

**BUSINESS TECHNOLOGY ADVISORY COMMITTEE - MINUTES**

**Thursday, April 19th, 2018 \* 4:00p.m – 6:00p.m.**

**JSH 248**

**Members Present:** Shari Jensen, Clark County (Interim Committee Chair); John LeMarte, WorkSource Vancouver (Interim Committee Vice Chair); Mari Jessup, Kandi Lukowski, WA State School for the Blind; Kathy Scobba, Washougal HS

**Clark College:** Marilyn Hale, Division Chair/Professor; Professors Mary Evens, Helen Martin, Drew Johnson; Cathy Sherick, Assoc. Director Instructional Planning & Innovation; Shannon Jackson, Advising; Brenda Walstead, Dean BHS; SueAnn McWatters, Program Specialist - Advisory Committees

Committee Chair called the meeting to order at 4:05 pm and introductions were made.

**Minutes of the Previous Meeting**

*The minutes of October 19th, 2017 were presented for review; Kathy made a motion to approve as written; this was seconded by John Le Marte and unanimously passed by the committee.*

**Next Meeting Date**

The Committee will meet again on **Thursday, October 18, 2018 at 4:00pm.**

**Announcements from Office of Instruction**

Cathy Sherick made the following announcements:

**Welcome SueAnn McWatters,** for those who may not have met SueAnn, she is the new Advisory Coordinator. The position was formerly held by Nicola Farron, and she started in January of this year providing meeting coordination and support to the twenty-seven Career and Technical Education Advisory Committees in addition to administrative support in the Office of Instruction. Sue Ann comes to us most recently from WSU Vancouver where she worked in the College of Business, Finance and Operations, and Development and Alumni. She is a former Clark student and graduate of WSUV, attaining a Bachelor’s in Business Administration.

**Career and Technical Education Insert** was sent in February, unfortunately we were not able to produce the insert as a focus on the high school partnerships as we had originally envisioned. It is however, a very nice look at our professional technical education programs and the students they serve.

**Healthy Penguin Walkabout** Saturday June 2, 2018, registration opens at 9:00 with the event beginning at 10. Community members and anyone interested in good health are invited to participate in this FREE event to stroll the beautiful campus and receive free health assessments.

**Spring Recognition event** planned for Wednesday, June 13th the event will be held in PUB 161. This is our opportunity to share some refreshments and acknowledge and thank each of our community advisory members for their service to the college. Watch for a save the date, coming to your email soon.

**Need for new Advisory Members** we are asking our advisory members to think about others in the community that you know that might be interested in being a part of building student success at the college. Our committees are shrinking and we are in need of folks to provide that employee as well as employer perspective.

**PPI Exercise and handout:** Academic plan Goal 6: *Infuse the study of* ***Power, Privilege and Inequity*** *throughout the curriculum.* Last year advisory members asked why this was happening at Clark. To answer that question, we have been working with the Office of Diversity and Equity to put together some basic information to share with everyone. Experiences with different people that just didn’t feel right but nothing is really wrong. How do you feel in those instances?

John LeMarte mentioned that language barriers are hard. Sometimes conversations can be difficult because you can’t understand what someone is saying.

We need to make sure that our students who are all different have a space to be hired. We want to make sure we are training and retaining the students that can provide those skills to businesses in the community. 3 measures for moving the dial on the diversity. Our own campus requires that when we have a hiring that at least 25% have to be from non-dominant populations.

Marilyn spoke about the Professional Learning Community. There are readings and monthly meetings to discuss PPI to get people out of their safe zone. They are encouraged to go out and engage in the community (social justice, etc.). We really want to acknowledge the changing diversity of the community.

**Review of Program Requirements**

Marilyn posed a question to the committee: if you could design the best program to train office professions, what would you put into? Brenda also stated that the program is interested in what is currently industry compatible. The committee discussed and provided some suggestions:

* Communication skills; with your supervisor vs. coworkers vs. clients. Creating conversations in meetings; rather than sitting and waiting. Social media (facebook, snapchat, Instagram) has taken over and now students are lowing a lot of that face to face communication. Many students would rather email or text.
* Interpersonal skills/diversity training
* Accessibility of documents
* Resumes and cover letters are error free
* Penmanship
* Tattoos, earrings, nose rings; looking the part
* Being able to participate in group meetings; knowing Robert’s Rules of Order.
* Safety; especially in CTE programs; students spend a lot of time in a shop setting
* Reading and literacy; those who don’t read newspapers have a lot of information that is self-threaded. Scrolling through a phone is different than having something physically in front of you. As an office professional, it’s important to find the correct and factual information.
* Notetaking
* Phone manners
* Using the right tool for the right job; sometimes email can be used, but in certain cases, using the phone is best practice.

Drew added to the question specifying more software focuses as well; word excel, access, adobe. What are employers using? Sometimes it can be specific to your audience and the participants that are accessing it.

* Phone systems; understanding how to use the different types of phone systems
* Skype for Business
* Sharing your desktop with other people
* Virtual Connections
* Sharepoint;
* Google docs; John mentioned that Workforce SW WA will sometimes use it. Doodle polls, arranging meetings, and drop boxes are more common. Shari also indicated that Clark County has tried, but Microsoft seems to be easier. Kathy explained that middle/high school students all use google docs and are more inexperienced with office suite.

**Program Outcomes Discussion**

Marilyn asked for suggestions from the committee about what the ideal candidate would be for their business. What attributes would you want that person to have and what skills would you want them to know? Some ideas given were:

* Ask questions
* Pay attention to detail
* Multi-task
* Adaptability
* Resourceful; ideally applicants will know how to use office suite, but if they can figure it out, that’s almost better because they can figure things out
* Soft skills
* Following directions
* Highly organized
* Behavior based questions; solutions, steps, and processes
* Strategic problem solving; something breaks, a new client walks in, etc.

**Industry Updates**

Marilyn stated that they are trying to promote the students to certify in Microsoft office products.

* Kathy explained that students at the high school are having a lot more trouble with the 2016 office version vs. the 2013 office version. They are not understanding the content and not as many are getting certified. The students that are successful have already been doing it for a couple years. Kathy has the student take practice tests. Jasperactive is not as expensive. Helen mentioned that there is a license where you can create 100 accounts.

The meeting adjourned at 5:12pm

Prepared by SueAnn McWatters