

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

IT Technician Advisory Meeting
March 15, 2024
11:00 a.m. to 1:00 p.m.
Cuesta, Room H7

Committee Members Present:

Ben Ahn, DI Technology Group
Brian Hollabaugh, Trust E Tech
Moises Lucio, DI Technology Group
Joe Machado, ABCUSD
Donald Lee, Young Systems

Committee Members Absent:

Rick Venuto, DI Technology Group
Gerardo M. Lumba III, SoCal Computer Guys

In Attendance:

Nancy Amara, **Principal**; Kathy Evans, **Assistant Principal**; Georgia Grissom, **TOSA/Lead Instructor**; Ty Hollow
Job Developer; Nivin Ibrahim, **Secretary II**

Teachers: Bob Takhar

Minute Items

Welcome

By Nancy Amara

Nancy welcomed and thanked everyone for coming to today's advisory. Nancy has been principal for two years and with the adult school for 19 years as an Assistant Principal and teacher in our academics department. ABC Adult School is the fifth largest adult school in the state of California. The adult school is accredited by two organization; WASC for ESL and Academic programs and COE for CTE programs.

Introduction and Meeting Overview

Review of Mission Statement

Outcomes

WASC and COE Accreditation Update

By Kathy Evans

Good Morning and thank you all for participating. 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.

I would like each member of the panel to introduce himself or herself. Please tell us your name and the name of your company or business.

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. We were in a warning status due to the lingering effects of the pandemic. We were cleared from warning status in January 2024. The biggest challenges we face as an institution is getting new students (filling the pipeline) and retaining students until they complete the program or have gained enough skills to gain entry level employment.

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, and apply knowledge to professional, technical and other real-life situations.”

We did begin a partnership with the district in 2022 to repair some of the Chromebooks used by k-12 students throughout the district. We have continued this program as a means for our students to gain the hands on skills in computer repair.

Completion/Placement/Licensure Plan:

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.

In looking at the data for the 2022 reporting year. WE had 13 students enrolled in the pathway, we have many more that take classes for personal enrichment, but only 13 specifically coded as pathway students (we have more students, but only 13 were coded as taking the pathway). Of those 13, 4 graduated with a vocational diploma, 2 dropped from the program, and 7 continued into the following year. COE will ask the school to come up with a plan to fix the problem. Our program is value priced, low barrier to entry and meets 100% in person 5 days per week.

The committee reviewed the previous meeting minutes. Ross Gile motioned to approve and Ben Ahn seconded the motion. The minutes were approved.

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 agreed that the admission requirements are sufficient; but Bob and the committee suggested to built a bridge to the high school students and offering the program to younger students as long as they have a high school diploma.

The committee also suggested changing the name of the ABC Adult School to a VOTEC school which will change the perception of the school and it will brand the school to younger students.

Brian suggested that the ABC Adult School Staff can petition to get the school district to permit changing the name of the adult school.

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?

Bob Takhar mentioned that the program has 9 classes with a total hours of 924 which it takes about one year to finish but we offer an internship which allows students to get experience and learn more about A+ which prepares them for certification.

We also have an internship in house which prepares students to repair computers, laptops and screens.

The program included keyboarding class which the committee agreed it's required for this program; which helps students with documentation, emails and the ticketing system.

Ben Ahn suggested that they look for certified students or experienced students to hire. He also added that they look for certified students more than students that only took classes.

Program Objectives: Are the objectives sufficient and relevant to the program? Should there be other objectives or are any current ones outdated or irrelevant?

Bob works with the students to get A+ certification, he encourages students to work in groups; enhance customer service skills. Bob focuses on getting the students to get certified and get a job.

We offer the latest technology and help students to build, fix computers; use the ticketing system; VM ware, windows, hard drive, data storing, security, imaging Ocronios and sort skills.

Donald Lee manages printer at Bellflower School District and notice a shortage of printers technicians; they need to be manufacturer certified and they can make between \$80,000 and \$100,000

Competency Tests: What tests are used in the program? Are they sufficient and any suggestions?

Bob mentioned that they do weekly tests. The main goal of the program is to prepare students for the A+ certification exam. He uses Canvas to complete their testing and assignments.

Instructional Materials: What type of materials does the instructor use? Is it appropriate and any recommendations?

Bob mentioned that the IT program has everything they need for the students to make use of in class. He encourages students to help one another when they encounter problems.

Equipment: What type of equipment is available to students? What is needed and are there any gaps?

In the classroom they have 50 new computers with dual screens, 10gb network switches, google cloud, AWS, interactive whiteboard, 3D printer, cable tester, volt meters, tables with plugins, and much more to use while teaching.

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?

All the student evaluations are done in Canvas. Students also log any work they do in Canvas as well, so they can keep track of the skills they have learned when applying for jobs. There is also a project that the students do individually.

Instructional Delivery Modes: How is the subject matter taught? Is one method better than another in the program and any suggestions?

In class they do demonstrations, watch some videos, lecture daily, and build machines on VM and work in groups.

Additional Comments:

Bob mentioned that Chat GPT is to be taught often; Brian Hollabaugh suggested that we prompt engineering, Crog and Gemini.

Bob added that he teaches how to create the back end of AI and the chatbot and post it.

Adjournment

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

Transcribed by: Nivin Ibrahim

Signature: _____ Date: _____