



**Computer Business Office Technology  
Advisory Committee Meeting—Friday, May 3, 2013  
Cañada College, Building 13, Room 217; 3:30 pm – 5:00 pm**

## **Agenda/Minutes**

**Introductions**

3:30 pm

Welcome

Carolyn Jung

**Present were:** Elizabeth Chun, Lynn Emrick, Patricia Oliver, Erica Gutierrez, Vera, Jacobson, Hal Kataoka, Diana Smith, Michael Tillson, Jan Roecks, Carolyn Jung, Mallory Stevens; Charlene Suda, Joann Tran, Mark A. Campoy, Betty Chew, Lawrence Tsai, and Daisy Li.

Introductions—Ms. Diana Smith, CAP-OM, Executive Assistant to Managing Partners,  
MPM Capital LLC, South San Francisco  
Ms. Erica Gutierrez, CAP-OM, Senior Executive Assistant, Shutterfly  
Hal Kataoka, MA, Employment Coordinator, Peninsula Works—Daly City  
Mark Anthony Campoy, Senior Intern                      Joann Tran, Intern  
Betty Chew, Intern  
Michael Tillson, Instructor, Menlo-Atherton High School

**Meeting Goals**

3:45 pm

- Current hiring patterns (i.e. inexperienced workers, seniors, etc.)
- Current software skill knowledge (i.e. what version)
- Career areas our department should be directing students (medical, accounting, legal)
- Course additions, deletions, and modifications to meet current industry standards
- Review Labor Market Information and education required

**Department Update**

4:00 pm

- Delay the Upgrading to Microsoft Office 2013 till Fall 2014  
*Carolyn discuss that the CBOT Dept. was going to delaying upgrading to Windows 8, and Microsoft Office 2013 until possibly Fall 2014. We will send out a survey to poll businesses to see when and if they plan to upgrade to the latest version.* Carolyn Jung
- Program Student Learning Outcomes (PSLOs) will be administered through Novi survey in summer 2013  
*The CBOT Dept. has been working on developing and on-line survey using Novi Survey which is an on-line survey which the district purchased that we can use without any cost. That survey will be administered to our summer classes as a “test run” to check for any problems and will be administered in Fall 2013 to all CBOT students.* Mallory Stevens

## Priority Enrollment in 2014

4:15 pm

- Beginning in 2014, priority enrollment will first go to students who are there to:
  - earn a vocational certificate
  - transfer to a university, or
  - acquire necessary skills as learning English(Students with clear academic or vocational goals)

Carolyn presented that in 2014, priority enrollment will be given to students who meet the above goals of either earning a vocational certificate, transferring to a university, or are acquiring necessary skills in learning English.

- Effect on high school students intending to attend a California Community College  
*High School teachers said that the effect on their students is that they will have to be better prepared in terms of knowing what their goals are to be before they attend the college.*

## Questions for Advisory Members

4:20 pm

1. Is your company/organization hiring now? If yes, what are the titles of the positions that need to be filled?

*Diana mentioned that her company in South San Francisco is not hiring at the moment. Shutterfly in Redwood City is hiring. They are looking for Project Managers, Event Planners, Merchandising, and database Architects.*

2. How and where are you finding your new hires?

*New hires are found through their company website, LinkedIn (a professional network site), Employee referrals, and an employment agency as a last resort.*

3. What level of work experience and/or skills are required for the positions? (entry level, intermediate, or advanced)

*Want **advanced** skills in: Word, Excel, PowerPoint, and Outlook. The person must be able to troubleshoot (i.e. iPhones). Know how to use Outlook and the calendar and be able to prioritize. Many young people are very adept at using Smartphones, but do not know how to use a computer.*

4. Is a degree, certificate, or work experience (how much) required?

*It can be a certificate or a degree. If the prospective candidate has no employment history, then they should apply for part-time employment through an agency. If they have not worked for at least six months, they should look for work as an Intern. Companies are looking for people who volunteer and are professional organizations.*

5. Is your office/organization currently incorporating mobile and social media technology for your business?

*They are using Facebook, Twitter, and LinkedIn in their businesses.*

**Questions for Advisory Members (continue)**

4:20 pm

6. Does your company provide any in-house enrichment training, especially in new software skills and how are they doing this?

*In Diana's company they provide on-line training, and take workshops during down times. They are not encouraged to go outside for their training. Shutterfly they have regular workshops which are one-half day or a full day in duration.*

7. What soft skills are important for your company?

*Companies value "soft skills" because they can be an indicator of job performance as well as "Hard skills." Such things as: getting to work on time is important—this is time management; being able to work in a group or as a member of a team; good communication skills was emphasized in this meeting because of the use of e-mails in business today—can you articulate and be a good listener; are able to prioritize because less people are doing more work in today's world; able to handle criticism so that you can learn and grow in that position. Another important skills were critical thinking skills and grant writing.*

8. What job skills are becoming less important or being phased out? Refer to Labor Market Information.

*One position that is being phased out is the receptionist position because you can "buzz in" yourself. Carolyn presented some US Bureau of Labor Statistics that listed some occupations that have the worst career outlook: Postal clerks, postal carriers, reporters, and correspondents. The jobs with a strong growth potential are: Nurses, and dental hygienists.*

9. Is knowledge of the integration of software used in your company? Is integration of software currently used in your organization?

Members stated that knowledge of integration of software (i.e. Excel and Word, and PowerPoint and Word) were important and was used in their companies.

10. What version software (i.e. 2010) does your company use?

*Currently their companies were using Windows 7 and Microsoft Office 2010.*

11. Any suggestions for a new course or program?

*No suggestion for new courses.*

12. What courses should be deleted or modified?

- CBOT 415 Beginning Computer Keyboarding
- CBOT 417 Skillbuilding
- CBOT 430 Computer Applications, Part I
- CBOT 431 Computer Applications, Part

- CBOT 435 Spreadsheets
- CBOT 436 Database Management (Access 2010)
- CBOT 448 Microsoft Windows 7
- CBOT 457 Using PowerPoint in Business
- CBOT 460 Office Procedures in Today's World
- CBOT 470 Advanced Spreadsheets
- CBOT 472 Beginning Word Processing
- CBOT 474 Intermediate Word Processing
- CBOT 475 Using Outlook
- CBOT 476 Adobe Acrobat
- CBOT 480 Internet—A Communication Tool

None was suggested for deletion or modification, but using collaboration tools was important because telephone usage is not as productive.

13. What advice would you give a student who is looking to start a new career?

Join a professional organization such as the IAAP (International Association of Administrative Professionals); find a mentor; and do something that you are passionate about. Do an internship (know other fields such as i.e. science).

14. What courses, skills, and/or attributes put students a notch above co-workers and applicants in the hiring/promotion process?

Create a career portfolio to showcase your work, build your own website.

## **Wrap-up**

4:55 pm

- Q & A
- Next meeting in October/November of Fall 2013. What day is good for a meeting?