



**T'TEN -MINUTES**  
**November 12, 2024, at 10:00 AM**  
**Joan Stout Hall Room 112**

**Members Present:** Kerry Copeland, Service Manager; Kerrie Keesee (Vice-Chair), Service Manager; Brandon Sawchuk, Vancouver Toyota; Scott Sandford, T'TEN Field Manager; John Krebsbach, TMNA; Brian Herbert, Technical Services, Training and Dispute Resolution Manager; Steve Schumacher, Service Director; Kevin Swenson, TMNA; Garret Griffith, Service Manager; Aric Savage, Service & Parts Director; Andrew Fabian, Service Manager

**Guests:**

**Members Absent:** Mike Moffitt, Service Manager; Don Waters, Service Manager; Dan Morton, Service Manager; Jim Waters, Service Director

**Labor Representative:** Labor representative recruitment attempted

**Clark College:** Theo Koupelis, Dean of WPTE & STEM; Dannie Nordsiden, Faculty Lead; Elizabeth Flores, Advisory Coordinator; Hernan Garzon, Automotive Recruiter and Retention Specialist; Wende Fisher, Advising

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The meeting began at 10:03 AM

**NEXT MEETING DATE**

The committee will meet next on May 20<sup>th</sup>, 2025, at 10:00 am at the Toyota Region Office.

**MINUTES OF THE PREVIOUS MEETING**

The minutes from the previous meeting on May 23<sup>rd</sup>, 2024, were approved.

**ETHICS TRAINING**

Elizabeth conducted the Advisory Committee Ethics Training.

**ORIENTATION TRAINING**

Elizabeth conducted the Advisory Orientation Training.

### **First and Second Year Cohorts**

Dannie displayed the first and second-year cohorts. Dannie discussed that A6 is a requirement for T'TEN graduation.

Scott shared that TMNA will support students with their registration.

Brian suggested coordination with the program to schedule student visits at the center for training.

**Action item:** The program will coordinate a time with the training facility to work with the student's schedule to set up a time for training. Dannie recommended making this a requirement and the program will investigate this.

### **ASE**

Dannie shared the ASE program data for first- and second-year students. The first-year cohort is just getting started. The second-year cohort had 26 that passed with an average 2.1 per student.

### **Internships**

Dannie announced that summer internships online classes began July 7<sup>th</sup>, 2025, that include two evaluation meetings over the summer.

Dannie shared that spot visits may include work log checks. Dannie is recommending the use of work logs and spot visits. Students will assist with scheduling visits with managers.

The tentative times include the third and seventh week of the summer quarter.

### **Recruiting Updates**

Hernan will continue contacting dealers and welcome questions, comments, or concerns.

Brian asked for a calendar or schedule to coordinate with the managers—additionally, requested extra lead time to support the program with giveaway items and more Region support. Brian discussed preparation for Skills USA and offered ways for the Region to get more involved.

### **Dealer Employee Needs**

Dannie announced that the dealer needs surveys will be completed again this year. Dealer surveys were conducted over the summer 2024 quarter.

Dannie displayed the dealer survey from 2023 and welcomed comments or edits to the student number.

### **Instructional Changes**

Dannie was awarded the tenure spot since Mike Godson's retirement.

The program is hiring another full-time instructor in the coming weeks.

### **New Business**

Dannie welcomed feedback, comments, and changes.

### **BYLAWS**

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Brian requested a copy of the bylaws.

**Action item:** Elizabeth will share the bylaws with the committee for review.

## **INDUSTRY FEEDBACK**

John discussed the importance of the work experience form and how to set up student ASEs correctly.

Brandon noted that the managers eventually lose access to their UOT.

Scott mentioned the program can run the student course credit report.

Kerrie asked for any feedback the program can provide with students.

Dannie noted that the Foundation has marketing footage, and the dealers could benefit from having promotional footage.

## **Portland Region**

Brian discussed the importance of advisory attendance as there are ongoing changes that are occurring within T'TEN.

Brian announced that Jeff Harbaugh is retiring, and his last day will be November 22<sup>nd</sup>, 2024.

## **Retention**

Brian discussed recent changes that are geared toward best practices regarding R&R 2.0 Announcements to come in late March 2025.

Brian discussed the aim for more technician recognition. Technicians will be receiving medallions instead of coins in place of the arm patches beginning in January 2025.

Brian discussed the progress on technician career development and Toyota-specific ASE.

Kerry asked if this would be separate from the prerequisite.

Brian noted it would be the same requirement, and it would take some time to build a Toyota A6. The current pass rate is 83%.

John noted that the Region has provided resources for test preparation.

## **DTRP**

Brian displayed the TMNA model that shows partnerships with the dealership, school, region and how it all benefits the technician. Brian recommended reviewing the DTRP for further details.

## **Service Manager Support**

Brian welcomed intern and extern portfolios. A note for dealers, please make sure you are receiving them and corresponding with the coursework students are doing. Additionally, please complete student work evaluations.

## **Outcomes**

Brian noted the importance of making sure the service managers are working closely with Dannie and other instructors of the program.

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Brian asked how the work at the dealership relates to student coursework and about the progress of that work.

Kerry noted that second-year students are more communicative and organized.

Brian asked about work journals and evaluation booklets.

Dannie noted that work journals are available but not evaluation booklets.

Brian discussed the importance of work journals for documentation and how well the students are getting mentored. Brian requested that we ask technicians for their work journals.

Kerry proposed a date and time for the managers to review and sign off on work journals.

### **Outcomes Feedback**

Brian welcomed feedback on ways the program could benefit from improvements so the program could grow and strengthen.

Brian recommended a digital work journal.

Dannie emphasized further student engagement.

### **Industry Feedback for the Region**

Brian asked about past graduates and requested for improvement feedback.

Brian shared that national-level data for technician turnover is at 30% over 12 months. The region is focusing on career development and recognition.

Brian noted that with the development of newer faculty and plans for engaging new technicians.

The meeting adjourned at 11:25 AM

Prepared by Elizabeth Flores