I. WELCOME AND INTRODUCTIONS

Meeting attendees from industry, education, and government enjoyed lunch and networking before Karen Cross, Chair of the Computer Applications and Office Technologies Department (CAOT), called the meeting to order at 1 p.m. Professor Cross introduced Vice President Armida Ornelas who welcomed the group and stressed the importance of their participation in assisting the department in relevant program planning. She noted that beginning in July 2018, funding for programs will be based on enrollment (50%), the number of disadvantaged students served (25%), and the number of program completions and placement (25%).

The attendees were asked to introduce themselves and briefly describe their positions. Vicky Chan was welcomed as a special guest and strong supporter of the ELAC's vocational programs.

- **Maria Ayala**, GROW Division Director, Department of Public Social Services
- **Brenda Baity**, Adjunct Faculty, CAOT Department, ELAC
- **Raul Carpio**, Management Coord., GAIN/GROW Div., L. A. County Office of Education
- **Lisa Chan**, Career Develop. Program Supervisor, GAIN/GROW Div., L. A. County Office of Education
- **Vicky Chan**, Real Estate Investor and Philanthropist
- **Linda Choy**, Career Develop & Program Specialist, GROW Div., L. A. County Office of Education
- **Karen Cross,** Chair, CAOT Department, ELAC
- **Silvia Estrada**, Financial Advisor, World Financial Group
- **Zafira Firdosy,** CEO, K-Step Montessori, Inc.
- **Dan Frise**, Faculty, CAOT Department, ELAC
- **Teresita Galvizo**, Faculty, South East High School
- **Chris Garcia,** Counselor, ELAC
- **Dennis Garcia**, Faculty, CAOT Department, ELAC
- **Marty Isozaki**, President, InfoWave Consulting
- **Ann Mahrenholz**, Faculty, CAOT Department, ELAC
- **Rebecca McKenzie**, Administrator, Harbor-UCLA Medical Center
- **Leo Medina**, Faculty, CAOT Department, ELAC
- **Suzette Morales-Guerra**, Counselor, ELAC
- **Marisol Nieves**, Student Representative, CAOT Department, ELAC
- **Armida Ornelas**, Vice President, Continuing Education & Workforce Development, ELAC
- **Kimberly Partida**, Regional Recruiter, ChildCare Careers
- **Reuben Roque**, Program Assistant, Veterans Center, ELAC
- **Crystal Slaten**, Deputy Director, Long Beach Civil Service Commission
- **Silvia Serrano**, Instructional Assistant, CAOT Department, ELAC
- **Wing Shum**, Technology Assistant, CAOT Department, ELAC
- **Juan Urdiales**, Dean, Career Technical Education, ELAC
- **Melissa Vasquez**, Faculty, CAOT Department, ELAC

- **Dan Watanabe**, Deputy Sector Navigator, California Community College Chancellor's Office Department of Economic and Workforce Development Information Communications Technology/Digital Media Sector, Los Angeles Region.
- **Marilyn Wong**, Sr. Systems Analyst, Applications Development & Support Div., Los Angeles Police Dept.
- **Grace Woo**, Director of Supply Chain and Transportation, McCormick & Co.
- **John Wu**, Professor, Supply Chain and Transportation, Cal State University, San Bernardino
- **Mercedes Yanez**, Dean, Academic Affairs/Workforce Development, ELAC

II. MINUTES FROM 2017 ADVISORY MEETING: Members received the minutes for the last Advisory Committee meeting held on February 1, 2017, in their information packets.

III. COMPUTER APPLICATIONS AND OFFICE TECHNOLOGIES (CAOT) DEPARTMENT

A. Overview: In addition to the CAOT discipline, the department has two other disciplines – Logistics, and International Trade. Five computer classrooms are contemporary in appearance and house state-of- the-art technology. A conference room serves as a testing center for Microsoft Certifications, part-time office space, and meetings. The CAOT discipline offers AA degrees in Executive Assistant and Office Systems Specialist; Certificates of Achievement in Administrative Assistant, Business Information Worker I, Clerical Assistant, Customer Service Representative, Executive Assistant, Office Assistant, and Office Systems Specialist; and one-semester Skills Certificates in Mobile Apps and in Social Media. Stackable certificates provide easy pathways for acquiring skills at varying levels of expertise. For example, a student can easily move from earning a Clerical Assistant Certificate to an Administrative Assistant Certificate to an Executive Assistant Certificate with the addition of a few courses at each level.

B. Equipment purchased during the past year included the following:
   1. An additional 15 Samsung Galaxy Tablets for use in CAOT 152 - Mobile Apps for Business to complement an existing 15 tablets, thus enabling students to develop apps for the Android and the Windows platforms beginning this spring.
   2. A new stereo receiver to replace a receiver in Room 406.
   3. Solid state drives for classroom instructors' workstations.
   4. A digital interface adapter for the classroom overhead projector.
   5. An instructional digital library.

C. Accomplishments
   1. Program Review was completed.
   2. Two non-credit certificates - Workplace Skills 1: Keyboarding and Workplace Skills 2: Computers Basics - were developed that will lead students into higher-level credit certificates.
   3. Application for a Strong Workforce Program Grant: Round 2 was submitted, seeking funding for a supply of textbooks for students, to cover the cost of vouchers for Microsoft Office Specialist (MOS) certification testing for our students, and to hire a jobs development person and a student to work part-

time to recruit students. Notice of the outcome of this application has not been yet received.

4. The Business Information Worker Certificate was developed and implemented.
5. A CAOT Club and a Logistics Club are in operation.

IV. **WORK-BASED PARTNERSHIPS:** Linda Choy, Los Angeles County Office of Education (LACOE), spoke about the continuing successful work-based learning partnership with CAOT. Thirty-two students are currently participating in the program.

V. **INPUT FROM ADVISORY COMMITTEE**

A. What social media platforms are currently trending, and how is social media being used in today's workforce? Instagram and Facebook are in popular use by the City of Long Beach. D. Watanabe noted that the use of memes is growing, while the use of Twitter, Facebook, and Snapchat are winding down. Professor Garcia stated that at recent meetings of the World Economic Forum in Davos, Switzerland, there was a pushback against the use of social media due to concern about such threats to cybersecurity as the operation of ISIS, political agendas, and data breaches. Cybersecurity is critical and the Forum is seeking ways to ensure that digital communications are kept clean.

B. An Advisory Committee member raised a question about how cheating is curbed in online classes. Instructors employ such methods as requiring that testing be done on campus and that students answer security questions and provide adequate identification and, in some cases, photos.

C. CAOT is looking to rebrand the department and its programs. What suggestions do you have in our rebranding/marketing endeavor? The department is hosting the annual district discipline meeting in March and will take advisory ideas to meeting. Dean Yanez will provide support to reestablish/renew relationships with EDD and I-TRAIN. Other actions that have been taken or considered include

1. Creating updated flyers to make them more on trend and to target high school students.
2. Giving consideration to proposing a new department name that will make the name simpler. The name must be differentiated from the name used by the Computer Department and by the Business Department. Professor Garcia suggested that *systems* is a good term, while the term *applications* is old - *apps* is newer. Discussion then focused on various versions of the name *Business Information Technology.* Suggestions included *Business Technology, Workforce Technology, Business and Technology, Technology Training and Education, Technology for Business, etc.*
3. Promoting the department on campus marquees.
4. Including students in the process of rebranding. For example
   a. Last fall, Professors Vasquez and Mahrenholz had their students develop and post notices and podcasts on social media to advertise the department. M. Isozaki cautioned that students who are given

administrative rights to post on behalf of the department should be responsible individuals.

        b. Use department clubs to advertise the department at campus fundraisers and set up tables for campus-wide events.
        c. Ask students to do the footwork by posting opportunities for training at places such as local supermarkets, laundromats, and Mommy & Me classes.
    5. Ensuring that counselors are informed/kept up-to-date about changes to CAOT programs

D. What skills and/or attributes are essential in today's job market? Suggestions included teamwork, attention to detail, ability to adapt and not resist change, and good communication skills.

E. What is your opinion on CAOT developing short-term classes 5- 8 weeks? This idea is based on the fact that students want to get into a schedule and quickly learn. The classes would be the same CAOT classes with same amount of content but presented in a shorter time. The group was generally in favor of this idea. Advisory member R. Carpio suggested that tutorial and other types of support should be provided for such classes to be successful.

VI. PLANS FOR 2018-2019: The Advisory Committee endorsed these plans.

A. Purchase textbooks for students to use for all face-to-face CAOT courses. The department will consider the feasibility of obtaining books online. In the fall Cengage Publishing will provide an option that will allow a student to pay $120 per semester for all their books.

B. Become a MOS Test Center for students only. A request for funding for testing vouchers was included in the application for the Strong Workforce Program Grant: Round 2.

C. Archive *CAOT 39 – Word Processing: Keyboarding and Operations* and *CAOT 91 – Microcomputer Office Applications: Advanced Word Processing* and replacing the two courses with *CAOT 84 – Microcomputer Office Applications: Word Processing*.

D. Archive courses that are redundant or out of date (*CAOT 3, 9, 62, 97, 140*, and *151*.

E. Add the State-approved *Business Information Worker II Certificate* and reactivate *CAOT 110 – Microcomputer Office Applications: Presentation Design* from the archive list for inclusion.

F. Rename CAOT courses to meet today's industry standard. Simplify any course name containing the term *Microsoft Office Applications* by removing the term. Hence these course names will be renamed to read *CAOT 35 – Concepts in Information Systems; CAOT 82 – Microsoft Office; CAOT 85 – Microsoft Excel; CAOT 86 – Microsoft Access; CAOT 92 – Microsoft Windows; Microsoft 110 – PowerPoint;* and *CAOT 111 - Microsoft Outlook*.

VII. OUR NEEDS FOR 2018-2019 SCHOOL YEAR: The Advisory Committee endorsed the CAOT Department's identified plans/needs as presented above through oral affirmation or motions that were unanimously passed.

    A. Purchase textbooks for all face-to-face CAOT courses – endorsed by the Advisory Committee.

    B. Become a MOS Test Center for students only. A request for funding for testing vouchers was included in the application for the Strong Workforce Program Grant: Round 2 – endorsed by the Advisory Committee.

    C. M/S/P (Carpio/Nieves) unanimously to archive CAOT 39 – Word Processing: Keyboarding and Operations *Word Processing: Keyboarding and Operations* and *CAOT 91 – Microcomputer Office Applications: Advanced Word Processing* and replace the two courses with *CAOT 84 – Microcomputer Office Applications: Word Processing.*

    D. M/S/P (Galvizo/Nieves) unanimously to archive courses CAOT 3, 9, 62, 97, 140, and 151 that are redundant or out-of-date.

    E. M/S/P (Isozaki/Woo) unanimously to add the State-approved *Business Information Worker 2 Certificate* to the curriculum and reactivate *CAOT 110 – Microcomputer Office Applications: Presentation Design* from the archive list for inclusion.

    F. M/S/P (McKenzie/Nieves) unanimously to rename CAOT courses to meet today's industry standard by simplify any course name containing the term *Microsoft Office Applications* by removing the term. Hence these course names will be renamed to read *CAOT 35 – Concepts in Information Systems*; *CAOT 82 – Microsoft Office*; *CAOT 85 – Microsoft Excel*; *CAOT 86 – Microsoft Access*; *CAOT 92 – Microsoft Windows; Microsoft 110 – PowerPoint*; and *CAOT 111 - Microsoft Outlook*.

VIII. DISCUSSION FROM THE FLOOR: Due to a commitment at another meeting, late arrival Mercedes Yanez introduced herself as the new dean for CAOT and thanked the Advisory Committee for their important contributions to the continuing success of the department. She also acknowledged the hard work of the department faculty and staff.

 IX. ADJOURNMENT: The meeting was adjourned at 2:55 p.m.

Respectively submitted,

Brenda Baity