

# INDUSTRY & ADVISORY BREAKFAST



March, 2016

**NORCO**  
**COLLEGE**  
Career & Technical Education

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# Industry & Advisory Breakfast 2016

## Agenda

Norco College  
Norco, CA  
March 18, 2016

- |                    |  |
|--------------------|--|
| 7:30 am – 8:00 am  | Sign-in & Full Breakfast Buffet  |
| 8:00 am – 8:05 am  | Master of Ceremonies<br><i>Ashley Etchison, Employment Placement Coordinator</i>   |
| 8:05 am – 8:10 am  | Welcome Address<br><i>Dr. Diane Dieckmeyer, Vice President, Academic Affairs</i>   |
| 8:10 am – 8:20 am  | Industry Partnership Awards<br><i>Target</i><br><i>Loma Linda University</i>   |
| 8:20 am – 8:30 am  | Norco College Career & Technical Education Update<br><i>Kevin Fleming PhD, Dean of Instruction, Career &amp; Technical Education</i>   |
| 8:30 am – 10:00 am | Advisory Board Discussions<br><i>Industry subgroups &amp; Norco College faculty</i><br><i>Industry trends, program curriculum feedback &amp; workforce preparedness</i><br><i>Follow-up, next steps, &amp; internships</i> |
| 10:00 am           | Adjournment  |



# California Career Pathway Trust Grant Industry Advisory Meeting

## Agenda

- I. Welcome
- II. Grant Overview
- III. Grant Data
- IV. Grant Budget
- V. Questions and Comments
- VI. Brag Slides
- VII. Upcoming Events
- VIII. Thank you and Adjournment

## CCPT Advisory Meeting

Attendees:

**Pending.....**

### Welcome:

The Advisory meeting was opened with a welcome and introductions by Dr. Maureen Sinclair, CCPT grant director.

### Grant Overview:

Dr. Maureen Sinclair gave the grant overview including:

- Riverside Community College District was awarded \$12,860,892, the single largest competitive grant in the District's history by the California Department of Education.
- Our consortium pledged \$59,017,762 in match  
Our regional consortium is comprised of:
  - 11 unified school districts,
  - 28 high schools,
  - 1 middle school,
  - 2 community college districts (RCCD and MSJC),
  - 4 community colleges,
  - the County's Office of Education,
  - the County's CTE/ROP division,
  - Riverside County Workforce Investment Board,
  - 3 adult and alternative learning centers,
  - 1 Virtual High School, and
  - 79 industry/community partners with signed letters of commitment
  - Our consortium will deliver 18 new CTE pathways across three vitally important industry sectors:
    - Information and Communication Technologies,
    - Manufacturing and Product Development/ Advanced Manufacturing, and
    - Health Science and Medical Technology
  - Project CREST's 18 pathways will serve 16,739 students in the first 3 years.

### Grant Updates:

Students Served by Pathways as of March 2016:

- |                                       |      |
|---------------------------------------|------|
| • Patient Care                        | 1088 |
| • Health Care Administrative Services | 143  |
| • Public and Community Health         | 0    |
| • Therapeutic Services                | 0    |
| • Health Informatics                  | 0    |
| • Health Care Occupations             | 188  |
| • Health and Medical Studies          | 35   |

• Programming & Gaming	107
• Information Support Services	0
• Games & Simulation	310
• Networking	59
• Software & systems Development	322
• Media Support	0
• Computer Programing	0
• Adv. Manufacturing & Engineering	310
• Product Innovation & Design	0
• Machining & forming Technologies	527
• Graphic Production Technologies	235

Students served through CCPT events:

• Youth Education Motivation Program (YEMP)	2098
• Reach Out –Inland Coalition	455
• Presentations	375
• CTE Career EXPO	490

Teachers, Faculty, Staff and Administrators served through staff development activities such as workshops, conferences, internships and classes through March, 2016: 453

Student numbers were discussed and questions were ask on why some pathways had 0 students served. The reason for some pathways having 0 students served is that they are in development and students won't start pathway until next year. It was also stated that not all data had been provided yet.

**Grant Budget Review:**

Grant budget was reviewed by Dr. Sinclair with a discussion on the extended spending from two years to four year based on by the decision from the California Department of Education to extend the spending of allotted funds through the four years of the grant life. Modification to the budget was discussed with a copy of the new budget provided to all members. There were no questions.

**Industry Advisory members were ask how our grant partners can better engage and inform them of grant activities.**

- Invite Industry Advisors to events
- Invite Industry Advisors to program sites
- Phone call and email updates
- Treat Industry Advisors as customers

**Industry Advisory member's recommendations:**

- Teach soft skills in every class

## Industry & Advisory Breakfast

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- Promote pipeline of workers
- Students need the ability to learn, have drive and motivation, and communications skills

The last part of the meeting was designed for each grant partner to highlight their success and achievements through a PowerPoint presentation. Some of those success and achievements shared are:

- Student Ambassador Program
- Pathway Development
- Articulation Agreements
- CTE and Career EXPO
- Yemp Programs
- New Equipment
- Project Lead the Way
- Professional Development
- Student Organizations (CTSOs)
- Health Fairs
- Conferences
- Development of Summer Camps and Bootcamps
- Certifications
- Internships

Meeting adjourned at 10:00am

# Guidelines for 2016 Industry & Advisory Discussion

## All Programs

1. Introductions
2. Review of Industry Advisory meeting minutes from 2015
3. Faculty to review curriculum changes resulting from past Industry Advisory meeting, curriculum modification/additions, and any recent hardware/software upgrades.
  - a. What else should Norco College consider to remain current with equipment, knowledge, skills, hardware, and software required in industry?
4. Advisory members to review any curriculum changes to:
  - a. Industry standards
  - b. State/industry certifications
  - c. Entry-level employment eligibility/expectations
5. What could Norco College do to improve real world, on-the-job, work experience that students receive during their program? What could industry advisory board members do to help improve Norco College's real world, on-the-job, work experience that students receive?
6. How do we make employers and members of the community *Raving Fans* of Norco College?

## Accounting:

1. How can we integrate the VITA program with our classes and the community?
2. How can we better market our new certificates
  - a. Small Business Accounting
  - b. Small Business Payroll Accounting

## Business & Entrepreneurship

1. What is the right market segmentation for our new Entrepreneurship certificates?
2. What schedule (day time) would work best for Entrepreneurship classes?
3. Does the name "opportunity analysis" accurately reflect what this class teaches?
4. We have discontinued our Marketing and Human Resources certificates due to low demand. Is there another area in Business that you think we should look at in terms of creating a new certificate or Associates degree?
5. Every year we talk about what skills our students do not have, what kinds of skills are you seeing this year that students need to learn or brush up on?

## Real Estate

1. How can we grow our online real estate program?
2. How can we better market our classes to potential students?
3. How can we better track student graduates to report employment and wages?
4. Should we offer our Real Estate classes in the high schools? Would the classes required for our Salesperson & Transaction certificate suffice?

## Early Child Education



1. Discussion of possible program discontinuance to collapse and merge our six existing ECE programs.
2. How do we make employers and members of the community raving fans of Norco College?

### **Electrician & Electronics**

1. Discussion about Green Technician certificate and revising ELE-91 to include industry licensure.
2. What is the best schedule “day time” for our new electrician courses? Would Saturday classes work?

### **Engineering & Drafting**

1. How can we best market our 3D mechanical drafting certificate to industry and potential students?
2. How can we increase the number of internships available to our drafting students?

### **Manufacturing**

1. How do we market our forthcoming conventional machining program to the community?
2. How can we infuse the maker space movement into Norco College?

### **Construction**

1. Is there still a labor market need for a construction management program at Norco College?
2. How do we increase the number of registered apprenticeship programs at Norco College?

### **Information & Communication Technologies**

1. How can we increase enrollment in our Mobile Applications Development program?
2. Our Graphic Design program is a revision of Desktop Publishing. Data shows this field has good demand. Do you have any suggestions on ways to promote this program?
3. We have another Associate Degree for Transfer for CIS to be completed this year. Do you find students with Associate of Science Degree are as employable as those with the 4 year degree?
4. How can we increase the number of internships and Work Experience for students?

### **Music Industry Studies**

1. Would a Norco College mini certificate in ProTools add any value to the AVID certification?
2. How can we strengthen partnerships with local High Schools?
3. Should Norco College start a community choir?

### **Automation and Supply Chain Technology**

1. What is the minimum amount of welding an automated technician needs for entry level employment?
2. Is there a regional industry need for a general industrial maintenance certificate program?
3. Should we create an “Introduction to Mechanics” class to serve industrial automation, supply chain technology and industrial maintenance simultaneously?

## Industry Breakouts & Discussions

### Automation & Supply Chain Technology

Tom Childers, Associate Faculty, Manufacturing Technology, Norco College  
 Glen Graham, Associate Faculty, Electronics, Norco College  
 Jesse Lopez, CTE Project Supervisor, Norco College  
 Steve Harrington, Industry Liaison for the National Center for Supply Chain Technology Education  
 Frank Raya, Production Lead, Brenner-Fiedler & Associates, Inc  
 Nick Vega, Corporate Recruiter, Athens Services  
 Jose Vargas, Director, Converse DC  
 Mario Campa, California Steel Industries  
 Rex Nichols, California Steel Industries  
 Edgar Aldaco, Control Instrumentation and Automation Engineer, Aero-Craft Hydraulics, Inc.  
 Rod Guzman, Aero-Craft Hydraulics, Inc.  
 Yesenia Alvarez, FedEx Ground  
 Jaime Sanchez, FedEx Ground  
 Juan Ramirez, FedEx Ground  
 Wayne Perry, Site Supervisor - Ontario, Intelligrated  
 Roy Tompkins, Site Supervisor – Perris, Intelligrated  
 Jorge Vaca, FedEx Ground  
 Tarif Halabi, San Bernardino Valley College  
 Raj Panjabi, Technology Education Consultant, Ranesco Technical Training  
 Blanca Madrigal, FedEx Ground  
 David Ayala, UPS

Passed out the Automated Systems Technician information sheets offered at Norco College. Modify our curriculum towards industry needs.

Tom Childers: With any system there is room for improvement. Our faculty strives to stay on top of industry needs and to teach the skills to our students. Currently in place various programs but always open to new solutions and ideas to make them better. Our goal is to get you the students you need with the certification you require so you can have the best possible workforce. We can modify our process but we need your feedback and requirements to adjust our programs accordingly. Let's work together to make this the best program ever.

Edgar Aldaco: Does Norco have the technology to make the transition from analog to digital. Would the individual have the tools necessary to work with an analog to digital piece and vice versa. This education and knowledge will make for a much better entry level skill.

Tom Childers: Understandably there is many old school technology out there. Many companies don't use automation technology. If you don't have the skills to identify the right tools you won't be able to work with the right equipment. We outline with students how to recognize which tools are required to work with the equipment. We give them a toolbox knowledge. A well rounded equipment person should ideally have welding background. Is this a skill you think would be advantageous to an entry level employee? Is this a skill that you feel is necessary for us to teach them as part of this certificate? We have

a program that help students learn how to be a welder but I am hearing from you that this is perhaps a 1 unit course we need to add? Yes!

Glen: We cover Electronics courses that cover this knowledge. ELE 21 teaches the circuitry. Would this course be better if analog to digital retrofit be a better fit? How many bits of resolution is required? Do you want them to know how to install it or just know how to design and create or making the chip? Do you want them to know how to design or only install the pieces?

**Mario Campa: What you have is great for this program but what we need is more mechanical knowledge. Motorized conveyers and 90% of what we need is mechanically based.**

Rex: The program is designed for our students to begin an entry level foundational skills to work in electronics, pneumatics, etc. Should it be geared more towards mechanics?

**Frank Raya: The basic skills on how to use these tools aren't what those that interviewed have experience in.**

**David Ayala: Interviewees shied away from direct knowledge of those basic tool skills. Even though they were comfortable with the skills they have. Four or so we interviewed had the desire to and perhaps had the skill set but not enough to move forward at this level even though they want to be future engineers. If they had emergency repairs for welding skills this would indeed be an asset to their skill set.**

Glen: Comments about Welding? We know we may need welding to be included but what else do we need. We could add a 1 unit course on welding. Would that be sufficient?

Edgar: In aerospace welding would need familiarity in induction welding in micro watts. This is the type of welding knowledge, education and experience we need even our entry level employees to have.

**Jose Vargas: We need someone who has sufficient experience and skill set who has more of the hands on mechanics background and experience...not just the "I've worked on my car" experience. However, if they have this experience they are not sharing the extent of it in their interview.**

Tom: Someone who has experience in basic mechanics, valves, chains, pulleys, etc. This is basically a maintenance mechanic program. Should we offer a PCL technician Program? You are looking for someone who has basic mechanically skilled techniques. Scheduled maintenance repair experience/knowledge. Entry level people may not have these skills. We have veterans who are pursuing a different career...is this the type of skillset you are needing?

**Jose Vargas: Key things we need in addition to the AST certificate. This program and coursework is great but we need students to have more experience with basic tools.**

**\*\*All agreed need more Intro to Mechanics Course in present AST and additional certificate program for Intro to Mechanics.**

**\*\*Basic Welding Program if added: Mig, Stick, Induction, and Sanitary are a sample of what could or should be included as a certificate or included in a program. Would this be something we would be interested in? 7/8ths of those in attendance agreed that this should be added to the certificate.**

Edgar: Students need to learn not only standard but the metric system to make the transition back and forth. Sometimes other countries are not as friendly with training. Especially the Asian countries such as

Korea of Japan. German manufacturers send their own technicians to train but we also need to have students educated on the standard to metric and vice versa. This is essential to working on machinery that is coming from outside the United States.

Internships:

David Ayala: We have Internships that assist students with their education as long as they work for us full time.

Wayne: We have two levels of technicians - mechanical service technician. But we don't have an internship program for those that we hire outright.

Juan Ramirez and Blanca Madrigal and Yesenia Flores of Fed Ex: We have an internship program with \$5000 tuition reimbursement. Tuition reimbursement also for present employees who want to advance in their formal education.

Edgar Aldaco of Aero-Craft: We are working with Ashley to begin an Internship Program with our company. We hope to get this going relatively soon.

Nick Vega of Athens: We partner with Chaffee College...We have our full time employees attend school part time at Chaffee to get their certificate but they need to work full time.

Skilled Interview Prep with students: Students need to have better interview skills not just behavioral but live skill set demonstration skills. Students who have interviewed in the past need to step up with sharing their knowledge and expertise. Be more open in what their skillset is. Be prepared for a hands on test or demonstration skills. Be able to share what kind of knowledge they have even if it is only working on their car or taking apart an engine and putting it back together. Their resumes need to reflect their experience.

All agreed:

- Sensors and Actuators and transducer, sensors – reactivate or add this course
- Add Analog to Digital and Digital to Analog to PLC class
- Remove microprocessors and keep micro controllers in ELE-26

All agreed:

- AST course needs to offer an evening schedule option or add an evening schedule option for their employees

We want to move in the direction of giving you the opportunity to see what is being taught and what we need to change to suit the industry. Take into consideration what your company can do to make this program work for you and our students which will make better employees for you. Student tours, speaker presentations, mentoring, donations, internships, externships, scholarships are all integral to both your success, our students success and our program's success.

\*Also...We can go out and pick up your old parts! If you are getting rid of any of your old technology let us know and we can use it for our students' further learning.

## Accounting

Patty Worsham, Associate Professor, Business Administration BEIT Department Co-Chair  
Suzie Schepler, President, Associated Students of Norco College  
Colleen Cain, CPA, Colleen Cain & Associates  
David Layne, Staff Manager, Western & Southern Life Insurance  
Alfonso Anaya, Program Director, Kids That Code

### Corporate/Partnership Tax course

- Pre Req of ACC1A
- Possibility of transfer as an elective

### VITA Program

- Great resume builder for work experience
- Check into VITA Program for funding for computers and software
- Find out what tax software students are using
- Check with Ashley regarding possible internships and FWS funding

### QuickBooks/Entrepreneurship Accounting Course

- Class to help business owners to be more tax prepared
- “So You Want To Be a Business Owner”
- Cover apps and software, how to stay audit proof, estimated tax payments, small business tax

### Entrepreneur Financial Planning

- Retirement Planning
- Money Management
- Estate Planning

### Market classes through the Chamber of Commerce

- Check in to the possibility of CE classifications

### Small Business HR Certificate offering

## Business & Entrepreneurship

Dr. Gail A. Zwart, Professor/Business, Management & Entrepreneurship  
Dave Bader, President, Integrated Plastics  
Melissa Bader, Associate Professor, English, Norco College  
Mallayana Bradley, Marketing Support, Brenner-Fiedler & Associates, Inc  
Linda Ceron, Director of Corporate Sponsorship, Eastvale Chamber of Commerce

Diane Collins, CEO, Norco Area Chamber of Commerce  
Cynthia Daniels, Realtor, ReMax  
Rich Gracial, Community Outreach, Norco College  
Norma Haddad, Partner, Value Resources CPAs, P.C  
Dr. Kammy Haynes, Kammy Haynes Unlimited, Inc.  
Lisa Kiplinger-Kennedy, Deputy Sector Navigator - Small Business, Inland Empire Region  
Mark Mitchell, Director, TriTech SBDC  
Michael Ryan, Financial Advisor, Ryan & Associates  
Bobby Spiegel, CEO/President, Corona Chamber of Commerce

Review of last years needed skills:

- Communication, oral and written, especially phone skills

Updates on what is happening now:

- Certificate programs that are no longer available, which are still available.
- Associate Degree for Transfer
  - Business Law
  - Accounting 1A & 1B
- Entrepreneurship: Getting Started
- Business Administration Management

QUESTIONS:

1. What is the right market segmentation for our new Entrepreneurship certificates?
  - a. Entrepreneur is a scary word to millennials – as they do not see it as a steady pay check, mind set and culture with that generation.
  - b. Find the way to discover who the right people are for Entrepreneurism.
  - c. Re-inventers (the people who were working for someone for many years, but now want to open their own business due to their past experiences)
  - d. Anyone who opens an entity or has a DBA should be marketed to
  - e. Market it to the community
  - f. A lot of entrepreneurs coming out of Chino High School, go to ASB and let the kids know what is available
  - g. Make sure high school counselors can show them what is available
  - h. Market also to people in their 50s, second part of their lives, possible market at Chamber events.
  - i. “Entrepreneurship” may not be the right word, but people in business do know that they will encounter some business issues that will need to be addressed.
  - j. High school and college students have to understand that there is a need, there may not be other jobs available out there for them – Communicated the NEED to students for entrepreneurs.
  - k. By 2020, 50% of the workforce will be independent contractors
  - l. Career Days at high schools
2. What schedule (Day, time) would work best for Entrepreneurship classes?
  - a. Nights

3. Does the name “opportunity analysis” accurately reflect what this class teaches?
  - a. Reality Check
  - b. Will you fail or succeed?
  - c. Can you make money with your idea?
  - d. Ideas that make money
  - e. Will your idea succeed?
  - f. Is your idea profitable?
  
4. We have discontinued our Marketing and Human Resources certificates due to low demand. Is there another area in Business that you think we should look at in terms of creating a new certificate or Associates degree?
  - a. Social Media Marketing – multiline marketing
    - i. Digital Marketing
    - ii. Media Writing
    - iii. E-blasts
    - iv. Word Press
    - v. Blogging
    - vi. Marrying Graphics and Marketing communications

(EVERYONE IN THE ROOM WILL BE ON THE COMMITTEE TO HELP CREATE THE PROGRAM)

5. Every year we talk about what skills our students do not have, what kinds of skills are you seeing this year that students need to learn or brush up on?
  - a. Customer Relations
  - b. Critical Thinking
  - c. Interpersonal Skills
  - d. Speaking/Presenting Skills
  - e. Eye-contact in conversations
  - f. Inactivity – they are good at a task, but when the task is done, they do not look for the next one. They do not look for the next step. You have to map out what needs to be done.
  - g. Understanding deadlines and consequences
  - h. Written communication – emails, documents, reports
  - i. Follow up – not getting back get to people
  - j. Oral Communication, especially phone skills
  - k. Figure out how communication is changing, and find ways to implement changes, know the appropriate ways to communicate to each type of individual

## **Construction**

Dr. Jim Thomas, Professor Construction Technology, Norco College  
Ricardo Jacquez, Intern for City of Rancho Cucamonga Building & Safety  
Ken Tavoda, XACT Finish and Trim Inc.  
Lewis Christenson, Architectural Consultant

## **2016 Agenda Items**

1. Self-Introductions by the group with a brief background of each noted.
2. Dr. Jim Thomas did an overview of the curriculum of the current Construction Technology Program.

3. The two year schedule was passed out and explained. A one and two year track is currently available.
4. Discussion of various Student Needs and Industry needs:
  - a. Mentoring was discussed from both the perspective of the student and also of the industry partner.
  - b. The necessity of the ICC (International Code Council) certifications for many positions in the industry was discussed.
  - c. Opportunities for volunteering at jurisdictions and industrial locations were also discussed. This would help students better understand what areas of the industry they might be interested in pursuing and best fitted for.
  - d. Opportunities for ICC student memberships for the Citrus Belt and Foothill Chapters of ICC were brought up.
  - e. Possibility of Field Trips at ICC and Industry Locations were discussed.
  - f. Having websites current and suitable for accessing membership and current activities was also discussed and examined.
5. Advisory members then were given a tour of the IT building and more specifically the two construction classrooms.

## Commercial Music

Kim Kamerin, Assistant Professor, Director of Music, Norco College  
 Brady Kerr, Faculty, Commercial Music, Norco College  
 Vonetta Mixson, Adjunct Faculty, Business, Engineering, & Info. Tech., Norco College  
 Michaelangelo Snyder, Universal Music Group Publishing  
 Deven Farfard, Student, Norco College

- Difference from MUC: mainly name change, adding next Pro Tools class so students can be certified as operational
- Commercial music shouldn't be under game development title – very confusing.
- Went over MIS curriculum (enhanced for transfer, financial aid, and to emphasize either production or performance). Will launch next fall 2017
  - Michelangelo lauded changes in curriculum, very happy with difference
- Adding more performance theory classes, prepping the launch for fall
- Discussed ADTs and the advantages of completion.
- Kamerin will open lines of communication for articulation agreements
- Some of the classes will require auditions starting soon (Choir, SAE, MUC)
- Adding leveled classes to help for the commercial music department
- Anticipating 4 new hires for the commercial music department
- The new building is in the works, may possibly break ground 2018 (for music specifically)
- Discussed upgrades in tech (software, theater hardware, etc.)



- Talked about possible outreach for music classes – will follow up with Mark Hartley
- Discussed current music business class content
  - Suggestion to have students create a website portfolio to better market students in music business classes
- Michelangelo gave out ideas for outreach to high schools
- Talked about setting up a committee for outreach with students brandings/LinkedIn
- Should be the possibility of having students getting hired in production studio?
- Michelangelo talked about adding a writing room as a resource
- Discussed name of potential website
- Students should have professional Facebook, twitters, Instagram, LinkedIn accounts
- Reached agreement that a mini certificate wouldn't be cost efficient for students would be more for community members, non-students
- First step may be to survey people about interest /viability
- Discussed having community choir

## Early Childhood Education

Dr. Sarah Burnett, Associate Professor Early Childhood Education, Norco College

Richard Gillard, Associated Students of Norco College

Robbie Bishara, Associated Students of Norco College

Rebecca, Carreon-Bailey, Regional Recruiter, ChildCare Careers

Stephanie Hernandez, Director, Town & Country Day School

Sherlett Hope-King, Director, Kids Park Corona

Kristen Kirschenmann, Owner, The Learning Experience

Kevin Bash, Owner, Town & Country Day School

Debbie Cazares, Associate Professor, Riverside City College

Shari Yates, Associate Professor, Early Childhood Education, RCCD

- Shari Yates moved to approve minutes, second by Kevin Bash
  - Approved by consensus
- Discussion of ECE Course Rotation schedule 2016-2017
  - Take out 1 unit class until more properly staffed - Burnett
- Infant toddler development class not required upon hiring process, required later, kinder-garden level education
  - Infant toddler will potentially be removed unless we hire another full time faculty member. School age child care may also be dropped.
  - RCC offers Infant yearly – Yates

- Carreon – Requires at least one specialized infant toddler class before employees are allowed to step into the infant room. Valley College offers the course. Infant Toddler is important
- Burnett – Lower minimum student requirement, drop certificate requirement, gain more staff
- What do students need?
  - Shot record requirement – Yates
  - Citations \$10-\$2000
- What experience, ability, capability needed to meet requirement.
  - Steph, Hernandez – More experience
  - Become an assistant while in class training.
  - Kids Park – Time management is important; transition
- RCC more ECE classes being offered online
- Burnett – Looking into volunteer opportunities for students.

## Electrician & Electronics

Dean Hines, Visiting Instructor, Automated Systems, Norco College

Daniel Grajeda, Office Assistant, Norco College

Travis Hill, Loma Linda Extern

Hans Schaepper, Program Director, Loma Linda University

Michael Davidson, Loma Linda University

Kent Chow, Assistant Dean for Financial Administration, Loma Linda University

Jim Rush, Business Development, IBEW 440

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- CTE website
- Takes about one year to make changes in our curriculum
  - Informed guests
- Intro: there will be changes to our certificate with the input
  - Industry comes into play to see what our certificates should focus on
  - “what I know is good, but it is not current”
  - Importance of guests
- Digital certificate
  - Microprocessors and microcontrollers to “microcontrollers”
  - No comment from guests
- Green technician
  - Classes only taught once every 3 semesters
  - Is it viable for them to keep this class
  - Comment from guests

- Get a lead, but Norco does not have one
- NAVSET verification
- Hiring practices
  - Nothing is really required (ed wise)
  - I am looking for a go get'er
  - Rather take a go get'er vs an educated that just wants to make money
  - OSHA
  - It is nice but not mandatory because they have training on the job
    - Looking for construction OSHA card
    - The industry is trending to have certifications
  - ET cards
    - Not required at the moment
    - Coming in to start installing nothing is really required
  - Anything for solar is good but not required
- Electrician Union
  - Union affiliated with Norco College
  - We do everything in-house (Union)
  - Entry level guys will have CPR, OSHA
  - Norco college is not our nea
    - Norco Provides the education
    - Osha get 30= never expires
    - Osha get 10= renew every 10 years
- OSHA
  - Provides the 30 hour card
  - Only in general industry, not construction?
    - Norco College offers both online (including construction)
  - If student misses class
  - Get an OSHA 10 card
    - If made up within 6 months, can get OSHA 30 card
- Norco College
  - Website
  - RCCD integrated Course Outline of Record
  - Description of classes
- Math
  - Math that is related to it
  - 2 populations: 4 year track or standard installation
    - Math differences, softer math vs theoretical math
- Solar Energy
- What would you like?
- Orthotics and professions
  - WE do not care about the card
    - "If you do not have a college degree you are nobody"
      - In the end you do not care about degree
      - You want someone who is passionate and teachable
    - A jack of trades but master of none
    - What is more value? So abstract curriculum
- Electrician Union
  - Costs 1600 in 5 years while working for the union

- Skilled trade
  - We are seeing a need as the baby boomers retire
- Leader
  - That the college has open itself to this kind of degree
  - We do not want to be teaching dinosaur classes
- Blended learning
  - Classes
  - We teach and have labs
  - It would be ideal few online and more on hands
- ACE program
  - Misses more than 3 classes they have a problem
  - Attendance is very good- 80% of class has not missed a day
- Words of advice to students
  - Union
    - If you do not speed up, you are fired
  - Being early is on time, being on time is being late
  - Do not take an hour lunch when it is only 30 minutes
  - If someone does not call, it messes up the group

## Engineering & Drafting

Gerald Cordier, Norco College Faculty, Engineering & Drafting

Nicole C. Ramirez, Office of the Dean of Instruction, Norco College

Jason Druel, Associated Students of Norco College

Tom Howell, Project Architect, Holt Architecture

John Nichols, HMC Architects

Larry Teeter, Naval Surface Warfare Center

Gilbert Alcalla, Alala Architecture

Scott Wilson, Avionics and Electrical Systems Engineer, Mooney Aircraft International

Robert Blume, Chief Engineer, Mooney Aircraft International

James Rosenlieb, Principle Architect, JDR Architects

Peggy Reyes, Ruhnau Ruhnau Clarke & Associates

Brett Miller, Chief Creative Officer, bmla Landscape Architecture

Michael Stevens, Principal Architect, DLR Group WWCOT

Al Lopez, Board President, Western Municipal Water District

Alenia Egar, Instructional Coach, Alvord Unified School District

- Drafting technology and Architectural Graphics certificates are the primary certificate programs offered.
- Students in the program will learn the four main software programs their industries are using today in order to be current and seamless in their transition from student to employee. Rivet, AutoCas, Inventor and Solidworks.

- Is there a curriculum focused on Solidworks, or the two main software's that are used in today's drafting industry? Not too many students go for the drafting certificate. It includes technical communication, which would be useful to transition to the work environment.
- No one uses AutoCad in the work industry. Only 1/2 uses Inventor and the other half uses Solidworks. Students should focus on learning two programs instead of four.
- Professor Cordier expressed to the industry leaders that students are learning new software that are current to their career industry and see's the value that they should at least learn the top four software programs to make the student more marketable.
- Majority of industry leaders are open to hiring veterans and express the importance of having the social skills for effective communication within the project departments.
- Our students need to gain valuable work experience and Norco College is asking industry employers to give part-time positions to our students (three or more weeks, paid or unpaid) to order to gain that experience. Students need to work with real clients and to be provided guidance as well as mentoring from their future employers.
- The main consensus among the industry leaders is for students to build upon their "Interpersonal relationship" skills. These students who are to become future employees need to learn to 'work well with others' and understand how to communicate with other departments working on the project within the organization. To be adaptive on how changes affect other parts of the design system.
- Consensus among the industry leaders is for the students to understand the engineers design and to check the parts as well as understand how they interact with each other. The students need to adapt quickly in the work environment.
- Open and effective communication in the work environment during the design phase is equally important as well as critical thinking skills.
- Team-work building: The younger generation isn't as social. How do the companies work to build that with the newer generation of employees? Team work building is strengthened in the classroom and it is on the first exam.
- Professor Cordier's goal is to make his students more well-rounded by taking at least one business course. Students are taught not to reinvent the wheel, but to make the well more efficient and effective.
- Professor Cordier asked the industry leaders to provide him with a list of things that should be taught in the classroom, what they want the students to learn and how to make the CTE programs grow. So we can map our class curriculum to meet industry demands. Asking future employers to allow students to 'shadow' their employers to get an understanding on how that industry operates. Then the students can inform other students on how the environment is really like so they can be successful.
- Suggestion to make a class that is more integrated and not as separate during instruction. Take different 'stations' that focus on a certain type of architecture, engineering, communication, design, business, technical aspects, and the teachers are all working together with the students to give a more real world work experience. To not be so isolated and work with partners in meetings is a key element to overall success in the workplace.
- Students need to work on their presentation skills because it is critical to that industry. To clearly express their reasoning behind their project; their thought process and goals to the design team and client.

- Professor Cordier suggested to set up a class to be a simulation of a business. From CEO, secretary, design, drafting, architecture, business department, etc. to give the students a simulated real world work environment to gain experience. The industry leaders said that they would consider this as useful 'work experience' for the student to list on their resume.
- Suggestion to bring an 'AIA Club' that would provide students to gain real world work experience.

## Information & Communication Technologies

Cathy Brotherton, Faculty Computer Information Systems, Norco College

Colleen Molko, Associate Dean, Career & Technical Education, Norco College

Michelle Hinijosa, Student, Norco College

### Pending.....

Curriculum changes that have been made:

- In last year all curriculum has been updated that was out of date
- A couple mini certificates, programs, classes have been removed
- Name of desktop publishing changed to graphic design
- Mobile app dev program has been initiated
  - It has not gone far, as of yet

In the last year we have gone through the curriculum and made changes, some of these changes are:

- Updating out of date curriculum
- A few certificates and programs have been removed
- The name of Desktop Publishing Cert was changed to Graphic Design
- The Mobile App Dev program has been initiated
- 

One issue that comes up in the industry is that students come out of school looking for work and severely lack problem solving skills, which are Very important.

One certification important in Naval systems is Security Plus, this can take five years of experience to get the cert, according to CISCO. In the Naval field they want candidates to already have a Security Plus certification.

Another useful certification in the industry is CISCO.

Norco College is working to, in the future, emphasize internships. Learning skills in the classroom is one thing but having real world experience and mentoring can benefit the student and the potential employer.

Internships could work remotely and allow the college to create relationships with students all over the country. These remote opportunities require a student to be trained how to work with deadlines so they can work effectively from home.

Norco college asked the consumer What it wants, and the answer is problem solving.

What is the difference between internship and externship?

Typically when a student is placed in a job it's an internship, however an externship is a non-employer work experience. Both are great for projects not for hourly based work because an internship can offer a real world problem that will not get a grade, unless you don't get it done, in which case you get fired.

Norco does it's contracts by deliverables for the same person because a person can work 100 hours and never supply a single deliverable.

A non-intern full time employee makes sense for hourly, because they can be given a project and told the issues to fix. A problem can't be handed off to an intern, because it is difficult for an intern to do that sort of thing. But if all comes down to your background and how much experience they have.

A Capstone class for CIS would be useful because it would give a student a problem they might face in the real world and allow them to solve it. Graphic Design has a portfolio type class but not a true Capstone.

Norco has a lab with every one of our courses, in the last five years we've changed the way our lab works, it's now more structured. They have class two days a week and then lab one day a week after class with me as their instructor. They are following directions and asking questions, they get so they can play the game and figure out how to get through the maze but they can't come out and say what they've learned. Some of the things about internships and externships are things a lot of students are lacking now. Parents don't want student to do it all so they miss out on that work ethic. We need to learn to do the grungy things and not worry about it because it gives us the money to buy the bike we wanted. We can take these problem solving skills and use them for anything.

For lab you can create problem solving, knowing full well the solution is not in the textbook, so the student has to figure out how to fix the problem.

Internships are required for other schools in order to receive a degree. The internships give the experience and idea of the environment the student likes and would enjoy doing every day. It was required so there wasn't a choice, so it was an incentive to get it done. It can put the student on that path and give them the drive to do it and could incentivize students to look more.

In degree pages there is a huge database discrepancy. There is a reason why SQL is a huge company, the world lives on it, everything is a database. To come out with a computer science degree with no database experience is a mistake.

If you teach a student the why they will find the how. Certifications are fine for programming but computer programming should have java and C++ both included in it they should not be separate. There are always new languages but never new education on how to program.

The security plus certifications are not programmers they are into system security. In some cases oracle, cobalt, etc. are still used.

One thing a student should understand is:

There are diff personality types, who dig their heels in, and people who are insatiably curious. You have to have insatiably curiosity to learn the next big thing and keep up.

You have to shift and change.

Students are taught to the test, not for problem solving.

Ask students to combine things to create something that doesn't exist, to learn to pull in tools.

How do you find great programmers?

- Usually its word of mouth or someone that has done something in the past.

Linked in has a huge educational platform so it should be used by school and be required

- You can put all prior school experience and update it for each class you take and new skills.

Norco is now a Tech Hire designated city, so we will be attracting businesses that need tech based skills. There is one in LA, it is a white house based federal program RCC Riverside does the grant side of it. Being a tech hire city is huge, since employers look for that.

What can we do to improve course offerings, prepare for work experience, and teach lifelong learning skills?

- Teaching the kids about being prepared for change (lifelong learner mentality) so they don't get stuck.
- Learning to work in a team.
- Working remotely with others on a team.

Do people in the industry hire students with an AS or only with a four year degree?

If the student has the skills, yes. It is about what they know.

Students don't really learn the fundamentals, they know how to do something but not why you do it. So when they get to a job, and don't understand Why something needs to be done you are limited in what you can do. If you know Why something is done or needs to be done you can figure out How to do it.



## Manufacturing

Paul VanHulle, Faculty Manufacturing, Norco College

Lorena Patton, Director, Title III STEM Grant, Norco College

Miriam Alonso, Director, Upward Bound-Corona High

Kusum Kavia, Owner, Combustion Associates, Inc. (CAI)

Jon Armstrong, Do It American Manufacturing

Daniel Favella, Academic Counselor, Notre Dame High School

Robert Ibbetson, Principal, Norco High School

Chris Black, Brooksdale Senior Living

Felipe Causor, Production Operator, Brenner-Fiedler & Associates, Inc.

Ryan Smith, Norco A.C.E. Graduate, Brenner-Fiedler & Associates, Inc.

Jim Gillingham, Tooling Engineer, Performance Engineered Products

Ken Tovada- Licensed Contractor, XACT Finish and Trim, INC

## Interests

- Daniel Favella- Starting a STEM, STEAM Program
- Kevin Tovada- Engineering & Construction, Multi-family and commercial construction
- Jon Armstrong- Manufacturing, CNC programming, finding items overseas and bringing them back to the US to manufacture.
- Rob Ibbetson- Expanding Industrial Technology programs at Norco High School.
- Currently building a manufacturing lab with access to four CNC Mills, 14-20 added machines for 3-D printing, Solid Works, Master Cam and wood shop. Principal would possibly like to collaborate with Norco College and industry on a capstone project for graduating high school seniors.
- Jim Gillingham- Performance engineering products, injection molding, manufacturing, high volume tooling, custom molding.

## Stakeholders in 2016

Injection molding

Machining/Fabrication

CNC Programming

Welding

Commercial/Multifamily construction

Regional High Schools- Norco High & Norte Dame

## Stakeholders in 2015

Drafting

CNC Programming

CAD/CAM Software

Automated Systems

## Topics Reviewed

Courses taught by Paul VanHulle –OSHA Standards

CNC Programming Associate Degree and Certification

Computer Aided Production Technology Associate Degree and Certificate

Blueprint reading

New Conventional Machining course

### General Input

- Add a basis of quality control class for manufacturing students to assess and evaluate quality of materials produced. Jim Gillingham of performance engineering products mentioned that if we had a similar course that he would send all of his operators here for training. (Jim was redirected to Ron Pardee of RCC)
- Add a soft skills course to each degree/certificate program. Dress for success, communication, expectations in the workplace, basic skills for employment.
- Improve assistance in technical communication, machine programming
- Offer a language arts class at the high school level for manufacturing technology and industrial writing. Teach students to read and write the language.
- Provide High School students and current students with hands on skills.
- Increase internship opportunities
- Visit Vocademy and Norco High School for ideas/ collaboration opportunities for maker space. Jim Gillingham has also agreed to tour small groups of students around the performance-engineering center.
- Teach Megatronics course.
- Provide more opportunities for Heavy Metal/Welding type jobs/Metal manufacturing.
- Provide students the opportunity to read travelers and blueprints
- Offer a symbols course.
- Offer a CNC fabrications course.
- Offer a course on engineering drawings vs. shop drawings.
- Offer general studies class- people can come in and work on their own projects (essentially a supervised maker space or independent study type course)
- Introduce students to 3-D printing at the secondary level

### Drafting

- Heavy emphasis on heavy metal manufacturing and pipe welding.

### CNC Programming

- Students need to know G-code and need hand machining and sensory skills.

### CAD/CAM Software

- Heavy emphasis on students ability to read traveler, ability to read blueprint, symbols, cnc or fabrication.

### Automated Systems

- No feedback

### Equipment Recommendations

- Surface Grinder

## Resources offered

- Tours- Material flow through a plant, plastic injection molding, Jim Gillingham

## Real Estate

Tom Wagner, Real Estate Faculty, Norco College

Laurie Hankins, Assistant to the Vice President, Norco College

Christian Castillo, Associated Students of Norco College

Shelley Gibson, Career Services Director, Prudential

Joe Grunebach, Mortgage Loan Originator, Mountain West Financial

Linda Holmes, Broker Associate, Century 21

- Sales Person Certificate
  - Principles
  - Practices
  - Legal aspects
  - Finance
  - Economics
- Brokers Certificates
  - Appraisal/Escrow
    - No longer available
- Question: Do we focus on Real Estate Forms?
  - No, but we should
- Question: Expanding?
  - Concept would be to bring back the broker certificate
- Wants to explain in depth why an answer is the answer
  - Not just to say that is always the answer
- Update and teach courses regarding technology since the technology of today advances so fast
  - Industry specifics
  - A real estate course focused on CIS type of courses should be taught
- High School graduates will be more aware of career opportunities
- Agents are facing today:
  - Social Media
  - Marketing
- Certificates provide:
  - Better chance of employment
  - Motivation because of completion
  - State loves completion
- Real Estate licenses help to open opportunities of growth
- Property Management:
  - People get into it by accident
  - Find themselves getting into trouble regarding abiding by the regulations.
- It is hard to get two people to work together and accomplish the common goal

- Price is a big issue for the students
  - Online classes are more of a choice of a student's
  - Not "LIVE" (Going to college physically)
- Demographics – 20 to 30 years old
- Hires are really low
  - Fewer Pass live classes, online classes pass more students
- \$149 3 classes and prep
- Successful if background in sales or works with a good sales team
- Consumers are more advanced normally because of their knowledge of social media and technology
- Nothing teaches you better with the client than the economics classes
- Sales people do not have the discipline to close the deal
- Comments:
  - TC's are good to have??
    - A course would be great to have at Norco
- Workshops:
  - TC classes – not a credit class
  - Property Management
  - FLIPS
- Property management, owners are not as necessary if TC classes were taught.
- Education center that included all entities of real estate.
- Possibility: Team Management Classes
  - Supervisor
  - Management
- The company still has to have employment with knowledge
- Dropout rates are because they do not make money fast enough
- Anytime you start a business you have to have capital
  - Fear the law
  - Fear the contract
  - Fear of speaking confidential
- They do not fail off the bat
- They would hire people straight out of high school
- Norco College
  - 18 years kids
  - Jobs Available for social media
    - Due to technical knowledge
- 2 hours a day on Facebook for social media
- Older generation = sales/people skills
- Younger generation = technology skills
- Credibility is Key
- MLS hit the internet and agents retire rate went up
- Communication skills: courses
  - Prospecting 101
  - Real Estate communication skills
  - How to respond to client objections
  - Psychology 101 would help to read and understand clients.