

**TOYOTA T-TEN ADVISORY COMMITTEE - MINUTES**

**Tuesday, April 24, 2018 \* 8:00am-10:00am**

**Toyota Training Center, 8338 NE Alderwood Road, Portland, Suite 195**

**Members Present:** Aric Savage, Ron Tonkin Toyota (Committee Chair); Kerri Keesee (Vice Chair), Vancouver Toyota; Clayton Birtell, Beaverton Toyota; Kevin Booth, TTEN Field Consultant; Derek Carroll, Dick Hannah Toyota; Smiles Dominici, McMinnville Toyota; Dave Griffin, Vancouver Toyota; Jeff Harbaugh, Toyota; Kevin Hoffman, Wilsonville Toyota; Zach Lowe, DSPM; Tom Maguire, Region; Tyson Miller, Gresham Toyota; Dan Morton, Kuni Lexus of Portland; Dave Ruppert, Gladstone Toyota; Steve Schumacher, Toyota of Portland; Jim Waters, Wilsonville Toyota Scion;

**Members Absent:** John Krebsbach, Toyota; Rick Murray, Royal Moore Toyota Scion; Davis Weyant, McCord’s Vancouver Toyota

**Guests:** Tony Arellano, Adam Fogg, Tim Vargas, Kelly Kyle, Joe Sanchez, Steven Pollock, Markia Boshy, Paul Lee, Jake Rademaker, DSPM; Brandon Sawchuk, Vancouver Toyota,

**Clark College:** Mike Godson, Instructor; Dannie Nordsiden, Instructor; Tonia Haney, Instructor; SueAnn McWatters, Program Specialist – Advisory Committees

Committee Chair Aric Savage called the meeting to order at 8:05 am and introductions were made.

**MINUTES OF PREVIOUS MEETING**

As the meeting was held at an off-site location, the minutes of October 3, 2017 will be distributed for an electronic vote. *As of August 13th, the minutes have been approved.*

NATEF Site Evaluation - October 4th, 2018*.*

**NEXT MEETING DATE**

The committee will next meet on **Thursday, October 4th 8:00am-10:00am at Clark College**.

**OFFICE OF INSTRUCTION ANNOUNCEMENTS**

SueAnn McWatters made 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.

**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 the in PUB 160. 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.

**POWERPOINT (See Appendix A)**

Tonia gave updates on recruitment and the program. Michaela had Samuel and is doing well. In her absence, they are trying to maintain the recruiting pipeline. There will be 7 graduates this year with all requirements in place to satisfy Toyota’s standards and will be receiving their certifications, as well as be eligible for degrees. Current students are finishing their first year with 15 who started, and now down to 8. There are a variety of reasons why they left:

* Half aren’t academically ready for college level
  + Two who left are wanting to come back – working with them to prepare again
* Some didn’t want to do it
* A few couldn’t perform to the standards

We are learning about the screening process and the students who we send out in order to better improve the components, however the pipeline gets smaller and smaller. A large majority are employed or are getting interviewed. The goal is to see 20 students. It will be a challenge but we are working with and recruiting as many students as possible. Kerrie mentioned that the couple students they were sent for job shadows, two weren’t yet 18 and so they couldn’t pursue hiring them. One of them didn’t even have a driver’s license. Tonia explained that we pre-interview, but many have never experienced a dealership environment. The biggest goal is to give the student the chance to see if this fits their desires moving forward. Many students come back and realize that it isn’t what they want to do. We do send some students that don’t have a driver’s license or are not yet 18 because many come from high school.

Action Item:

* + - * Kerri to send an email to the student to let them know that they are going to hire, just waiting for them to turn 18.

Aric appreciates the effort into the job shadow. There is a big difference in the quality of the candidate. A couple people have found out that it’s not in their interest through the job shadow. Tonia agreed that we want to make sure the student enjoys it. The pre-interview is a chance for the employer to see the student and make sure they are a good fit for the store. From the college side, if the student enjoyed the job shadow, then they can go after the job.

Tonia spoke about actively recruiting and recruiting events **(See slides 9 and 10)**. It is very valuable experience for the students to see and meet with managers at recruiting events. We will continue to invite you to all the events. Unfortunately, it’s a quick notification. Schools have different situations that occur, change of dates, and lots of outside variables that make it difficult. We want the students to feel like they are a part of the group, which is why we like to set them up with a mentor. It is also the reason why Dannie goes out to visit all the dealerships.

Tonia discussed the TTEN internship and goals **(See slides 12 and 13)**. Tony asked if it would make sense that a former student share those experiences and challenges; give them their personal story? Would it be impactful? Tonia agreed that this would be an excellent idea. However, it is a challenge to find that former student to go out and speak. One of the assignments is a reflection. We plan on sharing those with the high schools so that they can actually see quotes from graduates. Jim questioned the first section of brakes and electrical. Why isn’t it oil changes? Every technician is going to do oil changes all day long. Aric explained the need for TXM as it is a training curriculum for all of Toyota. Any students that go into TTEN, all need to do the express process before they have started TTEN. They have to watch the videos and have to work in express for at least 3 months before they get in with a mentor. Kevin Booth reiterated that every program in the country has TXM embedded. It is a requirement of TTEN and those cannot be certified without doing it. Tonia explained that it is a two week course but it is limited. We are open for discussion about what type of training is needed. The most success occurs when students are paired with a mentor from day one.

She next explained the T-PORT Work Journal **(See slide 14)**. There were challenges with the old education. Students would graduate with a degree, but then they didn’t have the hands on experience.

Tonia finished with the 3rd Internship Focus Areas **(See slide 17)**. There are a variety of experience levels; either they can work by themselves or they still need help and have areas of improvement.

**EQUIPMENT PLAN (See Appendix B)**

Tonia presented the equipment plan **(See slide 18)**. We are limited in some sense; nothing at all for diagnostic tooling. The advisory committee went into discussion on what new equipment would be necessary. Aric agreed that in 10 years autonomous vehicles and/or hybrid will be much more popular. Jim spoke that even the entry level guy will have to start doing camera/radar/alignments. Tonia reminded them that as we add more, we have to think about what we can take away. We still have to make sure students pass an ASE exam and have general knowledge of everything else.

Kevin Booth explained a bit about new certification. TTEN will be going into hybrid heavily. We will provide a big, orange box to all the schools. Hybrid is small compared to the other things. Technology is changing, so diagnostics will change. No one really handles manual transmissions anymore. We have to do the training because NATEF requires it. Most of the time, we should be on drive line vibrations and drive control. Several advisories want to get rid of automatics. However when we started down that road, the kids didn’t touch the gear box. They had no idea what they were looking at as far as scan data, charge application, etc. They were out of realm of overhaul and into disassembly/assembly.

Aric asked about blind spot monitoring and back up cameras. What does the program include now on that? Kevin Booth discussed that Tonia is leading a team to develop curriculum for it. Tonia stated that currently, we are NOT training for it. They recently got vehicles with these features. In August, the goal of the class is to develop lab sheets, process and training. The high priority is new alignment machines. If the industry hears of anything else, please let Tonia know. It is what you the industry needs that is driving curriculum.

**CURRICULUM UPDATES**

Tonia mentioned the upcoming year curriculum updates **(See slide 19)**. Are students meeting your needs from the electrical side? Are they doing what you expect them to do? Are there things that need to be more focused on?

Jeff Harbaugh spoke and thanked Tonia for devoting time and energy to this. He couldn’t think of anything that is more important than our future. The very best way to do this is through TTEN. It is the best path that we have to follow. The more students we get out of this, the better we will all be. There is NO program that is doing a better job. The college did all of the recruiting and then they push them out to the dealership. TTEN would then pick and choose. However, at the end of the day, attrition was pretty high. We weren’t always happy with what we got. Jeff really likes how this program has evolved into this joint effort in recruiting, job shadowing, and internships; there is a lot of say whether this person/student gets hired to begin with. It works out in that 1st summer before they actually get into school. We have to test work ethic (express maintenance in that first period). And they need to have those basics. Aric and Kerrie are on a on task force to try and come up with more pathways and ideas and support as it relates to support and hiring/training technicians. This is very critical to get us going. If we don’t have quality there first, we won’t have good quality later. Most people are participating in some way through dealerships. Big thank you for your support. Please continue to email/call Tonia and please stay involved to keep giving the school feedback.

Jeff mentioned the RAV 4 with one power train option. It is industry wide, only 23% of the models have standard transmissions, and it is quickly going away. Many people can’t drive a stick. There is a new supra coming soon, a BMW engine, and it is beyond our technology. We have to invest in students and in our future. We have 4 general managers, 3 service managers (Kerri, Randy Jager, Aric), 3 technicians (Ben Rossman, Chris Carey, Joe Sanford); a really good group that are giving feedback on recruiting and hiring/training in certifying technicians. The more ways we can get involved and take those interested parties and get more people into this industry, the better off we will all be. If there is a possibility of sponsoring these kids, stipend their wage while they are in the classroom, come up with a tool program.

Tom Maguire mentioned that the retention puzzle is the experience the students have at your dealer store. We need to make sure they are practicing the skills they are learning while in school. Some want to leave the program because the reality doesn’t match up with what we are telling them. These are students, not a production worker. The mentor is like their dad, and the other technicians are their uncles. Students need to be looking for other opportunities. Keep an eye out for work for that student.

Kerri spoke about the task force. There was great feedback from technicians and lots of excitement talking about recruiting. But how can we bring it more internally? We are looking more in house.

Aric also discussed the task force and its main topics. One of them is the way we view express employees and technicians. When we look at technicians, we look at a lot better quality than what we’ve hired in the past. What we’re paying for express technicians isn’t enough. The competition is that the guys are leaving for welding or something else because of what they are being paid. There are so many barriers in entry for technicians. How am I supposed to get him to that point where he wants to become a technician and have that career? If we’re paying them low, they won’t want to stay. What is the hygiene at your store? If it’s a bad wage, it’s a bad wage. If you were a graduate from high school, what would it take for you to take an express job?

Kerri discussed that it brings the point that it really takes time to groom someone in your shop to become a repair or line technician. You can’t backburner your technician areas who work for less pay. We have to discuss this or we will lose these people.

Tom Maguire explained that these items are the upcoming “silver bullet.” Dealers want this to happen and recognize the change. We are picking up traction.

Kevin Booth mentioned that TTEN was always a small program. They were always focused on certifying high level technicians and never really scoped for entry level. However, growth through the technician body became larger. They were finally given a budget to find 10 more schools. Cost is still very high. 20 schools closed for quality problems nationwide; the certification program as well as the training. Becoming certified is a huge legal problem. It is why all of the schools have to meet very high standards. Finding a school that will put forth the money and headcount is very difficult. 1 in 100 will do it. Many manufacturers are working with a community college model. Many look at return on investment; how do you put a half million dollars in and get what you want back? They are broadening the scope into workforce development: veterans out of military, programs relative to dealing with people out of high school; broadening focus will increase the headcount. The retirement wave is starting – who is going to replace them and fix the cars?

Meeting adjourned at 9:27am.

Prepared by SueAnn McWatters