

**TOYOTA T-TEN TECHNOLOGY**

**ADVISORY COMMITTEE MINUTES**

**Friday, October 28th, 2016**

**1.30pm – 3.00pm \* JSH 112**

**Members Present:** Kerrie Keesee (Vice Chair), Vancouver Toyota; Tom Maguire, Region; Steve Schumacher, Toyota of Portland; Aric Savage, Ron Tonkin Toyota; Dave Vandelinde, Lexus of Portland; Don Waters, Wilsonville Toyota Scion; Grant Lord, Gresham Toyota; Smiles Dominici, Beaverton Toyota; Dan Morton, Kuni Lexus of Portland; John Krebsbach, Toyota; Ken Jackson, Kuni Auto; Dave Griffin, Vancouver Toyota

**Clark College:** Tonia Haney, Automotive Department Head; Jason Crone, TTEN Program Lead; Michaela Loveridge, Recruitment & Retention Specialist; Nichola Farron, Secretary Senior – Advisory Committees

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Committee Vice Chair Kerrie Keesee bought the meeting to order at 1.39 and introductions were made.

Nichola outlined the State requirements for Advisory Committee, including the need to have at least 2 meetings with a recorded membership, and committee officers. Tonia reiterated that this also mirrors the NATEF requirements.

Committee Discussion

Jason spoke to the committee about the importance of having a visible career structure in place for technicians: it is essential that there is a defined pathway in place for students to follow so that they can measure progression. There is some feeling that, at present, students are not receiving a uniform experience in their placements: some are given more opportunity to demonstrate their skills.

He continued that it is hoped that the discussion points that emerge will form the basis of a work plan for the committee.

Grant commented that a more realistic goal would be to aim for consistent opportunities across the dealerships as there are unavoidable differences not only in the dealership environments, but also with the students themselves.

Tom outlined that whilst it was inevitable that there may be differences in dealerships, the key issue was to remember that any approach to structuring the program has to be from the perspective of serving the student. He continued that serving the best interest of the students ensures that they remain motivated and the organization will benefit from their commitment.

Jason spoke to the need for creating guidelines that would ensure the student Techs would have equal opportunities whilst also recognizing different skill levels. Whilst most dealerships have a structured internship where students are engaged in the repair process, this is not always the case. Some students are only being allocated to routine maintenance processes and are not allowed to participate in the repair scenarios they are being trained for. He continued that this means that students are graduating without the confidence in their skills that they need to excel.

The Committee then discussed this issue: it was agreed that one point to be considered is the reality that classroom exercises may not occur in the service environment. The opportunities to practice very specific skills may not arise in the dealer environment. This was reiterated by Dave as a Shop Foreman, who indicated that the chance to match the curriculum to the shop environment may not arise.

The Committee then asked about what realistic options would exist for enforcing any agreed upon standards for the dealership. Tom outlined that the technical team would be looking to establish best practices, and he is also prepared to work to counsel dealers on the need to ensure the standards and spirit of the program are being delivered. He took the opportunity to reiterate the high standard of the Clark College program and the potential for developing the student numbers.

Jason reiterated that the priority remains attracting additional students to the program, but that this would be best achieved through defined incentives.

The Committee discussed the various approaches to mentorship. Aric outlined the system he adopts in his dealership where the student has a range of mentors according to the task undertaken, with one key mentor. Aric referred to this as a ‘Father and Grandfathers’ system that allows the student to experience a broad range of scenarios with different expertise. In this way, a ‘Lead Mentor’ is established. Kerrie outlined that there would be some hesitation in matching a first-year student with a lead technician due to the skills gap.

The Committee also talked about the potential for placing students in the Recon system where there would be more exposure to electrical training as it was agreed that this is the most challenging area for new technicians. However, further discussion resolved that the Recon environment would not fit the curriculum for the program.

Jason proposed the idea that the dealers could hire specifically with a view to placing the employee in the program. Dave outlined that there is frustration concerning securing students to serve at the dealerships, especially across the wider breadth of the region. In addition, Aric outlined that whilst he received 57 applicants for an apprentice technician position, they are not always willing to sign up for the TTEN program commitment.

The committee agreed that there is competition for entry level employees with other industries, and there needs to be the incentives – pay structure, compensation perks, opportunities for advancement etc. – set down in a defined way.

Michaela then spoke to some of the challenges she encounters in recruiting students: the class-based portion of the program, where students will not be able to earn a wage, is the most enduring issue. This is especially true for older students with more established commitments. In addition, there is the gap in high school experience as automotive classes are more frequently eliminated. This is also compounded by some maturity issues in some students which makes them unsuitable for the program.

Ken reiterated the need to establish a positive student experience as it would be word of mouth that would promote the program and contribute to higher student recruitment levels.

Tom then suggested an approach that would divide the various issues discussed: a sub-committee dedicated to defining the dealership experience could be formed.

The committee also agreed that they could bring together individual incentive plans to draw out commonalities in order to provide an additional recruitment tool.

Follow Up item: Aric, Dave & Kerrie, Dan, Grant and Smiles agreed to bring details of incentives/compensation plans to the next meeting.

Kerrie asked what additional practical steps the dealerships could take to help with recruitment/retention. Michaela indicated that she would be sending students out on job shadow opportunities and it was important that they were given the opportunity to connect with dealers and really understand the demands and rewards of the job.

Tonia finished the meeting by reminding the committee that the TTEN program exists to serve them, and the Department appreciates the opportunity to work collaboratively.

Committee Chair

*The Committee voted for Aric to serve as Chair: the vote was unanimous.*

Next Meeting Date

The committee will meet again on Friday December 12th 2016 at 1.30pm

The meeting adjourned at 3.15pm

Prepared by Nichola Farron