

<i>MEETING MINUTES</i>	Lansing Community College Administrative Office Advisory Committee Meeting
Facilitator: Note taker: Attendees:	Tammy Jones Kristi Williams Janice Barker, Judi Berry, Katie Donnelly, Curlada Eure-Harris, Cathie Hudson, Tammy Jones, Julie Lane, Carrie Murphy, Angela Shelby, Jo Silsby, Catherine Villaire, Kristi Williams, Ann Wing.

<p>Topic:</p>	<p><u>Introductions</u></p> <p>Introductions were made of committee members.</p>
<p>Topic:</p>	<p><u>Curriculum Updates</u></p> <p>The ADMN program offers 4 Certificates of Completion (16 credits), 4 Certificates of Achievement (32 credits) and 2 Associate Degrees (minimum of 60 credits). Students can start with the Certificate of Completion and work towards the Associate degree.</p> <p>We have added Word and Excel to the Administrative Office Technology Certificate of Completion (# 1485) due to the Advisory Committee’s recommendation.</p> <p>A student has to take CORE classes such as Math, Science, Writing, Diversity and Communication earning a 2.0 or better in order to get the Associate Degree.</p> <p>The Legal Office Certificate of Completion was discontinued due to students not being employable enough after earning that certificate. The Medical Transcription CC and CA were eliminated due to being too similar to the Medical Office Certificates.</p> <p>For students that have been out of the work force for a while, the Professional Studies Certificate (# 1047) is a good choice.</p> <p>Counselor Curlada Eure-Harris mentioned that our instructors should promote the “Math Minus Anxiety” seminars that they hold two times a semester. The seminar is MATH 001, held for one day and students would earn a half credit. They also offer similar 45 minute sessions held right in the Math Lab with a math instructor. Curlada has some career planning tools called “Choices” and “Focus” that tell students why they need math on the job. She can forward this information to Tammy.</p>
<p>Topic:</p>	<p><u>College Updates</u></p> <p>Dean Judi Berry gave college updates to the committee. It has been a busy year at the college. LCC is facing a 9 million dollar deficit. As a way to save money, the college is offering an Early</p>

	<p>Retirement/Separation package. Staff must inform the college of their decision by May 22.</p> <p>The BMIT division is looking real good! We have done our due diligence over the last 5 years. We have no cuts in our division as of today since we already made our cuts in the past.</p> <p>Our Art, Design and Multimedia program is adding simulated learning with 3D. GB 117 will be used for this and GB 134 will become a theater production room.</p> <p>All division equipment requests are approved.</p> <p>The Dean's administrative assistant, Margo Valdez, is retiring in June.</p>
<p>Topic:</p>	<p><u>Administrative Management Capstone class (ADMN 291)</u></p> <p>ADMN 291 is a three credit class that meets every week. This class was previously a hybrid but we changed that. We have had wonderful remarks from our students on the changes we have made. One of the things we cover in this course is a huge final group project called the Strategic Management Project. The students create their own businesses, guiding principles and visions. Another assignment they do is to create a portfolio. This is a culmination of projects they have done at LCC or outside of LCC. We had the students do presentations on their portfolios. The portfolios often generate conversation in interviews.</p> <p>We also cover Human Relations in this course along with interviewing, conflict resolution, dining etiquette, and dress for success. This class is generally the students' last class to take in their curriculum. We eliminated the portion of this course that applied to the IAAP certification. The students generally don't have the two years of work experience needed to take the test.</p>
<p>Topic:</p>	<p><u>Professionalism</u></p> <p>It was mentioned by one of the committee members that resumes are a weakness for some. Our students would benefit by spending more time talking about preparing a resume. We need to spend a lot of time on this subject.</p>

<p>Topic:</p>	<p>Janice mentioned that the Medical Transcription course does cover resume preparation also.</p> <p>Curlada mentioned that LCC cut the service of mock interviewing and resume writing out of CES. LCC does offer a job readiness course in SDEV.</p> <p>Students need to put more detail on their resumes. They aren't selling themselves. They need task based, functional resumes.</p> <p>We also need a class discussion on ethics. Some people over state themselves and just lie on their resumes! You don't want to end up getting a job over your head.</p> <p>Students should expect a lot of group interviews now and longer interviews.</p> <p>Tammy talks often to Cathy Wilhelm of Michigan Works and Cathy highly encourages our students to attend fairs, etc. Michigan Works offers wardrobe assistance. Some employers have dress codes – no jeans, no capris, etc. We are encouraging students to attend the mock interview/resume sessions.</p> <p>Angela Shelby of the State of Michigan mentioned that the State will be training supervisors on how to interview. They could use students to volunteer to do interviews. This would give the students good practice.</p> <p>On another note, Tammy informed the committee that we are always looking for guest speakers to come in and speak to our students.</p> <p><u>Administrative Office Procedures class (ADMN 203)</u></p> <p>Our dedicated office lab is going to become the new 3D room for the MAIT department. This has extremely complicated things. We are losing our simulation stations, phones, copier and fax machine. We could possibly take the class to GB 186 (part time faculty offices) to demonstrate copying and faxing. The class will now be held in a computer classroom. There are all sorts of issues that need to be solved. The students don't know the lab is going away yet. There won't be as many hands on activities anymore.</p>
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This course has a very active classroom with rotating groups doing all types of things. They take simulation lab tests, they use transcription machines, make travel arrangements, create itineraries, Outlook calendaring, filing, go online for postage rates, etc.

Some ideas were to have a partnership with a business office for our evening classes. We are also looking into using the room that is used to teach TRVL room reservation courses.

One of the committee members mentioned that they are not so interested in the candidate for hire that can run a copier or use a fax, since this is something that can be learned on the job. There are so many different types of copiers. Definitely don't lose the telephone etiquette.

It was also mentioned that they are looking to hire people with a good foundation in communication, writing and etiquette. Students need to be able to write a business letter, learn how to be pleasant, friendly and good on the phone. Catherine Villaire volunteered to help improve student skills in our classes.

Our students need to learn time management, trouble shooting, and to look at things logically and analytically. We need to upgrade the students' hard skills and hone in on the soft skills.

It was noted that some companies hire the person that has the degree over the person with the certificate.

The committee is interested in outcomes of our department, such as who is going on and getting that job with a certificate.

The State of Michigan does not require their Administrative Support to have an Associate degree. Angela Shelby said that the State is interested in all candidates whether they have an Associate degree or not. They are interested in hiring people with certificates.

