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TECHNICIAN DEVELOPMENT

SHORELINE COMMUNITY COLLEGE TOYOTA T-TEN PROGRAM ADVISORY COMMITTEE MEETING

PROGRAM: Toyota T-TEN
PLACE: WSADA in Renton, WA

DATE: June 19, 2014
TIME: 9:00 A.M.

Present:

Shoreline Community College's T-TEN Program was presented to a meeting of Toyota Service and Parts Managers at the Washington State Auto Dealers Association main offices in Renton, Washington. Many of the Toyota dealers in the Greater Seattle area were represented.

Opening and Introductions

Don Schultz opened the meeting and thanked everyone for their continuing and outstanding support. Don introduced the new personnel at Shoreline:

- Dr. Cheryl Roberts, incoming President, Shoreline Community College
- Dan Fey, Dean of Workforce Education
- Michael Boehm, Director of Dealer Services and Manufacturer Relations
- Jeff Cromwell, Toyota T-TEN Program Instructor
- Kevin Roner, Toyota T-TEN Program Instructor

Status of Current Students

- Class of 2014 – 4 graduates
- Class of 2015 – 7 potential graduates
- Class of 2016 – 13 students started in Summer, 2014

Program Issues, Remediation, and Expected Results

- Issues:
 - NATEF Hours
 - Attrition
 - ASE Pass Rates
 - Single Instructor

- Remediation
 - Two-Instructor Program
 - Closed Entry
 - Staged Cohorts
 - Restructuring the Program
 - Increased Instructional Hours
 - Locked Course Sequence
 - Improved Internship Management
 - New Curriculum Development
- Expected Results:
 - Increased retention
 - Increased graduation rates
 - Improved skill levels of the T-TEN graduates
 - Elevating dealership technician skill levels
 - Vehicles fixed right the first time
 - Happy customers are repeat customers

Brief Question and Answers Period

Presentation completed at 9:30 A.M.