



Shoreline Community College  
16101 Greenwood Avenue North  
Shoreline, WA 98133



## SHORELINE COMMUNITY COLLEGE CHRYSLER'S MOPAR CAP ADVISORY COMMITTEE MEETING

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**PROGRAM:** MOPAR CAP **DATE:** Tuesday, November 21, 2017  
**PLACE:** AUTOMOTIVE SHOWROOM #2120 **TIME:** 11:00 a.m.

**Present:** Ashlee Drescher, Haselwood HR  
Kelly Faley, FCA  
Bill Jones, CDJR of Seattle  
Bill Leavitt, Rairdon's of Marysville  
Steve Maddux, Tacoma Dodge  
Scott Randel, CDJR Bellevue  
Michael Starke, West Hills CJDR

**College Representatives:**

Rob Allred, MoparCAP Instructor  
Guy Hamilton, Executive Dean, Workforce & STEM  
Jacquie Ogilvie, Department Secretary  
Corey Ratner, Executive Director Automotive & Advanced Mfg.

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### **WELCOME AND INTRODUCTIONS:**

- Corey Ratner, Executive Director, Automotive and Advanced Manufacturing, opened the meeting and introduced himself to the group with some background on his previous businesses that he owned and his college experience working in the automotive department
- Guy Hamilton, Executive Dean, Workforce and STEM, spoke and told the board he was looking forward to better serving them as our partners. He went on to tell them how appreciative he was with the service that has been provided to the college and happy with the outcome of the students. He told them that the college's role was to assure that the students come into their shops being productive and if they are not, he asked that they get back with him

### **INTRODUCTION OF NEW CAP INSTRUCTOR:**

- Rob Allred, the new CAP instructor introduced himself to the group. He has replaced Ken Campbell, who has retired and has been here now for 5 months. He graduated from the CAP program here at SCC in 2005 and was employed in Bellingham with Rairdon's Chrysler Jeep Dodge of Bellingham before accepting this position.

## **STATE OF THE CLASS**

- Currently, as of today, there are 11 students in the class and 6 in co-op. Out of the six in coop, four will be returning to class for Winter Quarter starting 1/8.

## **CURRICULUM COVERED THIS QUARTER**

- This quarter we are studying Electrical and Heating/Air conditioning
- Winter quarter will be Brakes and Suspension and the Fundamentals of Auto Service Training

## **STATUS OF NATEF ACCREDITATION**

- We just went through the recertification of our program. The scoring was 4.7 out of 5.0. We are good and are working to fix everything that did not pass

## **PROGRAM BUDGET**

- Budget is sufficient for the program. We always look at two years. Anything that has been needed for the program has always been taken care of

## **TOOLS AND EQUIPMENT NEEDS TO MIRROR DEALER EXPERIENCE**

- The tools & equipment in our school needs to mirror your shops
- If there is anything, you do not see in our shop that you would like to see, please reach out to us and let us know. We will do our best to get that like-work experience that the student needs, in our shop
- We had a defective access point, which sat around for a long time that Chrysler added. When we tried to install it recently, it would not reboot. We now have it on order.
- We are using the pod that Portland set up for us. The students are currently being trained on it now.

## **CDJR DEALERS:**

- Corey: Rob is new and the school needs to hear if we are doing things correctly. We want you to have the level 2 techs and we don't want to see the techs staying on the lube racks
- Bill Leavitt: I have an excellent tech. He is a Level 2. I have two CAP students who have graduated and they turned out to be great. I hired one tech at another store. He was on the lube. We are working him to get him at another store but we had to put him on the rack first.
- Ashlee: Driving records seem to be the biggest issue with us. We would like to ask that you not tell the student that they are great because when they get in they really don't know what they are doing and don't know as much as they think they do. We try to groom them to be a great tech.
- Bill Jones: We currently have a student who worked with a mentor and will be great with his mentoring. Out of three graduates, one that has been with us for 1 ½ years is a great flat rate tech. The other student is a little iffy but he has a great attitude. The other one is still going back and forth. He lacks confidence and we are trying to help him out. He will be fine. They all have great work ethics. Everyone is learning. I have one student who is on the lube rack. He has been there a while. He is an older man and he is losing his certs. His work ethic is "he'd rather be a porter".

- Scott Randal: I have two coop students. The first one spent the whole time on the lube rack. We are getting him down the shop. He does not have a lot of independent thoughts yet, but he is coming around and asking questions. The other one, we need to talk about...He is on the lube rack. I have three former students and they are all doing great. The other two are level three across the board. One has left the dealership
- Corey – We would like to create a boot camp – express lube – everyone follows the same procedures. If we can put it together, the student might be perfectly happy to do the lube rack. The students need to be driven to succeed. Any interest? The group acknowledged this would be good

## **MOPAR PROGRAM;**

- Kelly: We are talking about dual enrollment with high school students going to classes here – express lube - There is one in Los Angeles right now. I will push for this program with FCA. Central California has a dual enrollment program
- Kelly: Driving records are always a problem.
- Corey: We will identify high schools that are NATEF certified and look for dealerships that are interested in the program. There are less and less students going through vocational schools. This leads to less than desired techs
- We are not getting the pick of the litter. Millennials do not like to commute. They do not like driving or talking. They are not lazy, they need more direction and they are hard working
- Dual enrollment would be a beneficial program. Rob and Corey can show them what flat rate is and what it is all about
- Time stamp and time clocks would greatly benefit the programs
- Corey: Asked the group, “Do you push your employees to have ASE’s?” Bill Leavitt answered, “Not in my shop.” There are techs out there who are phenomenal with hands on but don’t have the critical skills for the ASE’s
- Ashlee: ASE and CAP tell me they get a pay bump and if they have both they get an extra bonus
- Bill Leavitt: Bill will reimburse if they bring receipt in
- Guy: GM students are now learning how to take a test. They are now being trained
- Corey: We will require ASE’s for all programs
- Kelly – She told the board that if they have a porter, send them to the school for training. Rob will know what you are looking in a tech, since he just came of a shop. She is convincing dealers to get their student from the CAP programs
- Career builder: A Mopar site will be going on this site. When the students register, they will have 90 days to be on the site. All dealers will have access to the tech’s info. It is sort of a job center. However, to employ someone from another state does not work because once the student finds out how expensive it is here, they will move back to their original state. You are fighting the entire U.S. Ashlee offers her students moving expenses. She has used the site and said it is not working. Kelly said it is currently being worked on and they are trying to make it work right. FCA needs 5,500 techs in 2018. The savings for a student to go through the CAP program is \$80,000. There is so much value in sending the student through this program, said Ashlee.
- Soft skills - Corey told the group that the college is talking about creating applied math and English courses for the automotive students. Bill Leavitt said he could not read what the techs are writing. We are starting to see more IEP students in the field. Corey added that the college is starting to target students who are not in the automotive programs in school. We are hoping, this will expand the students coming into our program. He also added high schools that are not

NATEF certified would be shut down. Corey is looking at working with all dealerships, Mopar, Honda, Toyota and GM

- Dorms – They are in the works and hopefully when done, we will get the added automotive students to join our programs
- Corey: Our programs really need to be looked at. It is important that all attend the meetings; otherwise, we will keep running our programs the way they have been running. We need everyone's input.
- Training centers – The training centers do not have the equipment. If the pilot works then you will see these programs all over. Part time instructors teach Level 1 and Level 2 and then they teach the training class so they are basically full time

### **OTHER BUSINESS**

- The group was asked if meeting at lunch is good for them and they suggested morning meetings work best for them.
- Bill Leavitt said he likes the way Rob was teaching!

Meeting adjourned 12:45 p.m.