement is a typing speed of 40 words per minute with 5 errors or less.

Suggestions:

- Cindy Yen Chen, President of Zen Continental Co., Inc.; suggested to create a course that focuses on Microsoft Outlook. She finds that students lack email techniques and proper etiquette. An instructor commented that due to system failure the computers are not capable of running that program, therefore that course has not been taught. There has also been an attempt to run the course however it did not run due to low enrollment. Rachele Schulz, Lead Instructor; commented that now the industry is changing over to google apps and email programs.
- Gerry Garcia, Employment Services Coordinator for Goodwill; commented that the skills lacking in most candidates is communication skills and email etiquette. He feels that a course is needed to teach students the proper etiquette to work in an office. An example that he used was that some candidates are unaware of the proper way to answer and take phone messages.

- Kevin Gotts, Certified Financial Planner for Alpha & Omega Financial; suggested that the Soft Skills course title be changed to Business Success and Advancement. This will attract more people, bringing up enrollment.

Gerry Garcia, Employment Services Coordinator for Goodwill; began a motion to accept the career pathways as outlined. John Reese, Financial Planner for World Financial Group; seconded the motion; all Committee Members were in agreement, Office Occupation Career Pathways were approved as outlined.

Adjournment

Chuck thanked everyone for attending this Advisory Board Meeting for Office Occupations.

Transcribed by: Natalie C. Sanchez

Signature: _____ Date: _____