

**ABC Adult School**  
12254 Cuesta Drive, Cerritos, CA 90703  
(562) 229-7960

**Administrative Assistant Advisory Meeting**  
April 28, 2023  
11:00 a.m. to 1:00 p.m.  
Cuesta, H7

**Committee Members Present:**

Sherryl Carter, Cerritos College  
Renee Fakhfour, SELACO  
Amber Hernandez, SELACO

**Committee Members Absent:**

Erika Quiroz, Ardan Staffing Solutions

**In Attendance:**

Nancy Amara, **Principal**; Kathy Evans, **Assistant Principal**; Sergio Gumucio, **Assistant Principal**; Jose Torices, **Assistant Principal**; Georgia Grissom, **TOSA/Lead Instructor**; Ana Segura, **Interim Job Developer**; Melissa Van Aalsburg, **Secretary II**

**Teachers:** Lorena Mares, Rosalba Barbosa

**Minute Items**

**Welcome**

**By Nancy Amara**

Nancy thanked everyone for coming to today's administrative assistant advisory meeting. We are one of the only adult schools that offer a comprehensive program. We offer our Career Training classes, along with Academics, English as a Second Language, Adults with Disabilities, Community Education, and Parent Education (Mommy and Me).

ABC Adult School received our reaffirmation from the Council on Occupational Education (COE) back in December for four years. Next year we will begin our planning year for our to renew our accreditation. We will continue to host a dual accreditation visit with COE and the Western Association of Schools and Colleges (WASC).

**Introduction and Meeting Overview**

**Review of Mission Statement**

**Outcomes**

**WASC and COE Accreditation Update**

**By Kathy Evans**

The purpose of the advisory is to ensure that our programs are adequately preparing students to enter the industry. We need the input of the professional community to verify that our students are prepared and to make changes to curriculum if necessary to meet the industry needs. It also gives us the opportunity to understand the current trends and upcoming changes.

The Mission of ABC Adult School is to provide quality education to our diverse community with meaningful opportunities for success in career, academic, and personal goals.

We participated in a combined WASC (Western Association of Schools and Colleges) and COE (Council on Occupational Education) visit in 2021. WASC looked at all other programs outside of career technical education; COE evaluated all CTE programs and all processes that are involved in those. There were some findings from the COE visit, which will be addressed, most of which involve paperwork and not program structure, instruction or content. We cleared the findings in December of 2022.

The Student Learning Outcomes for the ABC Adult School are: “Self-directed lifelong learners who: acquire knowledge and skills appropriate to their stage of life, set and achieve career, educational and/or personal goals, and seek continuing career training and/or educational opportunities. Effective communicators who: demonstrate appropriate listening, speaking, reading, writing, creative, and/or computational skills, apply communication skills to professional, technical and other real-life situations, and enhance and improve their ability to understand and be understood by others. Critical thinkers and problem-solvers who: exercise their powers of judgment, perception, and inference, assess and fulfill their own needs by finding appropriate resources, apply knowledge to professional, technical and other real-life situations.”

The committee reviewed and approved the previous minutes with Sherryl Carter, Cerritos College, motioning the approval and Amber Hernandez, SELACO, seconding the motion.

## **Financial Aid**

### **Completion/Placement/Licensure Plan**

This year we have had some changes to the Administrative Assistant program that include reducing the hours from 900 to 860 to better fit the school calendar year.

To maintain our COE accreditation, we must maintain a 60% completion rate and 70% placement rate. If we do not, which will place our program in a review (which requires us to report why and what actions we are implementing to correct completion and placement). We have one year in which to get our numbers back up to the benchmarks set by COE.

For the reporting year 2022 (enrollment for 2021), we had a 53% completion rate and 63% placement. The numbers were below the benchmarks. Some reasons for this were that students were taking longer to complete due to covid closures (we had students who had left during covid and returned later, which increased our carry over numbers). With covid restrictions removed, we have seen an influx of new students who have been in person 100% of the time. We are always looking for ideas/suggestions to attract more students?

Who are we competing with for students (are they looking at online options, or are they learning on their own, or gaining entry level employment and learning on the job?)

We still offer financial aid for the program as the hours still fall within Financial aid requirements. Renee Fakhfour, SELACO, asked about our \$40 classes. Kathy mentioned that all of our computer classes are \$40 and can be taken as part of the program or individually for enrichment based learning. Renee Fakhfour, SELACO, mentioned that since the state no longer allows for Administrative Assistant programs on the ETPL list, they are recommending taking the classes individually for the low cost we offer. Kathy mentioned working together with SELACO to see if there is another way to name the program to allow for the state to fund tuition for students approved with different agencies.

## **Review/Discuss Program of Study**

### **By Kathy Evans**

The committee took time to review the program in its entirety and discussed the following topics: Requirements for Admission, Program Length and Content, Program Objectives, Competency Tests, Instructional Materials, Equipment, Methods of Evaluation, and Instructional Delivery Modes.

Admission Requirements: Are they appropriate and are there any suggestions? (18 years and must have a HSD/HSE)

The committee agrees that the program objectives are sufficient and relevant.

Program Length and Content: Is the amount of time sufficient for an entry level position? Are the topics/classes appropriate for the program and any suggestions? (860 Hours, Classes include: Keyboarding/Data Entry, Computer Essentials (working with Google Suite), Social Media for Business, Word Essentials and Advanced, Excel Essentials and Advanced, Financial Accounting, Access, PowerPoint and Apprenticeship/Job Prep (resume writing, interview skills, employment skills.)

Renee Fakhfouri, SELACO, asked about the financial accounting class and what they would be learning in that class. Kathy mentioned that the students learn basic general ledgers, accounting payable and receivable, etc. Kathy also mentioned that we have many students take both Administrative and Accounting programs because many of the classes overlap, and students will need to only complete a few additional classes to get both diplomas.

Amber Hernandez, SELACO, mentioned that when she is hiring and interviewing candidates, she asks if they have a knowledge and understanding of virtual meetings either via Zoom or Teams. Since the pandemic, having virtual meetings has become a commonplace practice, so it would be good for students to learn how to use these programs. Georgia mentioned that we do not teach those programs, but we could always find a way to incorporate them into either our Social Media or Computer Essentials classes. Rosalba added that in Computer Essentials the students learn about the Google Suite and Google has their own version of a virtual meeting platform, Google Meet, that they can find a way to incorporate into the class. Sherryl Carter, Cerritos College, added that Teams has become an integral part of many companies, and it can be vital to teach Teams to our students. Amber Hernandez, SELACO, mentioned they use Teams for all communication within their office, but when it comes to outside communication they use email. Renee Fakhfouri, SELACO, asked if we teach our students how to use Outlook. Lorena Mares mentioned that they had tried to integrate it into our programs at one point, but we received pushback from our IT department due to how Outlook works and is set up.

Program Objectives: Are the objectives sufficient and relevant to the program? Should there be other objectives or are any current ones outdated or irrelevant? (Students will be able to use all components of the Office Suite to create all business correspondence, including spreadsheets, presentations, and to perform basic accounting tasks. He/she can assist the administrator with planning his/her calendar, check and answer emails and keep the office organized. This program will also prepare students to pass the Microsoft Industry Certification Core and Expert Level.)

Sherryl Carter, Cerritos College, mentioned that our objectives are appropriate. Sherryl added that getting the Microsoft certification is very important and many employers recommend it.

Competency Tests: What tests are used in the program? Are they sufficient and any suggestions? (Speed and accuracy test for typing and Data entry, projects based learning, problem solving, certification tests.)

The committee agrees that the program objectives are sufficient and relevant.

Instructional Materials: What type of materials does the instructor use? Is it appropriate and any recommendations? (Textbook, skills sheets, videos, lectures, online interactive activities)

Lorena Mares mentioned that utilizing Canvas as a tool for the instructor and students has been very helpful because it allows for students to interact with the instructor, go back to previous material learned, see up to date grades, etc. It has been a very beneficial tool for both the students and instructors.

Equipment: What type of equipment is available to students? What is needed and are there any gaps? (Computers will full complement of software (Microsoft office and Google Suite), typing and data entry programs)

The committee agrees that the program objectives are sufficient and relevant.

Methods of Evaluation: How are students evaluated in the program? Is this sufficient? What type of portfolio, if any, should students have when they finish the program and look for a job? Is industry certification needed or preferred? (Students are evaluated on their theoretical knowledge by exams, quizzes, they are evaluated on skills by performance and projects)

The committee agrees that the program objectives are sufficient and relevant.

Instructional Delivery Modes: How is the subject matter taught? Is one method better than another in the program and any suggestions? (Students experience multiple modes of instruction: lecture, video, practical kinesthetic, online, reading)

Amber Hernandez, SELACO, mentioned that she likes the social media classes. SELACO is looking to increase their social media presence. Kathy added that people are now looking for information on social media. It can be utilized as another tool of customer service.

Additional Comments:

Amber Hernandez, SELACO, mentioned that how students utilize Canvas to access information they are learning in class or have learned can be transferable to work skills as well. Sherryl Carter, Cerritos College, mentioned that when they interview candidates at Cerritos College, one aspect they focus on is if the candidate can use social media. She mentioned that it is a great addition to our program.

**Adjournment**

Kathy thanked everyone for coming and contributing to today's Administrative Advisory Advisory Meeting.

Transcribed by: Melissa Van Aalsburg

Signature: \_\_\_\_\_ Date: \_\_\_\_\_