

(Business Admin - Fresno) Advisory Board 2016		
9.22.2016	Time: 6:00 p.m.	Room: 222
Meeting called by	Lisa Kisla	
Type of meeting	Advisory Board	
Facilitator	Angela Heinz	
Note taker	Randey Porter	
Timekeeper	Randey Porter	
Attendees	Mai Wortman , Alorica; Camille Lundsford , Alorica; Andrew Schantz , NY Life; Ofelia Gonzalez - Public Relations, Central Valley Children's Services; Lauren Fahey , GSF Properties; Robert De La Rosa , United Way; Eric Escoto, Jr. , Office Team; Jason Smith , CalCom Solar; Justin Garcia ; Vicki Weight , EEOC; Cesar Villafan , SJVC Graduate;	
Topic: Review and approval of previous AB minutes		
Time allowed:		
Discussion	Minutes were not read - but presented if anyone wanted to read them; Angela motioned that the minutes be accepted	
Conclusions	Andrew Schantz - Seconded the motion to approve the minutes	
Action Items	Person Responsible	Deadline
Topic: Review and discussion of Program Review Report		
Time allowed:		
Discussion		
Conclusions		
Action Items	Person Responsible	Deadline
Topic: Student achievement data (retention, graduation, and placement rates)		
Time allowed:		
Discussion	Student achievement data was given for Fresno's Business Admin program	
	Graduation rates - 21% in 100% - 15% in 101-150% - overall the institution is at 63% graduate - goal 70%	
	Placement Rate for BA in Fresno - 80% - institutional goal is 75%. Both measurements are for AS Degree only, certificate is new.	
Conclusions		
Action Items	Person Responsible	Deadline

Topic: Review indirect data (student and employer comments)		
Time allowed:		
Discussion		
Conclusions		
Action Items	Person Responsible	Deadline
Topic: Curricular changes, minor or significant, since last AB meeting		
Time allowed:		
Discussion	The hybrid business program was introduced and the certifications available for each program was stated	
Business Management, Retail Management and Business Accounting		
<ul style="list-style-type: none"> • Students take half their program online and half on ground - they take classes specialized for each program • It was asked why students only took the Excel MOS certification - it was felt that the student would benefit from Word and PowerPoint as well. The AB liked the certification idea as it standardized how much the student knows. Angela said she would look into this. • The Advisory Board took a break so that a class could come in and do a presentation. 		
Action Items	Person Responsible	Deadline
Angela said she would look into other MOS certifications	Angela	
Topic: Pending curriculum changes		
Time allowed:		
Discussion	There are no pending changes	
Action Items	Person Responsible	Deadline
Topic: Course and Program Learning Outcomes		
Time allowed:		
Discussion	Nothing to discuss	
Action Items	Person Responsible	Deadline
Topic: Current or pending changes in accrediting, programmatic requirements, if applicable		
Time allowed:		
Discussion	Nothing to discuss	

Conclusions		
Action Items	Person Responsible	Deadline
Topic: Textbooks, equipment, supplies, etc.		
Time allowed:		
Discussion		
As the curriculum changed, so did the textbooks to match the curriculum.		
Conclusions		
Action Items	Person Responsible	Deadline
Topic: Extern Matters (issues, challenges, successes)		
Time allowed:		
Discussion		
<ul style="list-style-type: none"> • It was mentioned that we added an externship class to the BA program. Major talking points of the program were shared – 96 hours to be done over 5 weeks. Some discussion that that seemed like a lot of hours in such a short time. • It was also shared by Angela that we needed the employer’s feedback on the student and the program so that we know how well the student or the program is doing. • It was asked if the employers could be given a skills checklist and Angela said that is included with the paperwork • Asked if students will see the employer’s comments after the externship was over and Angela said yes they would. • Asked if the skills list will show how to grade each skill – Angela said yes it does – there is a grading scale for each skill • Asked how the students will be prepared for externships. Angela mentioned that Career Services prepares the students by having them participate in a program that takes them through everything they need to know and do before accepting an externship position • Angela said that she tells students that Externship is their job interview • Angela asked if anyone was able to accommodate students on weekends and evenings – most of the AB that they did have special programs from time to rime that met in the evenings or weekends where interns could help – it was non-profits who stated that they would benefit the most as they paid very few of their workers – most were volunteers. • Angela asked if 96 hours were doable and most stated that it depended upon the students and what they needed done in the office. One comment was that at certain times of the years when they have big projects the student could finish the 96 hours early. • Angela asked, “What do you feel comfortable having the students do?” Most answered that it depended upon the student but it would not be anything confidential as the student was only temporary. Another comment was that they could offer a lot but it depended upon the willingness of the student. • Angela asked if they had a dress code. Most answered that is was Business casual but at times professional was needed. • One comment was that some students don’t seem to have an understanding of what a dress code means and Angela replied that all programs here at SJVC have a dress code and that our students should understand the need for it. • Angela asked if the sign in sheet could be passed around again and if anyone that could host an extern could put an * by their name it would be helpful 		
Conclusions		
Action Items	Person Responsible	Deadline



Advisory Board Minutes

Topic: Changes in hiring practices, skill level, licensures, certifications, or exams		
Time allowed:		
Discussion		
Nothing to discuss		
Conclusions		
Action Items	Person Responsible	Deadline
Topic: Changes in industry standards		
Time allowed:		
Discussion		
Nothing to discuss		
Action Items	Person Responsible	Deadline
Topic: Other Topics		
Time allowed:		
Discussion		

The following questions were asked by **Angela** and responses follow:

1. What are the top 4-5 characteristics that you are looking for in hiring recent college grads?
 - a. Helpful - look around and see what needs to be done without being asked
 - b. Flexibility - we are changing things all the time
 - c. Confidence - they need to believe in themselves
 - d. Have a Story - need to have a story as to why they are doing what they are doing - something that supports their decisions to go to college and work
 - e. Can they express themselves and quantify their comments?
 - f. Have a passion for what they are doing - its more than just a paycheck
 - g. Willingness to learn and try new things
2. Are there specific items you would like new hires to have a deeper understanding?
 - a. They need to understand and be more accepting of diversity in the work place
 - b. More empathetic towards some of our customers (non-profit agency)
 - c. Understanding of software and technical equipment used in the work place
 - d. Willing to learn new things and go the extra mile
 - e. Willing to take constructive criticism and work though them and other setbacks - don't give up and be too sensitive
 - f. Have the right attitude and mind set - it not all about them
 - g. To be able to define success, know what it takes to be successful and are they willing to do those things
 - h. What are they doing for self-improvement? Ambition to improve themselves
 - i. Do they have 1, 3 and 5 year goals and do they have the ambition to make them happen or just hope they happen.
 - j. Do they know what companies they want to work for and are their expectations aligned with those companies?
 - k. Tell students to go look at a company before applying. Watch for dress code, arrival times, etc and know what is expected before the first interview. Look them up and know something about them.
3. How often are assigned tasks completed as a teams and what types of jobs are completed as a team?
 - a. Very important as everything we do is a team effort.
 - b. Team player is required to do any job - they must be able to exist in harmony with the people they work with
 - c. They need to know their customers, who they are and what their needs are
4. Is there specific software you would like to see taught?
 - a. They need to know tracking HR software and how they work
 - b. **Angela** responded that soon our students will be able to access a dashboard that will help the students to understand how they are doing. They will be able monitor their academic success.
5. The business industry is a competitive industry; are there any additional certifications or additional merits a student could have that would make them a more appealing candidate?
 - a. MOS exams was the most common response
 - b. Other than MOS no other responses
6. Is it necessary for our graduates to be savvy with fundraisers?
 - a. For the non-profit yes - we exist off of fundraisers to some extent or another
 - b. Non-profits can't afford to have people who don't have good communication skills
7. Would a lack of self-confidence affect the potential job candidate's ability to obtain employment with your firm?
 - a. Definitely - a lack of confidence could be a deal breaker
 - b. They also need to make eye contact when they are talking to you
 - c. Tell them not to giggle during the interview
 - d. Confidence in themselves comes through in an interview
8. Is typing important and at what rate?
 - a. 35-45 words per minute would be nice - **Angela** 45 wpm is a graduation requirement for all business students at SJVC
 - b. Not just typing but also the ability to meet deadlines

Action Items	Person Responsible	Deadline
Topic: Overall Feedback/Conclusions		
Time allowed:		
Discussion		
Action Items	Person Responsible	Deadline