LOS ANGELES CITY COLLEGE

CSISA Department
CAOT Advisory Committee Meeting Minutes
June 17, 2021
1:00 pm - 3:00 p.m.

CALL TO ORDER: The meeting was called to order by Mr. Shawki Dakduk, Head of CSISA at 1:00 pm. The meeting was held online on Zoom.

ATTENDANCE:

The following members of the Advisory Committee were present:

David Miller, Manager of Training and Regional development for Los Angeles County, Human Resources

Carmen Andreasen, Chief Human Resources Officer for St. Anne's (Non-Profit)

Melissa Ngo, Regional Human Resources Manager for Amazon.

The following Los Angeles City College administrators, faculty and staff were present:

Mr. Shawki Dakduk, Head of CSISA
Dr. Thelma Day, Dean of Academic Affairs
Guadalupe Jara, Associate Professor of CAOT
Wanda Yonge, CAOT Professor
Rob Sambrano, CAOT Professor
Evan Johnson, Administrative Assistant to Dean Day

OBJECTIVES

Advisory Board members to recommend and advise in creating new and innovative curricular options for the CAOT program, as well as recommend skills necessary for operating in today's workplace.

Opening Statement:

Mr. Dakduk provided a brief statement on the history of the CAOT program at LACC and some of the objectives of the day's meeting as well as thanking the perspective committee members for their time.

Dr. Thelma Day, Dean of Academic Affairs, then went on to also address the history of the CAOT program and the role of the advisory board members. Results of this meeting will be used to request more funds and resources from the President of LACC.

Introductions were given.

ADVISORY COMMITTEE ROLES AND RESPONSIBILITES

The purpose of the CAOT advisory committee is to keep the programs fresh and fluid in today's changing society. Preparing new curriculum, as well as advocacy for the various CAOT programs.

Each advisory board member was asked to assist with:

Curriculum Instruction
- o Assess and upgrade the CAOT Program
- o Give accurate training to students of the CAOT program
- o Evaluate the effectiveness and relevance of CAOT programs
- o Assist in keeping the CAOT Program up-to-date with industry and business

Recruitment and Job Placement
- o Notify instructors of job openings in the industry, internships, externships.
- o Assist in development of resume and interview skills

Staff Development
- o For staff, recommend Professional Development Programs, retraining classes, any applicable conferences.
- o Conduct Workplace Tours

CURRENT PROGRAMS

An overview of the current programs:

please refer to the edited PowerPoint Presentation for the complete list of courses for each program

- o Administrative Office Assistant, AA
- o Administrative Office Assistant, COA
- o Clerical Office Assistant, COA
- o Basic Administrative Office Assistant
- o Computer Applications Specialist, AA

PROPOSED REVISIONS

1. Increase Stackability of the CAOT Certs.
2. Remove Redundant and Outdated Classes
3. Define clear Pathways and maximize Course Enrollment.

After discussions, the committee recommended the following changes to the current CAOT programs.

Basic Administrative Office Assistant Certificate
- No changes

Clerical Office Assistant Certificate of Achievement
- Change to require the following courses
  - CAOT 1 – Keyboarding I
  - CAOT 2 – Keyboarding II
  - CAOT 31 – Business English
  - CAOT 32 – Business Communications
  - CAOT 43 – Office Procedures
  - CAOT 82 – Microcomputer Software Survey in the Office
  - CAOT 84 – Microcomputer Office Applications: Word Processing
  - CAOT 85 – Microcomputer Office Applications: Spreadsheet
  - CAOT 98 – Microcomputer Office Applications: Digital Literacy
- Total Units: 27

Administrative Office Assistant Degree & Certificate of Achievement
- Change to require the following core courses
  - CAOT 1 – Keyboarding I
  - CAOT 2 – Keyboarding II
  - CAOT 14 – Microcomputer Office Applications: PowerPoint
  - CAOT 31 – Business English
  - CAOT 32 – Business Communications
  - CAOT 33 – Record Management and Electronic Filing
  - CAOT 43 – Office Procedures
  - CAOT 48 – Customer Service
  - CAOT 82 – Microcomputer Software Survey in the Office
  - CAOT 84 – Microcomputer Office Applications: Word Processing
  - CAOT 85 – Microcomputer Office Applications: Spreadsheet
  - CAOT 98 – Microcomputer Office Applications: Digital Literacy
  - New – Data Analytics with Excel (Advanced Excel)
- Total CAOT Units: 39

Computer Application Specialist Degree
- Change to require the following core CAOT courses
  - CAOT 1 – Keyboarding I
  - CAOT 2 – Keyboarding II
  - CAOT 14 – Microcomputer Office Applications: PowerPoint
  - CAOT 31 – Business English
  - CAOT 32 – Business Communications
  - CAOT 82 – Microcomputer Software Survey in the Office
  - CAOT 84 – Microcomputer Office Applications: Word Processing
  - CAOT 85 – Microcomputer Office Applications: Spreadsheet
  - CAOT 88 – Microsoft Office Applications: Desktop Publishing
  - CAOT 98 – Microcomputer Office Applications: Digital Literacy
  - New –   Data Analytics with Excel (Advanced Excel)
- Total CAOT Units: 33

For more information, see the meeting's PowerPoint presentation

PROPOSED NEW PROGRAMS

New certificate program proposed "Business Information Worker" Stage 1 and 2.

Santa Monica College model was used to craft the coursework for Stage 1 and 2 of Business Information Worker

The proposed course pathways were shown.

After discussions, the committee recommended the following two new programs.

- **Business Information Worker, Stage 1**
  - CAOT 1 – Keyboarding I
  - CAOT 31 – Business English
  - CAOT 32 – Business Communications
  - CAOT 48 – Customer Service (& Human Relations)
  - CAOT 82 – Microcomputer Software Survey in the Office
  - CAOT 84 – Microcomputer Office Applications: Word Processing
  - CAOT 85 – Microcomputer Office Applications: Spreadsheet
  - CAOT 98 – Microcomputer Office Applications: Digital Literacy
    Total Units: 24

- **Business Information Worker, Stage 2**
  - CAOT 1 – Keyboarding I
  - CAOT 2 – Keyboarding II
  - CAOT 14 – Microcomputer Office Applications: PowerPoint
  - CAOT 31 – Business English
  - CAOT 32 – Business Communications
  - CAOT 33 – Record Management and Electronic Filing
  - CAOT 48 – Customer Service
  - CAOT 78 – Microcomputer Accounting Applications for the Electronic Office
  - CAOT 82 – Microcomputer Software Survey in the Office
  - CAOT 84 – Microcomputer Office Applications: Word Processing
  - CAOT 85 – Microcomputer Office Applications: Spreadsheet
  - CAOT 98 – Microcomputer Office Applications: Digital Literacy
    Total Units: 36

For more information, see the meeting's PowerPoint presentation

Questions about the BIW Cert.

What are the target jobs for the Computer Application Specialist and Business Information Worker?

The target jobs are in administrative areas; the certificate would provide proof of skills in the applicable areas.

Proposed to add Computerized Accounting Course to the CAOT offerings, Pierce College offers these

Proposing Microsoft Certification for CAOT Students

QUESTIONS AND ANSWERS

Advisory Committee Questions

1. What Changes in the Job Market and Job Titles for the Office do you see?
   - IT department needed to support other disciplines, and to assume more of a leadership role.
   - The ability to train others, along with customer service skills.

- Providing analytics is key, must be able to interpret data to inform business decisions; Analyst/Strategist Title.
- Title suggestions are Operations Assistant/Analyst/Strategist.
- Excel is extremely important to data and trend analysis, as well as a universal translator between multiple departments, using a variety of software. Among current and perspective employees there is a serious skill gap in Excel.
- Business writing is needed as well.
- Writing ability is vital for job selection
- Select certification exam: take test to prove skills in particular areas, Word, Excel, & PowerPoint.
- Data manipulation and use of macros, etc.is important.
- Not much emphasis is needed on Microsoft Access.
- Problem solving is important; analyzing and interpreting data.

2. Skillsets Needed for Employability
   - Switch out Quickbooks for data visualization course/information design or Advanced Excel.
   - Develop a dashboard development course in regard to Excel.
   - Offer more in-depth training in a specialized course vs. a Quickbooks course.
   - Use https://career-pathfinder.hr.lacounty.gov/#/ to chart a course to a particular career path.
   - Offer an accounting course since it would be helpful; perhaps place in an advanced Excel course.
   - Add Advanced Excel for all 30+ unit courses (AA Degree).
   - Match skillset to the degree, not necessarily match to the state.
   - Industry standard keyboarding skills, 40-45 WPM.
   - Offer Human Resources and Customer Service course sincet's extremely important.
   - Replace Keyboarding with Customer Service course.
   - Include the following in Customer service course: a professionalism/business communication/conflict mitigation section as well as how to handle difficult conversations.
   - Include Software Agility/Learning Agility, how quickly an individual can learn a new software on their own. Transferability of skills is important.
   - Use CAOT 98 to integrate Sharepoint, software/learning agility, or another windows software.
   - Keyboarding II Class is necessary for a foundation
   - Eliminate Microsoft Access.
   - Offer Advanced Excel instead of Quickbooks suggested by Advisory members.
   - Focus on CAOT 78 should be accounting principles and concepts,

- Replace x Microsoft Access with Microsoft Excel 85 for Comp App Specialist Degree.

All the perspective advisory committee members agreed to join the committee on a permanent basis

Next meeting tentatively scheduled for the fall (August 2021).

Meeting was adjourned by Mr. Shawki Dakduk at 3pm.

Submitted by
Evan Johnson
Administrative Assistant