



CTEC ADVISORY COMMITTEE MEETING MINUTES

May 6th, 2022 *Zoom Online

Members Present: Aaron Johnson (Vice Chair), Intel; Patrick Earl, MSVC USA, Tom Strobehn, Fastech Solutions; Paul Yee, SHARP

Clark College: Adam Coleman, Professor and Department Head; Bruce Elgort, Instructor; April Cannon, Advising; SueAnn McWatters, Program Specialist – Advisory Committees

MINUTES OF THE PREVIOUS MEETING

The minutes WILL BE SENT OUT ELECTRONICALLY FOR VOTE once the recording is recovered.

NEXT MEETING DATES

October 14th, 2022 at 8:30am; January 20th, 2023; May 5th, 2023.

ANNOUNCEMENTS FROM THE COLLEGE AND/OR DEPARTMENT

Paul Wickline is the new Vice President of Instruction, having taken the past few months off for medical reasons but is due back full-time soon.

The campus is a fully vaccinated campus, including students. Working on moving meetings back to face to face hopefully in the fall.

MTA certifications are being phased out by Microsoft, now they will be able to get the certifications, but they will indicate IPS instead.

Adam has vouchers for certifications through Washington Libraries left over from last year, having only used 100 of the 500 of them. Please reach out to Adam if anyone is interested in using the vouchers.

PROGRAM UPDATES

Online and Remote

Student polls in some classes indicate that many students want to stay online/remote. However, when students show up online to check in, they do not turn on their camera and some members felt

it was difficult to build relationships or for students to be able to learn to interact with people face to face when they seek employment.

The center received 20 PCs that students can work on, and Adam intends to require that students come in to work the help desk starting fall term. Unfortunately, due to low enrollment, being able to offer both face-to-face and online sections so the department is having to decide how to best serve the most students. Currently the online courses fill faster than the face-to-face sections. One of the struggles with online is the inability to ensure collaboration between students. One of the benefits to online is access to students outside of the local geographic area. If anyone has additional electronics for students to work on, it would be appreciated.

CTEC 133 and 233

Discussion about combining these two courses occurred. As a result, CTEC 133 will need to be replaced. Suggestions included Cloud, Microsoft 365 sharepoint usage and management, Azure, and Amazon web services. Some of the materials and certifications are offered through Washington Libraries.

INTERNSHIP OPPORTUNITIES

Concerns over how to ensure access to internships as well as what work can be completed by students was discussed. Some barriers include the requirement of being CMC Compliant, making it difficult to onboard internships in a way that can lock down top secret documentation or vetting for access knowing the student will be there temporarily.

CAREER LAUNCH

Still moving forward, Adam requested any job or internship opportunities to be sent to him.

GRADS GETTING LOCAL JOBS

Shared locations of where some students have gone on to work at, one of the barriers is that job applicants are overqualified, for example the Help Desk 1 position, and Clark was concerned that an overqualified candidate won't stay.

INSTRUCTORS FOR CTEC DEPARTMENT

One of the goals of the program is to identify a pool of candidates to help backfill course needs. For example, having a faculty member go out on leave has been problematic to cover both the courses and the administrative work that had to be done.

INDUSTRY UPDATES

CompTIA is updating the latest A+ certification and the coursework will be updated to align.

Patrick Earl: The insurance company is doing well, and they have begun a half billion-dollar modernization from rewriting internal framework to vendor packages. They are constantly hiring;

the only caveat is the employee must be in the United States. Shared some of the ways cloud document sharing has been working for the company, allowing for more collaboration.

Paul Yee: After being sent home during Covid, they realized that things are going very well, and people are happy. The savings isn't a great deal because there are other costs to go remote, but the transition is going well. They now have employees in other locations, such as Florida, California, and Idaho. The biggest barriers have been raw materials limitations. Remote work allows for more flexible work schedules for employees.

Tom Strobehn: Opened in Vegas and still have Orlando and Vancouver. Most of the Vancouver office came back over a year ago. Working from home was challenging, especially on the help desk side. Being able to collaborate and work in an environment that can be shared immediately can slow the process down considerably. The misinterpretation of emotions in an email is done easily and being in the office reduces this. The distractions are reduced in the office, employees no longer need to let pets out for example. The company is still experiencing product shortfalls. Bruce's students are a challenge as well, building the program for release, as they work from home, and it is more difficult to communicate with them while they are remote. The complexity of the types of clients makes it difficult to do remote as you lose the collaborative nature that occurs on the floor.

Prepared by Sara Seyller