

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

Institutional Advisory Meeting Friday, January 17, 2025  
11:00 a.m. to 12:30 p.m.  
Cuesta, H7

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**Committee Members Present:**

Sherryl Carter Ed. D. - Cerritos College  
Scott Smith - ABCUSD  
Renee Fakhfoury - SELACO  
Cindy Grafton - Downey Adult School  
Gina Cisneros - Great Clips  
Parimal Shah - Pioneer Money Corp.  
Adam Von Heeder - SELACO

**Committee Members Absent:**

**In Attendance:**

**Nancy Amara**, Principal; **Jeff Heilig**, Assistant Principal; **Sergio Gumucio**, Assistant Principal; **Melissa Baumunk**, Assistant Principal; **Jose Torices**, Dean of Students; **Ty Holloway**, Job Developer; **Georgia Grissom**, TOSA; **Abby Teh**, Department Chair  
**Minutes by: Jessica Arias**, Secretary II

**Minute Items**

**Welcome**

By Nancy Amara

**Introductions and Meeting Overview**

**By Jeff Heilig**

Jeff Heilig: Welcome's everyone to our institutional advisory and thanked everyone for being here. Explains we have two types of advisories. He explains there are Occupational Advisories that are specific to an industry, CTE/Career Technical Education Programs. This meeting is about the institution as a whole, who we are as a school.

Nancy Amara:

We are accredited by 2 bodies.

1. Council On Occupational Education. It's recognized by the Department of Education, and that allows us to offer financial aid to our 8 career paths. We offer 9 programs but we do not offer Financial Aid for the Pharmacy Technician program. Allowing our students to not have to pay for the program. But it also gives them money for transportation, housing and money for buying books. It's a Pell grant. It is not a loan.
2. We are also accredited through WASC, which is the Western Association of Schools & Colleges. The high schools and the colleges for example UCLA & USC are all accredited by WASC. COE looks at our CTE program or career technical education program. We are in a planning year.

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We do have a dual accreditation visit August 25th, through August 28th of 2025.  
We have an ESL academics program, parent education program and our community education adults with disabilities program.

Jeff Heilig: The presentation today is about our programs, our approaches and the plans. The purpose of today's Institutional Advisory is to gather feedback and input to endure the mission, programs, and practices, that ABC Adult School are relevant and align with professionals. Jeff explains the advisory notes request for all to fill out and return. We will collect the questions at the end of the meeting.

### **Approval of Minutes from Previous Meeting**

#### **By Jeff Heilig**

We would like to get the approval of the minutes from the last advisory meeting on January 19th 2024. Please take a moment to look over the minutes. We will need a panel member to make a motion for approval and another panel member to second the motion.

- *Parimal Shah motioned to approve the minutes as written, and Dr. Sheryl Carter seconded the motion. The minutes were approved.*

### **Review of Mission Statement**

#### **By Jeff Heilig**

"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."

- Jeff asks if there are any comments about the mission statement. No comments were given.

### **Review of Vision Statement**

#### **By 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**

#### **By Jeff Heilig**

- 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.

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- 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** - presents all 9 CTEC programs. CTE = Career Technical Education. Students can take classes. If a student is going to take 1 or our 9 pathways programs, they have to declare a pathway. We have 2 campuses, we have a child care center called Damron, programs in our community. Our CTE programs take place at our Cuesta Drive & Cabrillo Lane campuses.

Our cost and value are very good. We put in a big investment of money, time, and energy into working labs. We try very hard to keep the cost down and high quality, but also make sure that it is centered around the students' needs. Cosmetology is \$5,000 for 9-12 months to complete the entire program. In many cases the same program can cost \$15K, \$20K, \$25K and it can go up from there. Georgia Grissom and Melissa Van Aalsburg (Melissa is not present) meet with the students as they are signing up. Financial Aid will cover, in most cases, for the entire program if they qualify. Any questions about the length of the programs and the cost? No questions or comments were made.

### **CTEC Students Qualify to Take Licensure Exams and National Certifications**

#### **By Jeff Heilig**

- Cosmetology: State Certified License
- Dental State Board License
- Pharmacy Technician Certification Board (PTCB) and State Certified License
- National Health Care Association
- A+ Certification
- Microsoft Specialist
- Adobe Certification (Photoshop, InDesign, Lightroom)

**Jeff Heilig** - What can our students do? For instance, cosmetology students, when they're done, we recommend they become state certified. They do have to have licensing. For dental, the students will take the Dental board license. For Dental Assistance, State Licensure certification is available. Pharmacy students will take the Pharmacy Technician certification Board and State Certified license and the PTCB. The Medical Assistant students will take the National Healthcare Association certification.

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### **Our top 10 cities served by ABC Adult School**

#### **By Jeff Heilig**

- Cerritos
- Lakewood
- Norwalk
- Artesia
- Long Beach
- Hawaiian Gardens
- Bellflower
- Buena Park
- Cypress
- La Palma

**Jeff Heilig** - Our biggest is Cerritos by 26.1%, Lakewood is just after that, Norwalk, and then we serve many, many communities and residents in the area. We're always trying to get more students. Any thoughts or ideas would be appreciated.

### **CTEC Ethnicity Breakdown**

#### **By Jeff Heilig**

Of the data that we ran, our Asian community is about 40%, Hispanic 38% to 40% and draws down from there. The one that we are working very hard to try to build up is dental assistant. It's very low in students but there's a very high need. We have a wonderful teacher and a great program. And the others are holding in terms of their enrollment. So we're really trying to focus on building enrollment in the CTE programs.

### **Financial Aid Recipients/Agency/Out of Pocket**

- Financial Aid Recipients
- Agency
- Out Of Pocket

**Jeff Heilig** - Financial Aid is going through the Federal Government. We only offer Pell Grants. We don't offer any loans of any kind. So when the students receive financial aid, they do not have to pay it back as long as they maintain good standing as a student.

Agency students are coming from our many community partners.

Out of Pocket students are people paying personally.

So we have 36% of our students on Financial Aid in the CTE Programs. 50% are out of pocket, and 14% are coming from our community and agency partners. So all are super important, and we want to strengthen those as well.

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## **Agency/Community Partnerships**

### **By Jeff Heilig**

- Southeast Los Angeles County Workforce Development Board (SELACO)
- Pacific Gateway
- Department of Rehabilitation
- Employment Development Board (E.D.D.)
- Workforce Innovation Opportunity Act (WIOA)
- Private Insurance

**Jeff Heilig** - These are the partners we work with, Renee and Adam are here from SELACO.

## **Completion, Placement and Licensure Rates**

Accreditation:

- **Council on Occupational Education (COE) - accreditation.**
- **60% of students must complete the program**
- **70% placement rate.**
- **70% licensure rate (where applicable).**
- **We are writing our COE Accreditation Report this Year - COE Visitation Next Year**
- **This information shared at the Occupational Advisories (1 per CTE program a year).**
- **Western Association of Schools and Colleges (WASC) - accreditation.**
- **Report Year for COE and WASC - Visitation Date: Aug 25 - 28, 2025.**

**Jeff Heilig** - We are accredited to give Financial Aid through the Council on occupational education. In order to maintain that every single year 60% of our students who start the program must finish. 70% have to be placed in jobs and 70% if they need licensing, such as cosmetology and a few others, they have to be licensed.

## **Student Support Services**

### **By Jeff Heilig**

Enrollment Services - When Enrolling in CTE Classes:

- All Financial Aid students meet with Ms. Melissa Van Aalsburg
- All Agency students and most “out of pocket” students meet with
- Ms. Georgia Grissom
  - Program overview
  - Explain pathway options (match with interest)
  - Review attendance policies (90% positive attendance rate), grade policies (need to maintain a C or better in all classes), Costs, and Class Times.

Ongoing Support Throughout the Year

- Attendance is monitored for all CTE students
- CTE Support Staff contacts students who have 2 or more consecutive absences

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- Ms. Grissom meets with students upon request to provide support for attendance, grades, etc.

**Jeff Heilig** - Any thoughts?

**Gina Cisneros** - Can some absences be excused?

**Georgia Grissom** - They can miss up to depending on, if it's an 84 hour class they can miss up to 8 hours. Cosmos is a little bit different because they go 8 hours a day, so that one adds up fast.

**Nancy Amara** - All of our CTE students, if it is a prolonged absence, let's say surgery or something we have them fill out a leave of absence form which does require a doctor's note. With Covid we're leaning on that because we want to make sure that they're better before coming back. But we've often had students who will need to leave the country or a death in the family, unfortunately you can't approve that. We ask they drop out of class and then come back when they can.

**Georgia Grissom** - they can sign up again to make up those hours. No matter what the issue is they have to have 90% in attendance. That's just not us that's Financial Aid in order for them to continue with financial aid, they have to meet that criteria so when they fall under that then they're not going to get their second disbursement.

**Gina Cisneros** - Last year my part timers beforehand, they were guaranteed 24 hours of any type of sick pay because of you know what's happening with Covid last year it went up to 40 hours that was labor board stuff.

**Georgia Grissom** - We would have to talk to Financial Aid.

**Nancy Amara** - For our district, we do not have that anymore, that is no longer, and it hasn't been in quite a while.

**Adam Van Heeder** - Basically, you don't accept excused absences, really, other than if it was surgery or something that was planned, medical, yes you could take a leave of absence. But other than that, regardless, you need to hit the 90%?

**Georgia Grissom** - If they are out for something like that they can re-enroll. Let's say they're deficient on 30 hours. Then they can re-enroll, and once they get their 30 hours we take the hours from this class and this class, and add it together to get them to where they're supposed to be.

**Gina Cisneros** - And they'll still have the Financial Aid?

**Georgia Grissom** - Depending on the timeframe because it's financial aid, there's not much wiggle room because they get their 1st disbursement after the 1st 2 weeks. So it's actually half and half. So they get their 1st disbursement once they hit their 50% of their hours, providing they're at the 90% attendance, Then they get their second disbursement. You're not going to give them all the money upfront. They have something to work for to get the second part.

**Jeff Heilig** - On the back end talking with the teachers, they like the 90% because again, it's making students understand that this is basically your job. So now you have to show up to your job. You have to be here every day. You have to be on time, because if you are late, there's an issue with that as well. Talking with several teachers just recently about a variety of things is when a student misses class time. They're missing valuable instruction. These are very skills based. So if you miss too much class time even if it's sporadic... we've had discussions with students and teachers saying that I don't believe the students prepared or safe or really ready even in cosmetology. They miss a few lessons they can really miss how to curl hair.

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**Gina Cisneros** - Currently out of maybe 56 employees that I have, 3 are having bad asthma attacks because of the air quality right now. So let's just say that was a student of yours who had to be out? I don't know 3 days, or are they gonna lose their qualification because of the 90%?

**Nancy Amara** - As long as they have a doctor's note we can work with them. Unfortunately you do get the student that it just seems like every day something, today it's my car, I've got to take my daughter to school, I gotta pick up my daughter from school, it's just sort of that. You can't do that at your job. You have those emergencies that happen. But you need to be like, am I sick enough to stay home today or might there be a time when I can push through? I'm not contagious, I can handle it.

**Gina Cisneros** - we're coming out of Covid, and we're also leaving it with Covid, You know what's excused, what's not excused if they have to do the 90%.

**Jeff Heilig** - We always take it, case by case, trying to support the student because we want them to be successful.

### **Job Developer - Student Support Services**

**By Jeff Heilig**

- Organizes "Job Day" Speaker Events - specific to the program.
- Conducts workshops: Resume. Interview Skills, etc.
- Coordinates Job Fairs and Career Day.
- Writes and send the "Career Center Newsletter."
- Coordinates community partners.
- Works individually with students.
- Invites attendees to the Occupational and Institutional Advisories.

**Jeff Heilig** - Ty Holloway, she's our job developer. Our students can earn up to 20 hours that can be applied to the total program environment that would help, for instance, students need to make up some time. Ty would you like to add anything in terms of your services and how you work with people?

**Ty Holloway** - I attend meetings with different agencies, meet with students, 1 on 1 whenever students need extra assistance or if they need me to review their resume. The workshops are more of a group setting. I don't do individual resumes because it's more personal and confidential information.

**Jeff Heilig** - Is there anything from the group that you would like to see more support, or students better prepared for? I know, in the other advisories we talk about dress, we talk about preparation, being on time. Is there anything that you're seeing as they're going out looking for work, or as they're heading into the workforce you'd like to see them have more experience with and be a little more prepared?

**Ty Holloway** - We always hear soft skills... so I am actually working on a new workshop. I'm a visual learner and I don't like to sit and talk and tell people this is what you should do. I like to get students involved. That's how I learn. I'm actually trying to work on a soft skills workshop. Maybe do some role playing. We hear that a lot during our advisory meetings, the soft skills is what they're lacking & being able to communicate also customer service.

**Renee Fakhfour** - The work ethics, good stuff.

**Adam Von Heeder** - Some of the basic stuff. I'm seeing a lot of individuals that come through our centers where they're still lacking professionalism. Things that used to go without saying because everyone kind of did it. But I feel like those little things are kind of getting left by the wayside sometimes. That can carry over into how you interview and how you dress, how you act when you're at the workplace. I understand some individuals haven't been exposed to that type of environment so it can be new to them. But getting feedback from employers and stuff like that, that's a lot of feedback that I'm getting, you

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know, it's just some of the soft skills, too. But just some of the basics, some back to the basics, some of the stuff.

**Gina Cisneros** - I've noticed with technology we're all on our phones. Even if I go somewhere like Target I still see people with air pods, and they're like talking on the job. I fight with my stylist all the time as well and they're like, Oh, my son, or my daughter's at school... But you know, for a safety issue, you gotta take that out of your ear you could cut someone's ear off or something. We can't run away from it, obviously, but I have seen it in workplaces other than our salons.

**Ty Holloway** - I know in the Cosmo field and me being at the hairstylist, she doesn't wear hers, but they're always getting calls for appointments and things like that. But now they have apps where you can book your appointment. So suggesting they get this free app, this service that is provided and their appointments can be automatically scheduled there, they can black out their dates on their calendar and things like that.

**Gina Cisneros** - In general, like you said, I'll go to Target, and I'll see them walk around on their personal phone, or I'll go to Macy's, and if they think they are covering it with their hair.

**Adam Von Heeder** - Sometimes those individuals struggle to build relationships on a genuine level. It all ties in together.

**Jeff Heilig** - I want to give a compliment to Gina. Sitting through all the occupational advisories you hear a lot of good stuff. We have to move along but Adam said it perfectly. We often think about all the results and the outcomes. Well, trust and respect. And that's earned, those are results. Those are outcomes. But what do we do to get there? And so now I think we have to go back to the basics. Gina, when she was a speaker in a cosmetology program, started with the premise, with everybody who works on people and their hair and their makeup and their nails. You know, it's very personal. You're touching, you're close. You have to work with the premise that we like people. And I thought that was so profound because we never hear that anymore. When somebody goes to the dentist. And this was coming from a very experienced dentist, saying, people don't like to come to us. Most people don't like to have a drill in their mouth, but if I have somebody at the front desk that can't disarm you and put a smile on your face because you're already nervous. The art of engaging people. Especially in all these professions, regardless of medical assistant, cosmetology. How do you engage people without being engaged first? Those are hard skills to learn. I've heard quite a bit was the phone. And I heard it again today. So there, there's a time and a place for it. There's a time and a place to put it away.

### **Dedicated and Caring Staff**

#### **High Quality Instruction**

**Jeff Heilig** - Bob is building a powerful computer. Very hands on with students. Medical Assistant classes are in scrubs and uniforms as they are in the dental program, cosmetology and pharmacy. I saw the pharmacy teacher one day and she was telling the student he needed to start again because the student had made a mistake. The student needed to put it all back and start from the beginning, a lot of hand on interactive learning.

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### **Facilities & Technology Plan**

**Jeff Heilig** - The classrooms and facilities, and BB Renovation was a bond that was passed by the local community a few years ago and every school is gonna be given funds to be able to renovate. We just had a meeting this week to discuss our plans with the architects and the district advisors to see what and how we can proceed best. Some of the things that are planned and are in process. We are looking at the safety systems, fire alarm, intrusion and access systems at both campuses.

The Internet infrastructure is going to be completely replaced. It's going to be built for the future with fiber optics. We're gonna upgrade campus facilities, including bathrooms, classrooms, facilities, parking lots. One of the big projects I know that's being discussed is renovating the front office here at Cuesta that's to improve student accessibility and a sense of community, and then also to improve safety and professional workspace. All CTE and academic classrooms are always being upgraded even as we speak, we have a project that's just started. A couple of our academic classrooms in the back are being renovated. But all the CTE classrooms are being upgraded. It's heavily in process to upgrade all the furniture. Do you have any questions about safety systems, or anything along those lines, or any concerns or anything you'd like to see? I feel like we're pretty strong in this area again, as the adult school. We are part of the K - 12 district, Nancy's done a great job of pushing on the back end. Cosmetology, for instance, we put in all new chairs earlier this year. Is there anything that you would like to see in terms of equipment or anything? We have a functioning working lab. We have a 3D printer. One day they were being recalibrated and fixed, and it was a former student who came back to fix it for us is an expert in the field now.

**Georgia Grissom** - In IT they have what they call internship 1 and Tech 2, and they have a separate room where we get computers from the district and the students, when they get done with classes, they go in there for training. tech one, they go in and they learn how to repair these computers.

**Nancy Amara** - That started our district after coming back from Covid they had hundreds of chromebooks that needed repairs. The district didn't have the manpower to send them out, get them fixed, they didn't have in house people, so they reached out to us to find out if our tech department or IT program could do this. And so it was working with Bob, our IT teacher. We now have a fully functioning lab where we repair the chromebooks. What this also does is, because we're doing this at our district, other districts need the same thing. We have hands-on training for our IT students. They can now apply to the school district. We also offer for \$25, you can bring in your computer to have it repaired plus parts like we would charge for parts. We actually do business that we advertise, and many of our board members come and bring in their computers to have them fixed as well. When they go out to apply for these jobs, they can say, this is what we did.

**Gina Cisneros** - Then you show job placement.

**Georgia Grissom** - Exactly.

**Jeff Heilig** - Next is our Medical Assistant. This is a fully functioning lab that we have. It really looks like a real hospital/doctor's office. We have dummies that are laying in the bed and students are working on them. We have a fully functioning lab that really resembles a professional working environment. I was in the class during a phlebotomy lesson and students have to work on each other in poking and I've been booked so that they can take blood, and they use saline solution, a variety of other things. That's where being in class is critical. A student had some attendance issues that said, "Could I just make up the hours". We had to discuss with the student and unfortunately, because of what you miss, we can't certify you without having actually done these things. So no, we can't do that. So we do try to work. But the skills are

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so critical. We have an anonymage table that works all of graphics and technology and basically can do everything. Virtually so, students can work on ipads, and they can literally start to work on people minus the person. They have conferences where the users are now teaching the company how to use it.

**Georgia Grissom** - We teach medical terminology and anatomy, and they do it by different areas of the body. So when they go into the circulatory system, you can change this so you can see the heart and all the veins and all of the arteries. It takes the bones away. So when you're talking about the superior vena cava within the heart, they can actually show that on this table. I'm a visual learner, I have to see this. You can tell me that that is what it is, but I want to see it, and so they can. And then they could make the blood run through and see where it goes.

**Nancy Amara** - Our idea is that our dental assistant program can use it. The medical front office can use it. Possibly even cosmetology, because they have to deal with some of the skin and scalp. How can all of our other programs use this as well? Just not our medical assistant program. It stands up vertical. It does all kinds of stuff.

**Jeff Heilig** - Dental Assistant program, like medical assistant, it looks like a dental office. They are doing a lot of hands-on work, on how to handle the equipment.

**Jeff Heilig** - I think it's important that we have the assessment center on site and we're pushing to do more, is really supporting students through the entire process. I would love to see all of our students get state licensing accreditations, certificates ect, because it is important for a potential employer, I think that helps a discussion, and it shows that you have done something and completed something beginning to end.

**Nancy Amara** - So through Google, we use Google for Gmail. And so there's actually Google chat that you can actually have on your phone or on the computer. If anybody comes on the chat it will pop up as a message. Because what happens is we do not have a standard student system like K. 12, that we can send messages to everyone. So as an adult school we have classes from 8 to 9 at night. I have teachers that may not be on site. They may be traveling from site to site, and we need to let them know if we have a lockdown that they can't get on campus. The Internet was down at 7 Am. I need to give them a heads up if they are using an online system that they're gonna have to go back to basics.

**Jeff Heilig** - Adding privacy slats to the Damron and childish childcare centers. Those are those blue slats that well, in this case they're blue. We put around the child care centers at both sites that limits visibility, physical contact & a variety of other things.

### **Safety and Health Plans**

- Student Intervention Assistants (SIA's)
  - Daytime and Nighttime SIAs: Cuesta and Cabrillo Lane
- Front Office Door - Buzzer/Camera Systems
- Multiple Security Cameras: Cuesta and Cabrillo Lane
- Updated Evacuation Procedures
- Group Google Chat for All Staff
- Privacy Slats Added to Damron and Gonsalves Child Care Centers

**Jeff Heilig** - We have to have 2 fire drills per year. We have to do 2 earthquake drills per year. We have to do quarterly lockdown drills. We have to do quarterly active shooter drills. The staff has been trained in what's called the Workplace Violence Prevention Plan in the State of California. We do have monthly safety committee meetings and each month the custodial teams provide maintenance and safety reports

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for our different properties, plus the Cab Lane, Damron, all the off sites, and if anything needs to be repaired or fixed, or they want something, we discuss it in the committee. Some of the work that has come out of the safety Committee, we've increased the speed bumps because of a driving hazard down at Cabrillo Lane. We've added a fire lane. We had a sidewalk outside of Cabrillo Lane that was in disrepair. It was a safety issue, brought up in the Safety Committee. The city of Cerritos came within a week. Everybody knows that the real problem are the trees. We have revised our safety procedures. We have a staging area for earthquakes in the parking lot all the way to the east. There are overhangs at Cab Lane. We've added a row of those cones that will tip over if you hit them forcing trucks and buses and a variety of others away from the structure. We have student intervention, assistance; Nick on the golf cart, both here at Cab Lane. Whenever classes are in session, there is safety personnel on both campuses day and night time. We have a front door buzzer system. We have cameras on both campuses. We have updated evacuation procedures. We also have a group Google chat for all staff in the event of an emergency. The emergency obviously can be the evacuation order, because we had night classes, and so immediately I had staff asking me, Are we having class? That was a great tool.

### **Marketing & Promotion Plan**

#### Bus Ads

- July - October, 2024
- Long Beach and Norwalk Transit

#### Bus Stop Shelters

- March - July, 2025
- Long Beach Transit

#### Digital Billboards (Outfront)

- March - July, 2025
- 91/Pioneer & 710/Del Amo

#### Radio Ads

- November - December
- 107.5 FM (K-LOVE)

#### Social Media Advertising

- Facebook

#### Promotional Videos/YouTube Channel

- <https://www.youtube.com/@abcadulthoodmedia>

#### Updated Website

- Staff and Faculty Page

#### Mailings

#### Web Video Vision (Partner)

- Providing videos, expertise, consulting, photos, etc.

**Jeff Heilig** - This one is very important because we are working very hard to maintain enrollment. We want to provide adults an avenue to create success, career, better life for themselves. The bus ad campaign was July through October. Until they can fill the bus, they leave up the ad. Is there anything that anybody

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can think of to help build, not only our CTE programs but our community Ed programs, any advertising or promoting word of mouth is the strongest.

**Parimal Shah** - I would suggest some of the cities of community events and chamber events.

**Nancy Amara** - It seems the Chamber events are always at a time when we're all in meetings. Unfortunately. I know their teacher's Chamber invites me to the breakfast and it's always on a day when we all have a meeting, and we're all going to different meetings. So that's what we need to get back in. Thank you for that.

**Jeff Heilig** - Absolutely like, just kind of gonna wrap it up here with just 2 questions, would love some input. We talk a lot about soft skills and interpersonal skills. Is there anything here that has come up that you really think we need to work on to ensure that our students are really ready?

**Parimal Shah** - Do you track the students once they finish the classes and go to the field?

**Adam Von Heeder** - I would like to see when you have the program of studies you could put on an average starting wage.

**Nancy Amara** - We actually do have in our catalog. It varies of course.

**Georgia Grissom** - Each program is listed and every one of them has the starting wage that we look up on this labor market.

**Nancy Amara** - We do track our graduates or Cte graduates. We do call to find out if they were able to get a job in their field. Especially. Sometimes they will self report because they have a great relationship with their teacher, so they will let us know but we do follow up on that.

**Georgia Grissom** - It's very hard though.

**Nancy Amara** - If the teachers call they will reply. If the office staff calls or texts they won't return calls.

**Parimal Shah** - I 'm working with 1 great student for almost a year and she's great.

**Nancy Amara** - Maybe having out teachers front load our students, if they have a cold call to call back.

**Adam Von Heeder** - We set those expectations in the beginning, too, with our clients. We let them know that once they excel, we have to do quarterly follow ups for a year. It does help letting them know. But again, if they don't need to most of the time.

**Sergio Gumucio** - We do the phone call because we want to get money - Pell Grants. So we need to call them. We're trying to get 60% response. Texting, we do phone calls. I mean, we do everything that we can. And that's part of also collecting the data in their work.

**Jose Torices** - SELACO: Out of curiosity during the pandemic how were you going about contacting individuals?

**Renee Fakhfouri** - I've been trying to get a hold of you, for example, with this machine and he says, Oh, I have numbers blocked, I said, well, how do you expect an employer? If you're blocking the phone. How can I even go through a message and then you can get back.

**Jeff Heilig** - Any thoughts or ideas on anything we can do to grow our programs? I think if people knew about them and could come see them, I think they would be interested.

**Adam Von Heeder** - I would ask you, why do you think your dental program is at low numbers? What do you think is the reason for that?

**Nancy Amara** - There's a lot of the in-house dental programs already around and they also do in-house training. We also suffer when students see our costs, and then they see what a private costs and people think you get more for your money. That we're too low in cost. If that's \$20,000, it must be a better program. It's the same program.

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

Institutional Advisory Meeting Friday, January 17, 2025  
11:00 a.m. to 12:30 p.m.  
Cuesta, H7

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**Renee Fakhfour** - Did you say you were going to be setting up for an HVAC program?

**Nancy Amara** - Yes, we are. We are struggling to find an instructor.

**Georgia Grissom** - We have the room set up. We have all of the equipment.

**Gina Cisneros** - Well, I was going to bring this up in the cosmetology advisory, but I guess I'll say it now. The 600 hour certification, Cerritos Community college is now doing it as well. They had a class of 45. I believe it certified that 600 hours that certificate for only hair cutting and hair styling, which my company can go ahead and hire on, because there is no chemical work, so that might be something to consider in the event that you guys want to certify on site. I don't know the specifics in terms of what you would have to go through with the State Board and such. But it was introduced right before Covid, and then Covid hit. The 1,600 hours changed to 1,200, and then changed to a 1,000. This 600 was implemented, and the community colleges are doing it now, with the exception of El Camino, El Camino is not good. El Camino is still at 1,600. I may be wrong, but I want to say they're down to 12 now, but everybody is kind of moving toward that 600 for just hair, styling hair, cutting, washing, blow, drying, that without any chemicals, but with the extension of they can go on with the certification, get a job with us, or get a job at a hair salon to just do that then still come to school. But they'll be employed. If we have our 1,000 hour program, they are at 600, they can do that. A certificate that you can do in that room, and then at some point, do the rest of it to get.

**Jeff Heilig** - I want to thank everyone for coming. Thank you for your expertise.

**Meeting ends at 12:38 PM**