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***BUSOT ~ Business and Office Technologies***

**Advisory Committee Meeting**

**May 6, 2016**

**Chaffey College Faculty Success Center**

**Members present:**

* Dorothy Aguilera, IAAP (International Association of Administrative Professionals)
* Darshi Amat, Membership Services, SchoolsFirst Federal Credit Union, Rancho Cucamonga
* Joseph Cascio, Administrative Assistant, Classified Senate, Chaffey College
* Darren Cook, Workforce Development Business Service Representative
* Rocio Garcia, CTE Counselor, Chaffey College
* Dionne Henderson, Associate Professor, Business and Office Technologies
* Charity Hernandez, Redevelopment Manager, City of Ontario, Economic Development Agency
* Erik Larsen, Director, Professional Development, University of Redlands
* Cristina Liberal, Office Manager, and Licensed Insurance Agent for El Monte Insurance, Student, Business and Office Technologies, Chaffey College
* Beverley Manchego, Billing Department, Kaiser Permanente
* Joanne Osgood, Professor, Business and Office Technologies, Chaffey College
* Theresa Rees, Office of Instruction, Chaffey College
* JoeAnn Scott, Adjunct Instructor, Business and Office Technologies, Chaffey College
* Michelle Tardiff, Professor, Business and Office Technologies, Chaffey College
* Donna Walker, Administrative Assistant, Faculty Senate, Chaffey College
* Carol Williams, Senior Accountant, City of Ontario
* Teresa Williamson, Professor, Business and Office Technologies, Chaffey College
* Lucinda Zamora, Student, Business and Office Technologies, Chaffey College

At 7:45 a.m. we began serving a continental breakfast.

The annual Business and Office Technologies (BUSOT) Advisory Committee meeting was called to order at 8 a.m. and was held at the Faculty Success Center on the Chaffey College Rancho Cucamonga campus.

Joanne Osgood welcomed all the members, and there were formal introductions among the group.

The minutes of the May 15, 2015, BUSOT Advisory Committee meeting were dispersed and approved.

A discussion of certificate and degree updates included program modifications and deactivations. The committee identified program modifications to BUSOT 40B, 60B, 64B, and 410B. These courses were changed to require the “A” classes (or current knowledge identified by credit by exam, keyboarding evaluation, and MOS certification/prior courses). The following courses were deactivated: 465 Speedwriting and Notetaking, 475 Medical Office Procedures, and 496 Business and Office Technologies Internship.

In talking about the deactivation of BUSOT 465 Speedwriting and Notetaking, Charity mentioned that she had never heard of speedwriting; however, the Advisory Committee members agreed that some form of note taking would be important for taking and formatting meeting minutes and other documents.

Joanne discussed our increase of online and hybrid course offerings, and Teresa also mentioned that we were adding more fast-track courses. Dionne indicated that according to research from Institutional Research, students perform better in Fast-Track classes, and campus wide more Fast-Track classes are being offered. We all agreed that Fast-Track would benefit our students.

We indicated that BUSOT will be updating to Office 2016/365 in the coming fall. The Advisory Committee thought it would be a great idea to offer Adobe Acrobat DC because of the usage and need to edit PDF files. With new available technology, BUSOT is considering adopting different textbooks that use digital content to provide additional supplemental instruction for students with diverse learning styles in a variety of course delivery methods: face-to-face, hybrid, and online.

Joanne discussed the Business Information Worker (BIW) I and II Certificates offered through the Chancellor’s Office that are designed to provide students with skills to get jobs. The types of courses and skills offered were discussed. Darren and Charity believed that there should be more than the listed BIW I and II classes to provide up-to-date skills for office positions, including QuickBooks. The Business Information Worker II skills set has not yet been released.

Chaffey courses are now being offered directly at the Chino Institution for Women (CIW) and will be offered at the Chino Institution for Men (CIM) this fall. Our department developed a new certificate, Professional Office Skills, which began being offered in spring 2016 at CIW. This certificate is planned to be offered at CIM in fall 2016. This certificate was created for CIW and will also be offered to all Chaffey students. Dionne mentioned there have been 60 graduates from CIW with certificates or degrees and only one instance of recidivism of those graduates. Darren stated, “Don’t ever stop doing it; it’s great!” Committee members, especially Darren and Charity, were in favor of BUSOT courses and skills being offered to CIW/CIM students.

Joanne asked the committee if keyboarding skills are necessary. Dorothy stated they should be required for every student; Beverley reiterated “every student”.

Joanne asked the committee if filing and records management is still needed. Cristina indicated that she uses it where she works, but some people do not have the knowledge or skills to properly file and/or manage records. She indicated that paper filing is getting phased out; however, digital records management is very important. Teresa stated that we should add more current technology skills; Cristina agreed. Joanne stated that BUSOT 50 is an entry level course which includes organizational skills, records retrieval, and additionally incorporates a lot of other skills. The committee thought that adding electronic or digital records management to the title and content of BUSOT 50 would make the course more up-to-date and relevant. In addition, the committee recommended changing the name of BUSOT 462 from Machine Transcription and Voice Recognition Software to Digital Transcription and Voice Recognition Software.

Joanne stated it would be great to teach MS Access face-to-face and Beverley agreed. The 64B course has a higher drop rate due to students not taking 64A class prior for proper preparation; Dionne recommended combining 64A and 64B into one three-unit 64 class. Dorothy stated that knowing how to use a database is key; however, Excel has gotten very advanced. Joseph agreed but also indicated that Access is still best for reports.

Joanne asked the committee what types of skills should be included in BUSOT 470. The committee mentioned soft skills, punctuality, scanning, copying, taking messages, note taking, agendas, and minutes. Lucinda asked if confidentiality is important; Darren stated, “Absolutely”. He also mentioned that administrative assistants should be equipped with cyber security skills, such as securing files and records. Erik mentioned that scheduling and knowing how to use a scheduling system is critical. MS Outlook is a great foundation to learn the skills to use more robust scheduling systems that are now available such as ScheduleOnce. Erik stated that administrative roles will be changing. Dorothy mentioned that a class teaching customer service skills or adding it to BUSOT 470 would be beneficial.

Joanne asked the committee if video conferencing skills are needed. Charity indicated yes, they are necessary. Carol indicated that in her department for the City of Ontario they use video conferencing quite a bit. Dionne asked the committee what video conferencing system they use. Charity stated that she uses “Go To Meeting”. Dorothy stated most video conferencing systems work the same. Darren agreed that we should offer some training in video conferencing.

Joanne referenced our BUSOT 471 course, Administrative Office Management. Joseph stated that he had taken this course, and it is about managing people and personalities, utilizing the workforce, soft skills such as coming in early and being on time, and how to be a good leader. Dorothy agreed and added that it touches upon laws, motivation, communication, and human resources. Charity stated, “It sounds like a very good course.”

Teresa presented the Office Technology Labor Market Outlook for Administrative Assistants, and the committee felt that the salary range could significantly vary depending on skills level. Darren stated, “It’s a matter of skills; the more skills and willingness to try and learn new skills, the better.”

Joeann Scott asked the committee how they screened resumes and asked about portfolios. Darren responded that it depends on the companies. Charity responded they really look at the resume and especially the cover letter. Carol added that it needs to be kept to one page or it is thrown out and Darren agreed. Erik added that a cover letter is of equal or greater value than the resume if it is done well. Dorothy asked how one gets on the list to get an interview. Erik replied that the applicant needs to demonstrate what they have learned about the organization that they want to work for; “that is key. “ Erik gave an example that for one position that had 400 applicants, not one person talked about the employer in their cover letters or resumes. The applicants only talked about themselves. Charity indicated that businesses are “self-absorbed”, and they want to know what the applicant knows about the company.

Joanne asked the committee if they required employment testing. Charity stated that the City of Ontario does multiple types of employment testing depending on the position the applicant is applying for.

Erik indicated that writing and editing skills are “massively huge.” It goes back to basics. Charity agreed that basic writing and speaking skills are essential.

Joanne asked the committee to please complete the online survey.

Meeting adjourned at 10:32 a.m.

Attached: BUSOT Survey responses