Long Beach City College

COSA Advisory Meeting

Minutes

November 11, 2022

5:00 pm – 6:30 pm

Attendees: Vincent Calip, Miriam Lynch, Celeste Farrar, Dana Friez, Veronica Rodriguez, JP Almeda, Clarissa Leiva, Naja El-Khoury, Joe Nunez, Zoila Rosillo, Charace Thompson, Alefiya Hussain, Sarah Saucedo, John Craig, Suman Mudunuri, Deena Henry

*Welcome - Approval of Minutes*

* The meeting began at 6:06 pm.
* Vincent Calip welcomed everyone and introduced himself. Attendees then introduced themselves. Vincent thanked everyone for being here

*Overview of Department Programs*

* COSA is proposing a new Administrative Assistant Program at LBCC
* AS Administrative Assistant degree with four different pathways

*Current Program*

* Zoila explained what is currently happening in the program
* We now offer the Business Information Worker and Computer Support Programs, designed to be an intro to the help desk field.
* To align both programs with industry needs, we are deactivating them and rebranding them into one new program with four pathways.
* We currently have the Customer Relations Specialist Certificate of Accomplishment, which does NOT show on students’ transcripts because it does not have enough units.
* After talking about industry needs, we propose offering a Customer Relations Specialist Certificate of Achievement to increase student employability, which will appear on students’ transcripts.

***Future Program***

* Zoila stated we are deactivating the Customer Support program and Business Information Worker program.
* The new A.S. Administrative Assistant program will include core courses which are a total of 12 units. Students are able to specialize in one of the pathways which is going to be an additional 18 units.



* The four courses include Business Communications, Introduction to Computers, Keyboarding & Document Production, and Microsoft Outlook
* Zoila asked for feedback on the new proposal
* Naja commented about job search skills and what it entails. He also noticed there was nothing covered on database
* Vincent explains that it’s important for individuals to have career exploration, and they will be able to build career portfolios and network and explore various outlets of social media such as LinkedIn
* Naja questioned if cybersecurity would be included
* Zoila stated it is included, and it is specific to the office environment
* Dana said she is excited and that this is much clearer and more helpful to students and the industry
* Charace feels all the bases are covered as she previously worked as an admin assistant. She questions if there is a sequence in which the classes need to be taken
* Zoila mentioned there is a roadmap students can use that is recommended
* Zoila asks if the advisory would support the implementation of a new administrative assistant degree on two levels.

**Vote:** Do you approve of an Associate of Science Degree in Administrative Assistant with a focus on Office Support?

Vote is unanimous **YES**

* Certificate of achievement is just the 30 units of the degree, which is a parallel option for the associate in science degree. This does not include the breadth of the math and English courses

**Vote:** Do you approve of a Certificate of Achievement in Administrative Assistant with a focus on Office Support?

Vote is unanimous **YES**

* Clarissa proposed a new track in customer support, providing students with a solid foundation in computer support for the business environment
* There will be four core courses which include business communications, beginning keyboarding or document processing, introduction to computers, and Microsoft Outlook
* Reverend questioned if there will be any assistance with verbal communication
* Sarah mentioned verbal communication will be covered in the business communications course

**Vote:** Do you approve of an Associate of Science Degree in Administrative Assistant focusing on Customer Support?

Vote is a unanimous **YES**

* Joe asked if the computer hardware is part of computer science
* Clarissa explained that it is brought into customer support because if you are trying to help someone, having that knowledge will also assist. Students can receive a certificate.
* Naja stated he is trying to understand the chain of thoughts coming to customer support. He asks if it should be split into two main paths: one focusing on more technical support and the other on customer support

**Vote:** Do you approve of a Certificate of Achievement in Administrative Assistant with a focus on Customer Support?

Vote is a unanimous **YES**

* Vincent expressed excitement about Virtual Support. It prepares students for business office work. The program will start with those four core courses and then branch off into other courses which may repeat the previous program. A lot of these courses deal with communicating with others in a professional manner.
* Joe stated that this is key and relevant to what’s going on now. These skills make candidates more employable.
* Reverend agreed with Joe but hopes to include the human aspect
* Sarah stated that in the business communication classes, it is emphasized how important it is to be thoughtful with your words.
* Vincent said there has been an increase in remote jobs from many large corporations.
* John mentions that this will be a way to reach out and connect with disenfranchised communities and individuals who cannot get out as much.

**Vote:** Do you approve of an Associates of Science Degree in Administrative Assistant with a focus on Virtual Support?

Vote is a unanimous **YES**

**Vote:** Do you approve of a Certificate of Achievement in Administrative Assistant with a focus on Virtual Support?

Vote is a unanimous **YES**

* Sarah discusses the Human Resources Support track. We wanted to create a program to give students those credentials to help them get a position within Human Resources
* Joe asked if there was a reason why there is a focus on using Windows
* Vincent replied that students are getting into professions primarily dealing with Windows operating systems.
* Zoila states she is in the same boat as Joe as she uses Mac personally but teaches Windows. More cloud-based services are being taught. It is hard for students to only learn one operating system.

**Vote:** Do you approve of an Associates of Science Degree in Administrative Assistant with a focus in Human Resources Support?

Vote is a unanimous **YES**

**Vote:** Do you approve of a Certificate of Achievement in Administrative Assistant with a focus in Human Resources Support?

Vote is a unanimous **YES**

* Zoila mentions deactivating and moving into new program. They will no longer be offered in future semesters starting in a year.

**Vote:** Do you approve the inactivation of the Business Information Worker and Customer Support Programs at LBCC?

Vote is a unanimous **YES**

* Zoila expresses it was a very small certificate and did not appear in the transcripts but it has been made more robust for two reasons. First, for the certificate to appear in the transcript. Second is because they hope it is going to make students more employable and more attractive to employers.

**Vote:** Do you approve the deactivation of the Customer Relations Specialist, Certificate of Accomplishment?

Vote is a unanimous **YES**

* As a result of the deactivation, the creation of a Customer Relations Specialist, a Certificate of Achievement, which will appear on students’ transcripts and will be more robust

**Vote:** Do you approve a Customer Relations Specialist, Certificate of Achievement?

Vote is a unanimous **YES**

*Comments*

* Zoila concluded by asking if there are any other suggestions for any programs
* Dana was wondering how much overlap there is between some of the mirror noncredit course and what is currently being done because these are amazing entry-level pathways
* Zoila stated that for many of the courses there are parallel noncredit courses.
* Dana shared that there should be some specific budget training to include calculations and formatting.
* Suman stated the beginning of Excel courses does an excellent job of providing deep foundational skills for people to understand the formatting that is necessary
* Joe agreed that there should be some sort of accounting training
* Vincent asked Joe what types of programs is he using at his company
* Joe responded and said that, for the most part, they use Teams
* Vincent thanked everyone

*Meeting adjourned at 6:28 pm*