

Advisory Committee Meeting Minutes

PROGRAM COMMITTEE NAME:		Business Technology Advisory Committee			
CHAIRPERSON:		Rashmi Pillai			
MEETING DATE:		11/30/18	MEETING TIME:	8:30AM	MEETING PLACE:
RECORDER:		Kathy Davenport		PREVIOUS MEETING:	College Union Building, Louise Daniels Room
MEMBERS PRESENT					
List all members of the committee, then place an X in the box left of name if present					
	NAME	TITLE	EMPLOYER INFO	PHONE	EMAIL
X	Stacy Armstrong		Happy State Bank		sarmstrong@happybank.com
	Donna Arney		AIG		
	Lisa Bentley		TTU School of Pharmacy		lisa.bentley@ttuhsc.edu
	Marth Del Toro		First Bank Southwest		
	Robin Gertonson		Executive Office Suites of Amarillo		robin@eosaonline.com
X	Kevin Kuehler		First Bank Southwest		
	Christy Lackey		Workforce Solutions – Panhandle		
	LaToya Louis		Amarillo National Bank		latoya.louis@anb.com
X	Chris Lyles		Amarillo Economic Development Corp.		chris@amarilloedc.com
X	Monica Martinez		Workforce Solutions- Panhandle		mmartinez@wspanhandle.com
X	Bruce Moseley		Turn Center		bruce@turncenter.org
X	Miriam Pacheco		CS Stars, LLC / Riskonnect		miriam.pacheco@riskonnect.com
X	John Summers		DXC Technology		jcsommers@actx.edu
X	Janice Trew		First Bank Southwest		janicetrue@fbsw.com
X	Samantha Morris		First Bank Southwest		samanthamorris@fbsw.com
EX-OFFICIO MEMBERS					
X	Rashmi Pillai		Amarillo College		rspillai@actx.edu
X	Lynne Seal		Amarillo College		lseal@actx.edu
X	Carol Buse		Amarillo College		acbuse@actx.edu
	Tamara Clunis		Amarillo College		ttclunis@actx.edu
	Frank Sobey		Amarillo College		fesobey@actx.edu
	Mark Usnick		Amarillo College		mcusnick@actx.edu
X	Toni Van Dyke		Amarillo College		tjvandyke@actx.edu
X	Camille Cargill		Amarillo College		ccargill@actx.edu
	Samantha Jewett		Amarillo College		sljewett@actx.edu
X	Cameron Meyers		Amarillo College		cameron.meyers@actx.edu
X	Gay Mills		Amarillo College		jgmills@actx.edu

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X	Kathy Davenport		Amarillo College		kathy.davenport@actx.edu
X	Ana Carrillo		Student/Amarillo College		a0349957@amarillocollege.com
X	Jessica Fowler		Student/Amarillo College		j0087199@amarillocollege.com

AGENDA ITEM		ACTION DISCUSSION INFORMATION		RESPONSIBILITY
Old Business:				
Continuing Business:				
New Business:				
Curriculum Decisions:				
Other:				
KEY DISCUSSION POINTS		DISCUSSION		
Old Business:				
Continuing Business				
New Business:		<p>The meeting was opened by Bruce Moseley, acting chairperson for the meeting. Introductions were made around the table.</p> <p>After introductions were complete, Mr. Moseley turned the meeting over to Rashmi Pillai to discuss new business. Mrs. Pillai opened by explaining that the purpose of the meeting was to go over proposed new certifications and to vote on the new proposals. Information about each of the new certificate programs was provide to each person.</p> <p>The first certification program that Mrs. Pillai discussed was the Database Management Certificate. She stated that this certificate is currently in the conceptual stage. She would like to develop a certificate that students can really benefit from when looking for a job in this field. Mrs. Pillai stated that students have told her that people they know who work in the field were hired or put into a job with database usage and were trained in-house. She would like to develop a curriculum that will train these students before they enter the workforce so that they are already familiar with the material. She then went into discussing the proposed classes to make up the certificate. She discussed each class and how she felt it would benefit the students and the certificate.</p> <p>Mrs. Pillai proposed the question of whether or not specific software knowledge really matters in job searching, or is it more about the knowledge of databases in general? Mr. Moseley suggested that a simple questionnaire could be sent to people in the companies that would know if a specific software knowledge is needed. John Summers confirmed that he believes that the knowledge of how to use a generic database is really more important than specific software. Training on software can be easy when they already have a working knowledge of database use. Mr. Moseley suggested that Legal Studies students take this course, as well. It was confirmed that they already do.</p>		

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Mrs. Pillai moved on to the next certificate proposal – Helpdesk Associate. The proposed classes were discussed, and it was confirmed that all of the classes mentioned are already available at AC, so there would not have to be any completely new classes added to the college. Ana Carrillo, one of the students present at the meeting, mentioned that she felt that the IT Essentials class (CPMT 1351) was a very good class to have and should be included in all of the certificate proposals. She stated that it can be very embarrassing in a new job to not know all of the parts of a computer. She stated that just knowing how to use the computer may not be enough, and knowing the parts is just as important. Miriam Pacheco mentioned keyboarding skills. She stated that it is very unprofessional to start a new job and not know how to keyboard properly. It was stressed that keyboarding is included in one of the classes already in the list of proposed classes.

Mrs. Pillai asked those at the meeting if they were to encounter someone with this list of classes, would that list of classes be enough to secure a job with them. Miriam stated that the skills learned in these classes would definitely be a strong advantage, so for a student to be able to explain what they learned in the classes will help when speaking with a potential employer that might not be aware of what each of these classes actually means or teaches. Lynne Seal confirmed that all of the courses on the list are part of the lower level set of classes that feed into the Associates Degree. The certificate will aid them with hire-ability as they continue on with their education if they so choose. Mrs. Pillai emphasized that most of the classes offered are now 8-weeks.

Mr. Moseley suggested that the committee vote on adding the Helpdesk Associate Certificate or not before moving forward. The motion was made to add the certificate by Miriam Pacheco, and was seconded by Chris Lyles. The vote was unanimous in favor to add.

The Medical Office Assistant Certificate was discussed next. Mrs. Pillai stated that while Amarillo College already has a program for a specialist, there is more extensive training involved that qualifies the student as a “specialist”. This certificate will be more of an assistant position. She stated that some of the medical offices that she has conferred with stated that they would actually prefer someone with a little less training, because then the offices are better able to train the new hires on the procedures of their own office, instead of the hire already having too much information and not being as open to new instruction. Chris Lyles stated that the Medical Insurance and Medical Terminology classes would really benefit a lot of people. So many going into entry level jobs have no prior experience or knowledge and must learn as they go. Having that knowledge from these two classes would give the student a benefit over those that don’t have that knowledge. Bruce Moseley stated that at Turn Center where he works, there are some people who could benefit from those classes, as well. Mrs. Pillai stated that we are not looking to compete directly with the Specialist program that AC already has. We are wanting to look more at the office side than the specialist side.

Mr. Moseley asked if any further discussion, and then asked for a motion to approve the Medical Office Assistant Certificate. Chris Lyles made the motion to approve. Toni Van Dyke seconded the motion. Vote to approve was unanimous.

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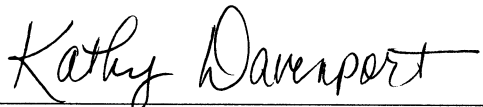
Mrs. Pillai moved into discussion about an Introduction to Banking Marketable Bills Certificate. She stated that there are currently no certificates offered in this field, however, the number of banks and branches of those banks is very high just in Amarillo alone. Mrs. Pillai stated that she visited some random bank branches and the people that she spoke with told her that if a teller is loyal to the bank, stays on, and is eager to learn, they have a strong chance of moving up in the bank. This certificate would help to get the entry level positions at the banks to help get them started on that career path. Mrs. Pillai stated that the classes are not a part of the AC curriculum at that time, because AC has never offered any sort of banking education before. However, all the classes she has suggested are a part of WECM.

Lynne Seal asked the banking related committee members if someone were to apply at their bank with this certificate and these classes, would that give them an advantage. Samantha Morris stated that she believes that it would be beneficial for them to have at least some working knowledge of the material. She stated that she can see someone with this type of certificate being easier to train and more engaged in the work. A student willing to pursue this type of certificate is more like to truly desire work in the banking system than someone who is merely looking for any job just to pay the bills. Kevin Kuehler stated that he believes that having these basic skills could be more beneficial even than someone with previous teller experience. Having this basic information would allow the bank to focus their training on the system that bank uses, rather than having to start at scratch teaching them the basics of banking. Lynne Seal asked the question is an Introduction to Accounting class would be beneficial. Samantha stated that accounting is different than banking, so that class would likely only confuse the students more than if they had no accounting knowledge at all. Janice Trew stated that this type of education can really help open the door to a banking career. She stated that within their bank, there can be over 90 different positions and most are filled by promoting from within. Discussion continued about the number of classes and class hours. Carol Buse pointed out at that time that at 16 hours, students qualify for financial aid, so adding a few extra hours would increase the total hours count high enough to allow financial aid. It was discussed to add the first year seminar class. Adding that class would add the additional hour needed to make the 16 hour requirement, and would feed into an Associate's Degree if this certificate is built upon in the future to an Associates.

Bruce Moseley asked if someone wanted to make a motion to add the first year seminar soft skills class to the other previously proposed certificates, as well, in order to increase the total hours to 16, allowing them all to qualify for financial aid. Motion was made and seconded, and was approved unanimously.

Mrs. Pillai asked for input from the committee to choose from a provided list of WECM approved banking related courses to add to the certificate to bring the total hours to 16. John Summers and Lynne Seal inquired about Business Computer Applications, but Samantha Morris stated that tellers really will never use EXCEL or other apps like that. Her suggestion was the Principles of Bank Operation class. Samantha stated that understanding what the bank really does and what they are all about can help the students to really understand what it is that they working towards. The question was asked of the committee if someone were to apply for a job with this set of classes, would it help them. Several people said yes at the same time. Samantha Morris stated that if someone were to come in with this set of classes, it would show that they are really interested in the banking industry and not just looking for any old job. It was discussed that the entry level pay for a teller job is almost double the current minimum wage. Someone coming in

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	<p>with this set of classes would show that they actually want to do the job. It was also stated that having this set of basic knowledge would allow a new hire to be trained much faster as the bank would not have to take the time to teach these basics. One stated that this set of classes and this skill set would change one from just a job to a career.</p> <p>Bruce Moseley asked for a vote on this certificate. Kevin Kuehler motioned to approve. Janice Trew seconded the motion. It was approved by a unanimous vote.</p> <p>Rashmi Pillai asked the question if, going forward, would the banks be able to provide any of the resources to help teach these mentioned classes? It was stated that yes, they would be able to help. It was also confirmed by Carol Buse that a Bachelor's Degree would not be required to teach any of these classes. An Associates and work experience is all that would be required to teach. Mrs. Pillai asked the question if it would benefit AC to be associated with the ABA – American Banking Association. Kevin Kuehler stated that it would certainly be a good way to get the information to the banks that AC offers the program.</p> <p>Lynne Seal stated to the committee that a big part of what we are doing is getting the information out there to let students know that we have these programs. Samantha Morris suggested job fairs, and perhaps a partnership with the banks to get the word out.</p> <p>At this point, Bruce Moseley adjourned the meeting.</p>		
Curriculum Decisions:	<p>Motions were made, seconded, and approved to move forward with the process of adding the following certificates to the AC curriculum:</p> <ul style="list-style-type: none">• Database Management• Helpdesk Associate• Medical Office Assistant• Introduction to Banking, Marketable Skills		
Other:			
Recorder Signature:		Date:	Next Meeting:
		12-08-19	To be determined