



Shoreline Community College
16101 Greenwood Avenue North
Shoreline, WA 98133



Honda PACT Advisory Committee Minutes
May 8, 2018
11:30 a.m. – 1:30 p.m.
Shoreline Community College, Automotive Bldg., Room 2120

Meeting Called to Order 11:37am

MEETING PARTICIPANTS: Rob Dykstra, Geoff Walla, Aaron Citizen, Mike Flaherty, Ryan Hoffman, Roy Stiff, Jason Takayoshi

PRESENT:

COLLEGE REPRESENTATIVES: Bob Biesiedzinski, Lauren Hadley, Mark Velez, Guy Hamilton, Roberto Ortega, Andre Potuzak

WELCOME AND INTRODUCTIONS.

APPROVAL OF PREVIOUS MEETING MINUTES presented for approval. Motion to approve by Jason Takayoshi, Seconded by Ryan Hoffmann. Minutes from the November 15th regular meeting of the board were approved unanimously as written.

(Lunch is served during the meeting)

REPORTS

- **Guy Hamilton** is advocating for vocational programs on the budget side. He and Lauren are trying to get more support from work force for the mfg. and automotive advisory boards. The advisory board is the opportunity for the dealers to communicate what they need to the classes. There are lots of things that can happen locally to enhance the structure of our program to make it work for the students and the dealers, such as finding alternate models that the program can work under. Are there functional changes that can provide better educational experiences for students? Efforts are being made to find more efficient ideas.
The current model was developed in 1989. A 4th internship was introduced in 2006. Changing hours of the classes may be a possible option. SCC is entering a challenging budgetary biennium, where they are looking at low enrollments due to high employment. Because of our current federal administration, it is much more challenging for students to have visas approved.
Federally, and in the states, there is focus on Career Connected Learning, with a focus on apprenticeships. Advisory boards need to develop SOP standards and best practices for these Career Connected Learning environments and for students working in the dealerships. When a mentor is being chosen, what goes into it? 20 years ago, an instructor would travel all over the Puget Sound visiting dealers and students. Now it is harder because of traffic and population density, so we need to take advantage of the

technology at hand. Setting up virtual visits to check in with the students and dealers is one option. How can we communicate to the service managers to make theirs and the students experience the best one possible?

- **Corey Ratner**, the SCC Director of Automotive, Manufacturing, and Workforce, couldn't make it to today's meeting, as he is meeting with the dean of the Auto Technology department at Rio Hondo community college. Mike Slavich at Rio Hondo was the first PACT instructor ever hired.
- **Lauren Hadley -- Advisory Committee Operation:** Lauren has worked with advisory committees for 15 years. She has just finished her graduate degree on authentic employer partnerships. Guy has asked her to develop a training to make our advisory meetings more effective. One way is to have a formal leadership structure by nominating a chair and a vice chair so that the industry can express what they need from the school. The chairperson will be talking about the agenda and the expertise of the corporations is needed to express and integrate their ideas of what they need to the school. There will be a change in the agendas, so that there will be time to give advice. Her goal is to have 80% of industry talking during meetings, and SCC representatives 20%. There will be a handbook written on how to have the meetings to maximize the efficiency and get the information that needs to be brought forth.
- **State of PACT Program**
 - Enrollment is currently down due to general being up. Based on the space, summer and winter cohorts are low, but the Spring is currently full. Fall quarter will be a mostly new cohort. There are 3 or 4 or those seats currently full. The class has an official capacity of 15 students per cohort. The space limitations in the shop is 6 stalls. The best way to address this is to have 2-person teams. SCC wants more students, so we need the dealers to employ apprentices, and space constraints. Teams of 3 are less efficient in the learning process, and safety is always a concern.
 - If the dealers have current employees (lot attendant, someone in Financial, other staff) who might be interested in being a technician, please ask them to see Bob Biesiedzinski. Andre is one of those students that fit that description, having come from Finance.
 - Current Training Subject: Drivetrains, Automatic Transmissions and Differentials are currently being studied. PACT gives the students an introduction to the methods and theories and the dealers give the students the repetition that they ultimately need to learn.
- **OLD BUSINESS UPDATES**
 - **Ashley Drescher** has been promoted at The Haselwood Auto Group, and will be having somebody represent her in future meetings and events.
 - **Dealer Submissions**
Bob Biesiedzinski is continuously hearing from dealers that they need apprentices. The current model of the OSPI Office, called Core24, is squeezing students from vocational electives in the high schools (electives). With the high schools steering students towards college, it is a challenge to find interested students from high schools. Dealers need to get involved with local high school

programs. Jason Takayoshi works with Bothell and Bellevue High Schools. Aaron has the skills center in Bremerton available to him. Lynnwood area has Meadowdale High, which is definitely in need of assistance. It doesn't necessarily have to be the managers making the visits. When Bob was a tech, he visited Lake Washington Tech, and he was able to connect with students as a professional, which made a difference.

Continuing problem with traffic: Hard time getting employees to their workplaces. Seattle traffic is bad. It took Aaron Citizen 1.5 hours to get here from Seatac. Carpooling is strongly encouraged.

Dormitories: good news. Adjacent to the Pagoda Union building, the parking lot has been closed, and construction will be starting very soon. 225 beds will be the first phase of the construction. We can draw from a larger area, avoiding the traffic by having students stay at the dorms during school.

Brainstorming: Jason Takayoshi brought up having classes for 3 days instead of 4, Aaron Citizen suggested night classes. We are currently looking at a complete redesign of the program looking at maybe a year to sort out and better serve the needs of the dealers. Shifting class times to afternoon is being considered. There is a requirement of face to face contact with the students for a certain number of hours, which will take some effort and planning. All manufacturer programs are looking at restructuring how they operate: number of hours for internship, hours face to face, etc.

Corey Ratner – is gathering information for a new program being worked at by the school. Corey will be trying to contact high schools and middle schools when he can, but his job duties are increasing to the point where his time is very rare currently. Another level of administration being added is under discussion.

Roy Stiff: PACT is initiating a program to have a more formal agreement with high schools; to have a PACT program with older Honda and Acura vehicles, banners, online university, in exchange for having the students funneled to the local Honda PACT programs. Not for college credits. (One school does, offer them, but that is unusual.) In the students' senior year, they will be able to qualify directly to work at a dealer on a lube rack to start out their experience.

Jason says that insurance requires a minimum age of 18 (AYES used to have a waiver, but the students wouldn't be able to drive cars or work with lifts). Aaron is having his reps go to high schools and talk to students about their futures. This will motivate them to do something right out of the gate, providing options in dealership employment at every level. With the scarcity of technicians, to reach out to the students would help to remedy the shortage by steering them to PACT. This way, they are being involved until they are 18 and can work at a dealership. There was a really big deal at Cascadia Technical Academy with local politicians, media, etc., showing up with PACT showing off the cars that were donated, and banners, etc.

There are 4 skills centers in this area. Parents were really impressed by the connection with the employer from day one. They can walk into a job the day after graduation.

Geoff Walla worked at an independent shop for a few years before working at Lynnwood Honda. He feels that starting at PACT from the beginning would have been very beneficial to him, looking back.

Tooling and other items: Hiring Corey to our school has been a blessing to our program. He is extremely energetic in getting the program to improve. He has been instrumental in getting grants for equipment, among other things. We have brought onto campus a precision measurement tool cabinet which is resulting in training through NC3. We can definitely help the students through training with NC3. Corey and Guy are currently trying to increase our budget. All programs on campus need to be more self-sufficient, since we are state supported and not state funded, we need to come up with all we can. Roberto and Andre have completed two trainings and they are very impressed. Andre said he learned more than he ever expected was possible with measurement and rulers. The scope is very large and just this morning, the class completed training in slide-calipers (metric and standard) and how to read a feeler gauge and micrometers, layout working with machine tools using a combination square. We are getting the students additional information and training through NC3 training on Pro-Cut lathes, precision measurement, DVOMs, etc. We will be reaching out to high schools offering the same certifications through NC3. We will be hosting 1 maybe 2 weeks of a high school summer camp, with high school juniors and seniors can get training in these topics and hopefully increasing their interest in the field and in PACT.

Corey is also working on tech-prep classes that have college credits here at Shoreline CC for High schools (CTE dual credit). Lauren is attending a meeting about just this thing next week.

Aaron says that his area is very far away from SCC. The last time he had a tech from SCC was 12 years ago. He is trying to figure out how to work outside the box by having students visit Bremerton and see the experience there. (The dormitories may be able to make it possible for students from that area to attend here). It is hard for him to have employees come out here for training also, because he is losing an employee for a period of time.

Roy: Dealers(?) should with a local tech center, get them vehicles, etc., have the students go directly to shoreline and after they finish at their training centers.

Construction: A new Health Occupations and Advanced Technology building will be built in the place of 4 buildings that will be razed. In the meantime, the automotive building will be completely full of classes and students of all kinds. Fall of 2019 is the scheduled start. How we utilize our facility will be greatly changed. Also, a fund-raising campaign to add 2400 square feet to this facility is being planned. It will expand the building out and UP, with parking being an emphasis. There will be storage for training aids (vehicles) so that parking in the school will be relieved somewhat.

How could 2-day classes per week work? There need to be 1200 hours of instruction. A minimum of xxx hours of internship is needed. Cutting to 2 days would cut their face to face hours in half so this process would go continuously throughout the 2-year cycle, with no off quarter.

“Can anything be done to manipulate the process to maximize the advantages for both the students and the dealers?” Corey is very familiar with salvaging, redesigning, and maximizing programs. He would like to get everyone from each of the 5 programs together for input, along with input from students, past graduates, and manufacturing partners. Once the info is assembled, there will be a plan put together, and with compromise, a program that will work best for everybody can be put into motion.

Roy: from corporate, PACT has very few restrictions. Self-study, module training, and other very different ways of teaching the classes are encouraged. In some programs, there is a 2-day program with the students working MWFS, and it goes year round with no internship quarters.

Jason: Guidance counselors. We can have the best laid plan, but I don't know what Honda's role is in this, but there is a need for the skilled technician. To get a guidance counselor to help a student, the counselors are concentrating primarily on putting the students into college, whereas trades aren't even considered. High schools need to be reminded that vocational programs are an emphasis that needs to be made. Bob: When a student drops out of high school, they no longer count against the school's graduation rate. Therefore, they are ok with students dropping out, because their graduation rate goes up with regards to the state. (Actually, students are counted from 9th grade, and when they leave, they are still counted after all.)

PACT will have a booth set up at the Skills USA competition in Kentucky. Also, in November, Roy will be making a presentation to representatives from around the country. Honda is working hard to get involved in finding new potential employees.

- **Honda TopTech Results**

- **Rob Dykstra – Lynnwood Honda:** Rob worked 2 jobs just to go to school. He won the national competition this year for Top Tech, competing with the other 10 zone winners! He'll go to an international completion in May 2019 competing against techs from all around the world. Congratulations to Rob. Note: the second place finisher was Matt Radcliffe, another PACT graduate. This will be the first time the competition has gone international. It will be in Japan this year. Rob is representing the US for Honda. He's also part of a Honda PACT video to be released soon.

- **News From American Honda**

- **Ryan Hoffmann:** A big reason for the PACT students being able to succeed so quickly is that they are familiar with the ins and outs of the dealers. Also, the expectations of them are understood. The culture is already imbued.
- **PACT** has piloted at other training centers an Enabling class, which deals with dealership survival skills. Other training centers who have run it have good responses. It has 15 skill modules and self-studies, and are presented in an instructor led environment. The service managers have to sign off for the students to enroll. Precision measurement and multimeters are part of the program, as well.
- This quarter Ryan will be doing express service training. Lots of good feedback from the last class. Hoping to do more in the future.

- **Jason:** What he is seeing in a lot of the students from the PACT program is the inability to read a repair order and use critical thinking. They'll get something as simple as A B-1 SERVICE and they don't know to do the tire rotation; things like that. They need to be able to read what the customer complaints are: trying to decipher what an advisor and a customer say. Can this be included in a program??? "I had a discussion with a customer about a steering light on the dash. The steering felt funny, and the tech checked codes. The car jerks and loses control for a second. I was trying to figure out the problem. It turns out that there was a TSB about a loose bolt that dealt with the problem. You need to know what you are working on, what tools are available, and how to find out how to get the info. Bob: Repair orders don't get a lot of depth in the training. He has asked students what a B-1 Service include before, and nobody could answer it. He is taking notes to put together a class on what the expectations for each service are, and what they include. He will touch on it now for a bit each day. **Aaron:** "I'm now printing out all of the TSBs for the technicians and having them brought to them so they are seen."

- **Open Discussion – Questions from PACT Students**
 - Andre:** Andre: I like that there is now contact with high schools. When I was in HS, they were steering students towards 4 year schools. I wish they had been more active when I was in high school.

 - Roberto:** "We pay a lot to get through the process of going through the program, many students are unable to work well after graduation. I was on flat rate in six months. Other students are still on the lube rack and they are in their last quarter. You don't know if you can trust them until they are thrown to the wolves." Mike Flaherty: he puts students in situations that they can be trained at. As much as it's the shop's responsibility to have you follow the syllabus, the students also need to step up. Jason: "The initiative lies in your own hands. You need to speak up and look out for yourself. Be your own advocate."
 - Bob said that his syllabus shows what is being done by the day so that the students and the dealers know what is expected of the student.

 - Andre:** Is there any chance of reimbursement for paying for the classes? Even 500 – 1000 dollars of a reimbursement to the students that go towards cost of living would go a long way to helping the students get through school. Bob: Let's get the students together and talk about what would be reasonable as a proposal for this problem. Jason: I'd be willing to do it, but not all shops will be interested in following this idea." Aaron: "When you invest in yourself, that's what makes it pay off. It comes with time and commitment. If you want something from life, you need to go get it."

Meeting adjourned at 1:43 pm
Minutes prepared by Mark Velez