ABC Adult School
12254 Cuesta Drive, Cerritos, CA 90703
(562) 229-7960
Administrative Assistant Advisory Meeting
March 14, 2025
11:00 a.m. to 1:00 p.m.
Cuesta Drive, Room H7

Committee Members Present:
Corina Coronel - SELACO
Luisa Gayton - ABCUSD
David Haynes - UMI
Echo Lau - Employment Development Department (EDD)
Todd Leland - Parks, Recreation and Marine Long Beach
Elizabeth Sue - ABCUSD
Dr. Sherryl Carter - Cerritos College

Absent Committee Members:
Anthony Sykes - Anthony Sykes and Company

In Attendance:
Nancy Amara, **Principal;** Jeff Heilig**, Assistant Principal,** Melissa Baumak**, Assistant Principal;** Ty Holloway, **Job Developer;** Georgia Grissom, **TOSA**; Jessica Arias, **Secretary II**

Teachers: Lorena Mares, Kevin Muto

Minute Items

Welcome

Jeff Heilig: *Jeff thanked everyone for attending today's Administrative Assistant Advisory. Jeff asked the panel to fill out the paperwork. Extremely important for accreditation purposes. We get our accreditation from the Council on Occupational Education, and we have to submit paperwork and other qualifying documents that we met. Jeff asks the panel to write on advisory notes. Jeff asks the panel to introduce themselves.*

Nancy Amara: *Welcome's the panel. Introduces CTEC programs and community programs along with bus ads we have. Explains what we offer, ESL, community classes. In order for us to run the program we need your input. Changes cannot happen right away. They usually take 1-2 years because of COE policies or timelines.*

Introduction and Meeting Overview
Review of Mission Statement
Outcomes
WASC and COE Accreditation Update
By Jeff Heilig
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.

- Panel introduces themselves to the room.
- Jeff Heilig goes through the documents in the folders to the panel.

<u>Review of Advisory Goals:</u>

- Meet requirements of the Council on Occupational Education (COE) for accreditation purposes.
- Connect with professionals to learn, grow, and ensure our Administrative Assistant Program meets industry expectations and standards.
- Create community relationships increasing support for our program and students.

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Mission Statement:
Jeff Heilig: *The mission of the ABC Adult School is to provide quality education to our diverse community with meaningful opportunities for success in career, academic, and personal goals.*

Vision Statement:
Jeff Heilig: *Students will develop confidence and self-reliance as they aspire to reach their full potential in life-long learning. We will cultivate our students' desire for learning, and encourage them to try new and exciting challenges by giving them a solid foundation to build on.*

Student Learning Outcomes:
Jeff Heilig: *ABC Adult School prepares students to be Self Directed Learners who acquire knowledge and skills appropriate to their goals in life. Set and achieve career, educational and/or personal goals. Seek continuing career education training and/or educational opportunities. Effective Communicators who demonstrate appropriate language, digital literacy, computation skills and/or technical skills. Apply communication skills to professional, technical, creative, and other real-life situations. Enhance and improve their ability to understand and be understood by others. Critical Thinkers and Problem-Solvers who exercise their power of judgement, perception, and inference. Assess and fulfill their own needs by finding appropriate resources. Apply knowledge to professional, technical and other real-life situations.*
Jeff Heilig*: Any questions?*
No comments

Approval of Minutes
Jeff Heilig*: Motion to approve? David Haynes accepts.*
Corina Coronel: second the motion.

Accreditation:
- Council on Occupational Education (COE) - accreditation.
- 60% of students must complete the program
- 70% placement rate.
- 70% licensure rate (if applicable)
- We are writing our COE Accreditation Report this Year - COE Visitation is Next Year.
- Western Association of Schools and Colleges (WASC) - accreditation.
- Report Year for COE and WASC - visitation date: Aug 25 - 28, 2025

Completion, Placement, and Licensure Data (2023)
- 86% - Completion Rate
- 100% - Placement Rate
- No Licensure Required (NA)

Requirement for Admission:
We require a high school diploma or equivalent (GED—General Equivalency Diploma—or HISET—High School Equivalency Test) and a minimum age of 18 for the vocational diploma.
The only requirement for those not wishing to pursue the vocational diploma is 18.

1. Are the admission requirements appropriate for this program?
2. Do you have any suggestions for adjusting or changing our admission requirements?

No comments.

Program Objectives

The Administrative Assistant program is designed to equip students with the foundational knowledge and practical skills in the following areas:

- Work within a professional environment and how to interpret and implement policies and procedures.
- Effective communication skills - listening, verbal and written.
- Produce correspondence letters, emails, memos, reports, and spreadsheets, among other professional level documents, tasks, and correspondence.
- Identify aptitudes, information, and skills needed for informed career decision-making.
- Work effectively with others and support others in a professional environment.
- Create success for the organization, individuals, and self.

1) Are the objectives relevant and sufficient for students to be successful in the professional setting?
2) Should any objectives, additions, revisions, or upgrades be adjusted? Should any objectives be removed, revised, or modified?

Lorena Mares: Review the Administrative Assistant required classes for the program. The goal is to get students ready. There's a test at the end of each class course showing they have learned the material. If they do not pass the test they can retake the class.
David Haynes: Please explain what's included in job preparation.
Ty Holloway: Students can receive up to 20 additional hours towards their career program through job workshops. These workshops cover topics like: Resume writing, interview skills, dress code and professional appearance, types of interviews, handling different interview scenarios.
David Haynes: We find that sometimes in Zoom interviews, they don't prepare accurately.for where they are going to perform the interview.
Ty Holloway: We cover dress code, hygiene, we cover all of that.
David Haynes: We've pretty much gone 100% percent Zoom interviews.
Jeff Heilig: Are you leaning more towards zoom, or are you more in person? Or do you hybrid your interviews?
Echo Lau: Hybrid is the initial, second interview is in person.
Luisa Gayton: We moved back in person. We have a test in person, final interview is in person.
Corina Coronel: We are now back to in person, we test in person.
Elizabeth Sue: In person.
Jeff Heilig: What aptitudes are being tested?
Corina Coronel: Add page number, headers, footers, looking at sentence structures, how they articulate.
Ty Holloway: Like the district
Luisa Gayton: Matching budget strings to expenditures, alphabetizing, proofing documents and solving scenario-based problems.
Jeff Heilig: Is the test timed?
Ty Holloway: David, what exactly are you noticing that's different with the virtual interviews, or what are they lacking?
David Haynes: Some are doing it from their cars, lack of preparation.Some have kids in the background, How you dress, look professional .

Ty Holloway: Same things we teach in our workshops

David Haynes: 1st impressions, teach people how to quit. Give notice, explain why the job is not for you. I want character, you can't teach character but you can reinforce.
Jeff Heilig: Refocusing on the basics. We hear it all the time.

Program Length & Class Content

Total: 860 Hours

- Keyboarding/Data Entry - 84 hours
- Computer Essentials - 84 hours
- Social Media for Business - 84 hours
- Word Essentials - 84 hours
- Word Advanced - 84 hours
- Excel Essentials - 84 hours
- Excel Advanced - 84 hours
- Accounting 1: Financial - 84 hours
- Access - 84 hours
- PowerPoint - 84 hours
- Apprenticeship/Job Preparation 20+ hours

1. Are the topics/classes appropriate for this program?
2. Do you have any suggestions for improvements or upgrades?
3. Is the program amount of time sufficient for an Administrative Assistant position?

Luisa Gayton: The keyboarding words per minute are a little low…
Melissa Baumunk: Is 40-45 words per minute ok for entry level?
Luisa Gayton: Yes, for entry level it's ok.
Jeff Heilig: Are these the right classes?
Elizabeth Sue: What's included in Social Media?
Jeff Heilig: Social Media class teaches how to use social media as a marketing and branding tool, like Instagram, FaceBook, TikTok & YouTube. Class is designed to use social meadow as a marketing tool.
Georgia Grissom: That class was added from the advisory meetings.
Ty Holloway: Page 28 has a description of the class
Kevin Moto: Linkin is good
Elizabeth Sue: Does class include how to create flyers?
Melissa Baumunk: Canva?
Lorena Mares:Rosalba (another instructor) teaches students how to take pictures and videos to include in their social media content, and uses Canva for some options.
Lorena Mores: Google is simple, Word has more options.

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Instructional Materials and Equipment Used by Instructors and Students

Materials:

- MS Word Level 1 & 2
- MS Excel Level 1 & 2
- MS PowerPoint Level 1 & 2
- MS Access Level 1
- Learn by Doing: Google Apps, 4E
- Accounting Essentials

Equipment/Software

Computers

- MS Word, Excel, Access, and PowerPoint
- Office 365
- MS. Windows 10
- Google Apps: GMail, Drive, Docs, Sheets, and Slides
- Social Networking Sites: Facebook, X, YouTube, LinkedIn
- MicroType and OPAC - Keyboarding and Data Entry Software

1. Are the instructional materials and equipment aligned with current industry expectations and needs?
2. Are there any other materials or equipment recommended or needed to better prepare students for the workforce?

Corina Coronel: Do you teach meeting platforms? When we test, some students don't know how to use these platforms.
Jeff Heilig: Do you have a certain program you'd lean towards?
Corina Coronel: Microsoft Teams
Lorena Mares: We need cameras on our computers so we can teach those platforms.
David Haynes: You need cameras and speakers.
Todd LeLand: Don't just stop at the conference of teams. It's a robust program that the city uses, and you can do a lot of notes..
David Haynes: Do people still use PDF?
Panel: yes
David Haynes: Teach how to send a PDF document, do not send in Word, so no one can make changes to a document.

Instructional Delivery Modes

- Lecture: Instructor-led lectures, delivery of material and lessons.
- Demonstration: Teacher led demonstrations - modeling.
- Student "Hands On Work": Students completing tasks and assignments.
- Peer/Student Collaboration: Students work together to troubleshoot and work through various tasks and projects.
- Goal - Oriented Instructional Model: Results based learning.
- "I do - We do - You Do" Instructional Model: Instructor leads learning - Students work with instructor support and - Student works independently.

1. Is there an instructional method you would like to see more of to prepare students better?
2. Do you have any suggestions for revising, adjusting, or modifying how the curriculum is provided to students?

Lorena Mares::We lecture everyday. We have assessments at the end of each chapter. At the end of the whole book we have an online timed test called G metrics. Students must pass with a minimum of 70%.
Kevin Moto: Mine are goal oriented. I show them how to balance a checkbook. We use excel. We do monthly summaries. .
David Haynes: I say; dealing with difficult people, telephone etiquette, non verbal customer skills, eye contact, lack of fear. of admitting they don't know, ask for help. Telephone etiquette. Patience.
Todd Leland: Meeting planning, how to take a directive, creating agenda, communicating outward to all attendees, securing location.
Elizabeth Sue: Telephone etiquette, how to calm a situation, event planning, how to gather information, quotes., present options to management.
Melissa Baumunk: What I'm gathering is we're doing a really good job of covering the technical part of this but then going beyond stepping away from the computer, there's an element also involved with that.
David Haynes: You want to give you graduates a step up when they go into the job market. Having soft skills.will help them get a better job.
Luisa Gayton: Confidentiality. If dealing with an upset person, find a private place.
Echo Lau: Employers are willing to hire because of personality and are willing to train them for the job.
Todd Leland: Do you test INTJ?
Jeff Heiling: INTJ Myers Briggs self awareness is huge. How do we prompt students to ask for help?
Kevin Moto: Rosalba has team workshops in her class.
Todd Leland: That's self awareness, some don't work well in groups but they are really good if you set them on their own. So providing them the opportunity to get a sense of who they are before going out into these job interviews.That's why I brought up the "type test" about self awareness that would help develop who you are.
David Haynes: Don't agree to things just to get the job. Example, I can work weekends then say you can't work weekends.
Corina Coronel: As an Administrative Assistants, you should be willing to help, go the extra mile. Teach them to work as a community, building as a team. If you call all out, understand how it affects your whole team. Timelines and deadlines could potentially have serious consequences if not met.

<u>Student Evaluation and Competency Exams:</u>

- Chapter Assessments: Students to show understanding of the material.
- Projects and Assignments: To apply learning and show competency.
- "Real World Scenario Projects": Students must complete projects reflective of workplace and real world scenarios.
- Final Assessment: Students must complete a timed and graded online assessment (GMetrix) - min. score of 70% required for a certificate.

Are the measurements of evaluation and exams sufficient to show competency and ability?

What type of work, exam completion, etc., should students have available to show potential employers? Is industry certification needed or preferred?
Do you have any suggestions for revisions, modifications, or changes?
No comments
Are portfolios still relevant, wanted, or required by hiring professionals?
David Haynes: Not for this level of job
Luisa Gayton: No, it's not necessary.
David Haynes: It's nice to have something quantifiable.
Jeff Heilig: We've talked about having people test out, it's a bit comp;icated on the back end, but it's doable.Technology is pushing away, if people can't type It's a problem.
Todd Leland: When I see someone tying it's impressive. I learned It's a life skill. You are not just preparing then for whatever job.
Jeff Heilig: It's a necessary skill, It's a foundational skill. Students need an advantage.
Corina Coronel: It's a time saver. Sometimes if we have to update a document, I'll volunteer myself, because we could get it done in 15 minutes, as opposed to taking a whole hour, because I am that quick of a typer.
Echo Lau: AI can substitute that.

- ❖ Teachers leave the meeting. Heading back to class to instruct.

Inter/Intra Personal Skills Wanted and Needed

- We are interested in your perspective on the most essential interpersonal and intrapersonal skills for a successful career as an Administrative Assistant. Your insights will help us better prepare our students for the workforce.
- What are the most important inter/intrapersonal skills, "soft skills" that are needed when you are hiring (e.g., people skills, communication, responsibility, task management and completion, discipline, and organization, among others); please list a few that are priorities for you.

David Haynes: In medical, you need to have a calling. Empathy is needed for that field.
Luisa Gayton: Know your role in the business you're there to support whoever is in the office. Running errands, having that servant heart, whatever it takes to get the job done.
Dr. Sherryl Carter: You need to be a people person, we need to be compassionate. Be kind, considerate, help them to get to where they need to go. Don't just hand them a map. They may never get to their destination.
Todd Leland: Be human, be empathetic.
Echo Lau, Yes, be nice, empathetic but know how to set boundaries.
Corina Coronal: Be kind but firm. Have a heart to help people.
David Haynes: My employees know that there are boundaries. Learn to say no but in a kind, polite and respectful way.
Jeff Heilig: How important is it to read the room.
Elizabth Sue: Working with the superintendent, I have learned to read her. You learn when you work closely with your manager, supervisor or whomever, if the boss gives you a timeline, learn how to prioritize.

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Role of A.I.

1. What is the importance of knowing A.I. in the Administrative Assistant industry?
2. What essential A.I. knowledge, skills, or programs should our students learn for a successful career in the Administrative Assistant industry?

Corina Coronel: At SELACO we have an advisory committee called SPOC, Our project is AI. We bring businesses and job seekers, talk about privacy and tools. Some programs that we have been using and our administrative assistants, through Microsoft, is Copilot. It has AI, we use chat GPT, not adding everything in their but using it as a tool.
David Haynes: Bosses use it to re-write things. Instead of being a writer you're an editor. It's unnerving, did they write that or did they re-rite/edit from Chat GPT. Does it allow me to access the person I am hiring? Will they be able to write on their own?
Jeff Heilig: Are you using AI in the Administrative Assistant role?
Todd Leland: The people that I work with are learning it. Some people come in and know it.
Melissa Baumunk: I spent the weekend at an educational conference and almost every session I went to AI was addressed. They said the ethical practice is being produced using AI. You should include that disclaimer, "produced with the assistance of" using AI.
Todd Leland: District Council office has a podcast called AI podcast. But if you did not know it was AI generated….
Melissa Baumunk: It's very strange.
Echo Lau: AI is like a live tutor.
David haynes: Do you see AI can replace an administrative assistant?
Corina Coronel: It won't replace but it can reduce.
Todd Leland: We will always need people.
Jeff Heilig: It's like having an expert on your shoulder, like a personal assistant. Utilize it as a tool.

Ideas/Thoughts - Building the Program

Jeff Heilig:Any ideas how to improve our enrollment and our programs?
David Haynes: Being bilingual is huge. Being able to speak any second language in healthcare is. Korean or Vietnamese, whatever it is, it's a huge benefit.
Melissa Baumunk: The focus of our school is to get students through programs. So we might have ESL students who eventually, one day, join the administrative assistant program.We have ESL students who can merge into Administrative Assistant programs.
David Haynes: It's a good bridge out of ESL. I've gone to some job fairs where ESL people are really intriguing, but they don't have enough substance. They did in their home in Argentina but it doesn't get translated to my stuff. But I'd love to take a chance because that's our goal.
Echo Lau: I have older job seekers looking for computer classes to help alleviate their fear of technology.
Jeff Heilig: You can send them here to our school.
Melissa Baumunk: Some organizations like Long Beach have internship programs and if you have successful inters who are ready for their next step that could do some skill building.

Jeff Heilig: I would love to partner with anybody out there, because our programs are robust. They're very rich. We are planning with our English learners to come over and join the dental program, and then we want to change how we're showing off what we do because we're very affordable. There is a tight commitment you need to come it takes nine months a year, but as you get

through it, we think that we deliver an individual pretty well versed and pretty high employment rates.

Adjournment

Jeff Heilig thanked everyone for coming and contributing to today's Administrative Assistant Advisor Meeting.

Transcribed by: Jessica Arias