Advisory Committee Meeting Minutes

Date: 5/24/18

Participants:

Katie Nguyen – Business Professional Expert – RSCCD – 18 years – banker at bank of America for 12 years Bank 010 -

Mireya Garcia – US Bank – Teller Coordinator – Newport Beach – 2016

Tracy Siudzinski – Manager, Learning & Development – Schools First - with 10 years overseeing programs and curriculum

Clayton Rivest – Private Banker at US Bank and Adjunct Faculty at Santa Ana College

Tommy Strong – Assistant Professor of Accounting

Duration: Meeting began promptly at 8:30 and concluded at 9:43

Meeting notes:

Math & Finance

1. Systems do most of the work
2. Addition / subtraction
3. Wide range of students – addition & subtraction
4. Multi-tasking skills critical
5. Cross selling services while obtaining requests from customer
6. Credit Unions / Commercial Banks / Finance Companies
7. Katie sent students to tour credit union & commercial bank – provide report for their experience
8. Katie invited recruiters – wells fargo and bank of America – present & students perform 30 second elevator pitch, update resume
9. Basic addition and subtraction –
10. Human Errors – double checking work to minimize errors

Accounting

1. Difference between debit and credit
2. Accepting payments etc might be direct towards specific GL –
3. What is a GL? How is that impacting financials?
4. Voiding transactions
5. Balancing & Reconciliations – overages and shorts – liase / interact with accounting department
6. Katie and Mireya concur
7. Mireya had no accounting / finance background – accounting background is a selling point – provided training

Banking Industry

1. US Banking system – how to set prime rates, interest rates – on the job training –
2. Need to know differences between banks, credit unions, savings & loans –
3. Different products offered at banks – savings, insurance, retirement, investments – required on the job training
4. NICE TO HAVE – knew a little about federal reserve
5. Regulation – FDIC regulation – NCUA – insurance
6. Katie – chapter on the Federal Reserve – how US bank system works – what is involved, who is involved
7. Covering the major banking products
8. Course should address attitude – personality test – how to work on a team, how to work in a professional environment, - SOFT SKILLS, people skills, multi-tasking, customer service
9. Clayton – interpersonal skills, soft skills, people skills, extreme attention to detail, grace under pressure
10. Contrast – Banks vs Credit Unions – officially started Federal Credit Union Act – 1934 – FDR - Financial Cooperatives – not for profit – serve the underserved. Purpose and meaning – job fulfillment -

Common Teller Procedures

1. Online banking, mobile banking, at ATM: Check deposits, cash deposits, transferring money between accounts, transferring money between members, cashiers check/ monetary orders, balance inquiries, pay off amounts –
2. Sales components – customers apply for new accounts / credit cards. Cross selling – updating accounts

Software & Technology

1. Microsoft OS, Microsoft Office – web browsers
2. Symitar (database software) (Episys) – can be customized for each credit union
3. Check scanning software
4. Cash counting machines
5. Receipt printers
6. Know difference between POS transaction vs Credit transaction (when using debit card)
7. deposit capture – looking up drafts in system
8. ATM – coopt network – 30,000 ATMS nationwide used without a fee
9. Training on Apps
10. Proprietary software – for teller role – won’t need excel word or excel –
11. Teller can practice in software
12. Email – reply, reply to all, Microsoft outlook (web version)
13. Skype for business (instant messaging tool)

Regulation / Compliance

1. In house compliance requirements – email security, password security, customer privacy,
2. Federal & State regulations – Must take course on USA Patriot Act – front line to identify money laundering Bank Secrecy Act Office of Foreign Assets Control – SAR Suspicious Activity Report – Currency Transaction Record Regulation D, Truth in Savings – disclosure how to, Regulation CC, Privacy – what information you can share with 3rd parties – what is privacy? Abuse of system- , Fair lending and nondiscrimination – CFPB (2008 financial crisis) – reporting requirements for customer complains – Willful non-compliance – Teller next to teller that is violating
3. Money laundering – flagging procedures - allow a non-customer to make a deposit in customer account – need to gather information as a conductor – gather personal info – social, DOB, address, western union – elder financial abuse – ask right questions for this. Dealing with MSB – Money Service Business, (Check cashing) Weed business,
4. Increasing in scope (terrorist financing) – know where money is coming from in addition to where it is going to – trend in banking

Customer Service

1. Program – train on what service means at credit union (service university program) – Cust Serv Expectations – Accuracy, Warm, Friendly Caring – customers want face to face interaction – what connection with another person – taking time for transaction even when it is a busy day
2. On the teller line – 50% teller skills 50% people skills – having empathy – tellers get reviewed & evaluated. This is a people business – interpersonal

Marketing / Sales

1. Soft approach for sales Consultative Sales Service – large balance in savings that could be earning a higher earnings rate, certain promotions (online banking), commercial rate
2. Marketing & sales – emails sent out for marketing campaign – tellers are made aware – of new promotions – take quizzes on new products
3. Tellers can make new sales – but might not be comfortable – know how to refer to bankers – no sales goals for tellers.
4. Goal setting for tellers –

Loss Prevention Awareness

1. Social Engineering – manipulate you – to give up info, password, cash. Counterfeiting measures, fraud prevention, preventative program to flag for fraudulent activities
2. Robbery – expectations for being passed a note versus a takeover,( different from active shooter) – opening procedures – when is it safe to leave branch
3. Balancing – reviewing end of day for over/underages
4. Importance of identification, what requires signature, what doesn’t
5. Vesting – co-signors on an account (spouse)
6. Safety is primary concern – follow proper opening and closing procedures, policies for robberies.
7. Loss prevention – when exchanging money – certain rules are set –
8. Fraud training – how to identify a fraudulent check – can pull up historical checks in system to confirm. Look for red flags, misspellings, etc etc – cross reference to a lower amount.
9. Tellers have certain limits – how much can be deposited / withdrawn etc
10. Understanding of controls
11. Ongoing vigilance – changes to accounts

Other / HR / Legal

1. Limits and controls
2. Punctuality & Attendance
3. Inability to balance on a day to day balance
4. Professionalism & punctuality
5. Honesty about time clocking in – integrity & ethical

**9/1/2020 ADVISORY MEETING ADDENDUM**

On 9/1/2020 Advisory Committee Members reconvened electronically to approve the finalized Financial Services Certificate as it has been submitted to LAOCRC. Committee Members approval of finalized certificate has been documented in email.

See approval documentation below:

With my approval (evidenced here) it looks like the certificate is approval is unanimous.  Thank you all.

Tommy Strong, CPA

Assistant Professor

Accounting & Business Administration

**From:** Nguyen, Katie <[Nguyen\_Katie@rsccd.edu](mailto:Nguyen_Katie@rsccd.edu)>   
**Sent:** Thursday, September 3, 2020 2:02 PM  
**To:** Strong, John <[Strong\_John@sac.edu](mailto:Strong_John@sac.edu)>; McCallick, Mark <[McCallick\_Mark@sac.edu](mailto:McCallick_Mark@sac.edu)>; Rivest, Clayton E <[clayton.rivest@usbank.com](mailto:clayton.rivest@usbank.com)>  
**Subject:** Re: Financial Services & Banking Advisory Committee Meeting - Addendum

Approve!

Sorry for the late response!

***Katie KieuDung Nguyen​***

**Adjunct Professor**

**Santa Ana College**

**From:** Strong, John  
**Sent:** Tuesday, September 1, 2020 4:35 PM  
**To:** McCallick, Mark; Nguyen, Katie; Rivest, Clayton E; Strong, John  
**Subject:** Financial Services & Banking Advisory Committee Meeting - Addendum

Good afternoon,

We will use this email to evidence our discussion and approval of the finalized version of the Financial Services Certificate.

Please reply all to this email with “Approve” to indicate your approval of the finalized certificate for Financial Services.  This certificate will be submitted to LAOCRC for regional consortia approval.  This certificate is based upon the initial advisory committee meeting on 5/24/18 for which the original meeting minutes are attached for your reference.  The Financial Services certificate is also attached for your reference.  Please let me know if you have any questions.

Thanks,

Tommy Strong, CPA

Assistant Professor

Accounting & Business Administration

Santa Ana College

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