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 Rosilo, Charace Thompson, Alefiya Hussain, Sara Saucedo, John Craig, Suman Mudunuri, Deena Henry

*Welcome -Approval of Minutes*

* The meeting begins at 6:06 PM.
* Vincent Calip welcomes everyone and introduces himself. Attendees then introduce themselves. Vincent thanks 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 explains 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 the transcript because it does not have enough units.
* After discussing industry needs, we plan to offer a Customer Relations Specialist Certificate of Achievement to increase student employability, which will appear on their transcript.

*Future Program*

* Zoila continues and states we are deactivating the Customer Support Program and Business Information Worker programs.
* A.S. Administrative Assistant program will include core courses which are a total of 12 units, and can specialize in one of the pathways, which is going to be an additional 18 units for the certificate of acchievement



* The creation of a new Administrative Assistant degree with four program tracks.
* The four courses include Business Communications, Introduction to Computers, Keyboarding & Document Processing, and Microsoft Outlook.
* Zoila then asks for feedback on the new proposal.
* Naja comments about job search skills and what it entails. He also noticed there was nothing covered on the database.
* Vincent explains that it’s essential 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 questions if cybersecurity will be included
* Zoila states it is included, and it is specific to the office environment
* Dana says she is excited and that this is much clearer and more helpful to students and 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 mentions there is a roadmap students can use that is recommended
* Zoila asks if the Advisory Committee 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 focusing on Office Support?

Vote is unanimous YES.

* Certificate of achievement is just the 30 units of the degree, 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 focusing on Office Support?

Vote is unanimous YES.

* Clarissa proposes a new track in customer support to provide students with a solid foundation in computer support for the business environment.
* Four core courses will include business communications, beginning keyboarding or document processing, introduction to computers, and Microsoft Outlook.
* Reverend questions if there will be any assistance with verbal communication
* Sarah mentions 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 asks if computer hardware is part of computer science
* Clarissa explains that it is brought into customer support because having that knowledge will also assist if you are trying to help someone. Students can receive a certificate.
* Naja states 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 focusing on Customer Support?

Vote is a unanimous YES.

* Vincent expresses excitement for Virtual Support. It prepares students for business office work. The program will start with those 4 core courses and then branch off into other courses, which may repeat the previous program. A lot of these courses deal with professionally communicating with others.
* Joe states this is key and relevant to what’s happening now. These skills make candidates more employable.
* Reverend agrees with Joe but hopes to include the human aspect and not get so modern that the human element is forgotten.
* Sarah states that the business communication classes emphasize the importance of being thoughtful with your words.
* Vincent states 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 Associate of Science Degree in Administrative Assistant focusing on Virtual Support?

Vote is a unanimous YES.

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

Vote is a unanimous YES.

* Sarah discusses the Human Resources Support track. Wanted to create a program to give students those credentials to help them get a position within HR
* Joe asks if there is a reason why there is a focus on using Windows.
* Vincent replies that students are entering 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 only to learn one operating system.

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

Vote is a unanimous YES.

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

Vote is a unanimous YES.

* Sarah states we want to create a smaller Certificate of Achievement called Human Resources Essentials. The Certificate of Achievement will require Business Communications, Career Development for Tech Professions, and Human Resource Management classes.

**Vote:** Do you approve a Certificate of Achievement in Human Resources Essentials?

Vote is a unanimous YES.

* Zoila mentions deactivating and moving into a 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 will make students more employable and more attractive to employers.

**Vote:** Do you approve deactivating 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 concludes by asking if any other suggestions exist for any programs.
* Dana was wondering how much overlap is there between some of the mirror noncredit course and what is currently being done because these are amazing entry-level pathways.
* Zoila states that for many of the courses, there are parallel noncredit courses.
* Dana shares that some typical budget training should include calculations and formatting.
* Suman states the beginning of Excel courses does a good job of providing deep foundational skills for people to understand the formatting that is necessary
* Joe agrees that there should be some accounting training
* Vincent asks Joe what types of programs he is using at his company
* Joe responds and says that, for the most part, they use Teams
* Vincent thanks everyone

*Meeting adjourned at 6:28 pm*