



Shoreline Community College
16101 Greenwood Avenue North
Shoreline, WA 98133



**SHORELINE COMMUNITY COLLEGE
HONDA PACT PROGRAM ADVISORY COMMITTEE MEETING**

PROGRAM: Honda PACT Program **DATE:** November 15, 2016
PLACE: McNaughton Room - 2150 **TIME:** 11:30 a.m. – 1:30 p.m.

Present:

Aschlee Drescher, West Hills Honda – Haselwood Group
Robert Dykstra, PACT Alumni – Lynnwood Honda
Rich Gray, Service Manager – Lynnwood Honda
Martin Leigh, Service Manager – Honda of Kirkland
Brandt Pendleton, Service Manager – Renton Honda
Tapeni Suiiaunoa, Service Manager – Honda Auto Center of Bellevue
Paul Hammon, Honda Master Technician – Honda of Seattle
Randy Fort, Service Manager – Honda of Seattle
Jeff Boles, DPSM – American Honda Motor Co., Inc.
Mike Flaherty, DPSM – American Honda Motor Co., Inc.
Jaleen Clark, Assistant Zone Manager – American Honda Motor Co., Inc.
Brian Moore, Assistant Manager Industry Education Group – American
Honda Motor Co., Inc.
Charles Hart, Service Manager – Acura of Bellevue

College Representatives:

Bob Biesiedzinski, PACT Instructor
Guy Hamilton, Dean – Science
Mark Velez, Program Coordinator
Farshad Khoajokail, Current PACT Student – Klein Honda
Bill Dye, Current PACT Student – Klein Honda

Welcome and Introductions

- Bob Biesiedzinski opened the meeting and all present introduced themselves.

Approval of Minutes

- Copies of minutes from the May 10th meeting were passed out and were approved as written.

Old Business Updates

In the last meeting, a second Honda PACT instructor, suggested by Winston (?) about a year ago, was discussed. Winston has been reassigned, and his successor is Brian Moore. His thinking is that if the program is working, there is no need to change. Also: The dealer is the #1 priority.

Until another instructor is required we will hold off. Brian recognizes that this is one of the most successful PACT Programs in the nation, thanks to the dealers. At some point, not imminent, Bob will be leaving. A successor would need to be brought in concurrently prior to Bob's departure/retirement.

Guy Hamilton: It is hard to find a qualified instructor, so if there are recommendations for that position, the attendees are encouraged to keep them in mind for when a position opens up.

Bob B.: Rob Dykstra has been an instructional lab aide for about 3 years. He is now doing student evaluations under Bob's supervision and he will be kept in mind for the future teaching position.

Bill and Farshad are about to graduate and are doing very well.

State of PACT

The program is currently working with a normal number of students. 12 students per class is the current limit, pending an expansion of the automotive building.

Student Sources

There is great success among students coming to PACT from High School, working at an unaffiliated shop, or otherwise having hands-on experience. One of the best sources of students are ones that come from a dealer directly (Lot attendant, express lube tech, etc.). All managers are encouraged to continue to look at their personnel to find candidates interested in becoming an automotive technician.

The program gives an apprentice a chance to work alongside a mentor, which really helps the student grow and progress. Most of the dealers do a fine job working with the students.

One thing for the dealers to watch is if the student shows signs that something is eating at them. They may be concerned that working on the lube rack is holding up their progress in growing as a technician.

NATEF Certification

Every 5 years, NATEF certification is renewed. Next September is when our Recertification is due. Part of the process will take place at the May meeting. NATEF evaluators come by and internally look at the state of the program. The application needs to be submitted in June, 2017. We would appreciate all of the attendees possible to attend the May meeting to be a part of the process. The next meeting is May 10th. Please mark your calendars now.

Director of Automotive Changes

Dan Fey, Dean of Workforce Education, left the college and there was a failed search for a new dean, so our department was re-assigned to Guy Hamilton, the Dean of Science. Michael Boehm, Director of Dealer Services and Manufacturer Relations, moved back to his old position in Work Force. There was a discussion to hire a new director, but a decision was made to hold off on a new director. The adopted plan is to have the instructors/coordinators in the automotive department working with Guy to adopt the responsibility of a director.

Automotive Department Budget

The state has a new funding model which is planned for implantation in Fall 2017. SCC is in a good position; it is not cutting any of the budget. However, in order to sustain the existing budget, there needs to be a maximum number of students enrolled. Because of this, the hierarchy has been changed. We can get the most of efficient work from all parties for the time being with this model and Automotive will be the flagship program at SCC.

Q: How to grow the program with facility limitations?

A: One plan is to have a new Automotive/Manufacturing facility. There is a campaign to expand the building by 18+ stalls. There are drawings that show further re-utilization of the rooms. Once this is done, enrollment of all of the classes will be able to increase. Currently, for safety reasons, students work in 2-person teams totaling 12-14 per class based on the available shop space.

Also Budget: When it comes to the support of the SCC administration, they value what we do here. We are in a healthy position.

A certain percentage of the tools used in the program are general, but there are many Honda specific tools and equipment. SCC has added near \$50,000 in Honda special equipment in the past 12 months.

SCC has to look beyond the state for funding. The cost per student in the automotive and manufacturing departments are up to 10 times as much as the cost for a liberal arts student.

Q: What is the current wait list?

A: Typically, 6 months from the time they apply to the time they start the program. Some students have a shorter wait time, but that doesn't happen all the time. In that 6 months, the student can start their computer training before they get into class.

Currently, Winter quarter 2017 is full, and Spring quarter 2017 has maybe one seat available.

Possible dealers to work at are discussed with applicants to start a relationship between the student, SCC, and the dealer.

Brian Moore returns to Honda PACT

Brian would like to know what tools are needed by the PACT program.

The PACT program at SCC is one of 26 in the country. Brian has been tasked to grow the PACT program. Currently, there are possible openings for PACT schools in South Carolina and Texas.

Honda is also looking into starting a PACT collision repair program. Candidates for starting this program are Fayetteville Community College (Fayetteville, NC), Ranken Technical College (St. Louis, MO), and Cerritos College (Norwalk, CA).

There is a looming shortage of auto body technicians and Honda wants start filling the need for them.

Q: Will the SCC Honda PACT program be receiving any new cars in the near future?

A: There used to be lots of cars to donate, but the pipeline was shut off. Previously, a lot of pre-production cars were donated, and this shouldn't have happened. The problem with donations is that there aren't that many vehicles available. The sales division has been alerted to report to PACT of any vehicles Damaged in Transit if they come up. Brian says he is optimistic about the donation of more vehicles.

Fulfilling the dealers' needs is Job 1.

In July, Honda PACT held the annual Instructor/Coordinator conference. Brian had the participants work on a best practices exercise. This was beneficial for Bob, and he was impressed that some of the newest PACT schools were contributing lots of great input.

Brochures – Bob has developed a recruiting brochure for SCC PACT. It is encouraged that the dealers put them in their waiting areas to get individuals in the next generation interested in becoming technicians. A good technician training background is important.

Seattle International Auto Show

The Shoreline Community College informational booth at the auto show was a success. Notably, it wasn't the students that were interested in the booth as much as the parents. This is the perfect opportunity to show what the SCC automotive department has to offer. Aschlee Drescher of the Haselwood Auto Group put together an impressive packet to draw potential employees and to show the advantages of working for the Haselwood group in particular and in Bremerton in general.

Technicians are retiring from this industry faster than they can be replaced. Since Honda is still considered a smaller company, they don't have as many dealers to fill with technicians as other, larger companies. "The attrition is due to retirees and an increased volume of business. There is a perception of what the auto industry is about, and it is a hard thing to make people understand." – Mike Flaherty

SCC is unique in their vetting procedure. There is no state mandate on open enrollment. The students here are screened to decide eligibility. 1) Driving record. Many students don't consider a clean driving record important, but without one, a dealer can't hire or insure them. 2) Can they pass a drug test? Due to the legalization of marijuana in Washington (and now CA).

Once a person is identified as a candidate, an assessment of their automotive knowledge is made (pretest). Then they are put on list of students entering the program.

In K-12 there is a large focus on college prep, but students are sidetracked by entertainment. The idea of kids doing physical activity has changed to more inactive paths. There is less interest in working with their hands. Regional skills centers are starting to appear more than before, but there is no vetting involved. Interviews aren't done to separate students just going to class and those looking for a vocation.

News from NWTC

Monte Wolverton couldn't make it to the meeting because he had to teach a class, but he had some information to pass along

- Winter Enrollment – Dealers should have technicians signed up by November 28th in order to maximize usage of the training center.
- Additional emphasis on supplemental restraining systems will be the focus in the winter quarter.
- Who is the youngest Honda master tech in the region? Will Clark and Rob Dykstra have achieved the youngest age point at this time. Monte pointed out that SCC graduates go from graduation to master tech in about 10-12 days. Rashawn Smith went to the training center and became a master tech in 7 days! This speaks to the screening process and level of commitment. The students from SCC will become master techs very quickly.
- The new students need mentors to help them grow. 3000 techs actually need to be replaced in Honda/Acura. The Average age of technicians is high right now, but if the average age gets low too quickly, all of the experience of the current technicians is lost. Now is the time to train and mentor the young technicians so that they have experienced techs they can grow with and gain confidence.
- The efficiency of the students coming to the training center is important. Students should do their online work to make the hands-on training at the NWTC worthwhile.

New Business

- On 12/1/16, from 10am to 5pm, there will be an open house at the automotive building at SCC. Attendees are encouraged to meet with the program's instructors/coordinators.
- When using an MVCI, always make sure that the battery is fully charged. If the battery has less than 11 volts, the MVCI will malfunction. Installing a charger to the vehicle while the MVCI is in use will avoid issues that can cause the vehicle being flashed to become inoperative.
- Haselwood Auto Group now offers apprentices assistance in travel to and from school.
- PACT Sponsoring Dealers include: Renton Honda, Klein Honda, Honda of Seattle, Honda of Kirkland, Lynnwood Honda, and Burien Honda, Honda Auto Center of Bellevue, Honda of Marysville, Westhills Honda, Acura of Bellevue, Acura of Lynnwood and Acura of Seattle at South Center. Ideally, with a dormitory planned to be built on campus, it may be feasible for students to come from farther away. We are here because of the dealers. A vast majority of technicians in the area shops are SCC graduates.

A tour of the Honda PACT Training Facilities was conducted by Bob Biesiedzinski. Several members of the committee participated.

Meeting Adjourned at 1:25 pm.