

<b><i>MEETING MINUTES</i></b>	<b>Lansing Community College ADMN Advisory Committee Meeting</b>  <b>04/24/08</b>
<b>Facilitator:</b> <b>Note taker:</b>  <b>Attendees:</b>	<p>Tammy Jones Kristi Williams</p> <p>Judi Berry, Lisa Burster, Linda Crawford, Sarah Davis, Katie Donnelly, Bill Holda, Cathie Hudson, Tammy Jones, Julie Lane, Carrie Murphy, Carol Scott, Jo Silsby, Kim Upton, Ann Wing, Kristi Williams</p>
<b>Topic:</b>   <b>Topic:</b>   <b>Topic:</b>	<p><b>Introductions</b> The meeting started off with introductions.</p> <p><b>LCC Overview – Dean Berry</b></p> <ul style="list-style-type: none"> <li>• Brent Knight is the new president of LCC.</li> <li>• Our new budget will be approved at the June board meeting.</li> <li>• The BMIT division is currently working on new initiatives.</li> </ul> <p><b>IAAP Update – Cathie Hudson</b> The International Association of Administrative Professionals (IAAP) has a student club here at LCC. The club is very active this year. They have alternate meetings with the Lansing Tueber Chapter. They have had several speakers. They had James Woolcock from LCC’s Center for Employment Services speak to the chapter. James spoke on letter writing, resume writing, etc. At a recent meeting of the IAAP, Kim Upton spoke. Kim is the Human Resources Manager at Cooley. They also had representatives speak from Demmer, Dart and LCC’s Human Resources Dept. The topic of discussion at that meeting was what employers are looking for in students.</p> <p>Cathie attended the IAAP national conference in Tampa, FL and gathered a lot of information.</p>

**Topic:**

**Program Update – Tamora Jones**

When the OADM course code name changed to ADMN (Administrative and Information Management), it caused some confusion. The Arts, Design and Multimedia area uses the acronym ADM. It also gets confused with our Business Management area. We are leaning toward changing our program name to Administrative Office.

We encourage our students to start out taking classes that will lead them to earn a certificate of completion and then build from there. Our associate degree requires a minimum of 60 credits (including CORE requirements). Our first associate degree, “Administrative and Information Management Associate in Business” has 3 specialty areas a student can focus on: office administration, medical office administration, or legal office administration. This degree includes more of the office application skills. The other associate degree that we offer, “Administrative Office Management Associate in Business” has more of a management focus. We also provide an “Administrative and Information Management Professional Studies Certificate of Completion”. The Professional Studies certificate is for people wanting to enhance their skills and advance in their careers, etc. ADMN 108 is a class that is required in this certificate. ADMN 108 teaches the voice recognition software, *Dragon Naturally Speaking*. The students learn to use PDA’s and to upload to the computer. The course also teaches *One Note* software. The students learn to use tablet PC’s. The Professional Studies certificate has 3 focus areas our students can choose classes from: Office Systems & Technology, Office Administration, or Management.

We recently started an Apprenticeship Program with the State of Michigan. It initially started out for just Information Technology students, but we are hoping that in the future our ADMN students can be placed.

The computer applications courses are now teaching Microsoft Office 2007. We no longer teach 2003. MS Office 2007 is quite different. It uses ribbons instead of drop down menus. Now that MS Office 2007 is out, you can no longer purchase 2003. We are finding that students that haven’t used the older 2003 version, like the 2007 version. The students who have used the 2003 version tell us that they are having a hard time adapting or that they do not use it in their workplace. By LCC using 2007, this shows that we are being proactive. It was noted that MSU is getting new computers with new software soon.

It was suggested by Dean Berry that we offer 1 day seminars (evening or weekend) on MS Office 2007 to help people to not be so afraid of the new software. Our summer enrollment period just started on April 21.

Topic:

### **Employment Trends – Advisory Committee Input**

The committee was asked a variety of questions on employment trends. There was an inquiry as to what class teaches how to take and compose minutes. Minutes are discussed in ADMN 203.

Instant messaging has degraded our students writing skills. Our students need to be taught writing, proofreading and punctuation skills. Some students have problems identifying the main point of topics. The ADMN 119 emphasis is on the creation of documents from scratch. Writing is offered a lot in ADMN 203. Receiving written and oral directions is also covered.

There are leaders and followers in students. In Jo Silsby's class they have group topics to discuss and then share with the class. Each week a different person has to report the group's topic to the class. This has proved quite useful and helpful to students that haven't really spoken in front of a group before. Students also have to write a final report in this course. This helps with their writing skills.

Regarding Excel, we really need to stress to our students to look at the multiple sheets in Excel. The comments are sometimes missed also. It was recommended by Dean Berry to not correct documents for the students all of the time, just say "it's not ready for me yet". This is especially true in final drafts. Watch and make sure students are not using their supervisor/instructor as their editor. They need to be their own editor.

The majority of our classes require a Reading Level 5 and a Writing Level 6.

Jo asks her students to purchase the MLA, APA book which shows the different formatting and referencing styles.

For entry level word processing jobs, the committee expects our students to be able to do a mail merge, create/edit documents, be familiar with databases, and sort and wrap text in Excel and use formulas and functions. Some of the basics seem to be slipping such as, spacing in letters, and formatting. They need to know how to use text boxes and to format columns. Office Team is getting more and more requests for people to know Access.

Students need to know how to come to an interview. The younger people don't know how to dress. First impressions mean a lot and there is a high level of competition out there now.

Intermediate and advanced skills in Excel are in demand, not basic skills (even at the receptionist level). It was noted that our CITA 110 course is not enough. This is just a survey course.

Our students need to learn follow-up skills, time management and how to prioritize. They need skills in knowing who they are working with. They also need to be able to schedule meetings in Outlook.

It was mentioned that having a certification does help. It gives them more of a competitive edge.

<b>Next Meeting Date:</b>	Late September or October 2008.