



**Shoreline Community College**

16101 Greenwood Avenue North

Shoreline, WA 98133

## **SHORELINE COMMUNITY COLLEGE GST PROGRAM ADVISORY COMMITTEE MEETING**

---

**PROGRAM: GST**

**DATE: July 15, 2015**

**PLACE: McNaughton Room #2150**

**TIME: 11:00 p.m.**

**Present:**

**Jerry Andrist, Jaguar Land Rover Seattle**

**Jimmie Crallie, Toyota Lake City**

**Kristina Kelley, Carter Subaru, Aurora**

**Lisa Reager, Doug's Lynnwood Mazda**

**Paul Svenkerud, Carter Subaru, Ballard**

**Phil Spagnoli, University Audi, Seattle**

**Bob Tollenaar, Village AutoCare**

**Tom Wilson, High Road Automotive**

**Shoreline Community College:**

**Michael Boehm, Director**

**Dan Fey, Dean, Workforce**

**Mark Hankins, GST Instructor**

**Janos Szablya, GST Instructor**

**Betsy Binnian, GST Instructor**

**Jacque Ogilvie, Department Secretary**

---

**Welcome and Introductions:**

Mark Hankins opened the meeting at 11:00 a.m. and introduced new committee member, Bob Tollenaar. Bob is the owner of Village AutoCare in University Village and contributes an additional independent shop perspective to the committee.

**Review and approval of previous advisory meeting minutes:**

Mark explained that action regarding two topics discussed during the last meeting had been put on hold: The potential training partnership with Hyundai and the development of a three or five credit automotive introduction class. The Hyundai partnership discussion was halted because everyone involved had taken an early-retirement package offered by the company. To this date there has been very little technical training at the facility and we will wait to determine next steps when new personnel are hired and Hyundai's service team for the Seattle area has stabilized. Hyundai will remain located in the facility and it is hoped that the conversation will continue in the future.

The introduction to automotive class has been put on hold because frankly our programs are full and we have no problem filling the current GST program, which is introductory in nature. We have a five credit introductory course approved and

could quickly schedule the class in the future. It was suggested that the content of the class could also be offered as a non-credit continuing education course. This course could be a feeder into the GST program. The GST program really does no marketing but word-of-mouth is positive and there are always more applicants than we have room for.

Minutes of November 19, 2014, were approved as written.

### **PSADA - Puget Sound Auto Dealers Association:**

Dan Fey explained that PSADA (Puget Sound Auto Dealers Association) had been merged with WSADA (Washington State Auto Dealers Association). The PSADA foundation moneys stay with the college. A dealership survey is being developed and will be approved and distributed by WSADA. The offices occupied by PSADA will remain under control of the automotive department and will be utilized for industry partners.

### **Student placement & program updates**

Mark provided a list of current students. Many are available for part time work and several of them will enter the internship during Fall Quarter.

### **GST II Program**

Mark provided copies of the Master Course Outlines for the proposed two-quarter expansion of the GST program. Mark explained that the current three quarter program will remain as is. GST II provides more automotive education, especially for our students who do not choose G.M., Chrysler, Honda, or Toyota. Many of our students are going to work for Mazda, Nissan, Subaru and VW, and independent shops, as represented by the advisory members on the committee. There will also be an optional AAAS degree if the student completes all general education requirements. There are three pathways: GST I Certificate of Proficiency, GST II Certificate of Proficiency, GST II AAAS Degree. When GST II is in place, the program will apply for NATEF Automotive Service Technician (AST) Level certification.

Committee members emphasized the need for entry-level employees and that further training opportunities could be provided through corporate technical training programs after the student is hired. GST does a great job providing entry-level employees. The dealerships can take it from there. Kristina Kelly said that we go forth with the GST II program to see how it works, especially for the student. Mark stated that the GST I program works well and is not changing. GST II and the degree program will provide more training and educational pathways for our students. The committee agreed that GST II should be pursued.

Scheduling for GST I and II was discussed. Mark asked the committee if they prefer part-time employees in the morning or afternoon. Dealership representatives stated that they need part-time employees in the morning. Independent shop

representatives said that they need part-time employees in the afternoon. Mark said that two or three years ago the consensus was that part-time workers were most useful in the afternoon. Most college students seem to prefer school in the morning hours and work in the afternoon. Current market conditions may have changed this preference. We will consider the pros and cons of morning vs. afternoon scheduling at our next meeting.

Committee members also discussed how the current GST I program can improve the student's communication skills. Proper documentation is difficult for new employees to learn. Mark has created new tasks for repair order communication and we will need to see if there are improvements going forward. Betsy and Mark will work to increase and improve repair order writing skills.

Quick-service procedures on a variety of vehicles are performed at least four times throughout the program. Mark will increase the number of services. Paul Svenkerud suggested "bugging" vehicles that are used for express service. Phil Spagnoli suggested using a quality control meeting after the vehicle has been serviced by having students look for missed items. Mark will integrate these suggestions and activities during the fall quarter class and will follow up with the committee members.

### **Snap-on S-Tech Program**

Dan Fey explained that Snap-On was excited about our expansion proposal and has shared their concept of the "S-Tech" program. GST could be partnered with Snap-On. Certification for Snap-On equipment and tools would be included as the students' progress through GST. There are plans to open up the wall between the Snap-On shop and the GST shop for easy access and room for more work bays.

### **Feedback on information Interviews:**

Betsy Binnian asked for feedback from the committee members regarding the effectiveness of the informational interview assignment. She wanted to make sure we were not asking for too much time from the committee members by having students in the AUTOT 121 class visit their dealerships and shops. All members responded that they are happy to continue meeting with the students. The experience is valuable for the student and the managers can continue to make time to meet with them.

### **Other business:**

Service information for GST is primarily supplied by All Data. Nissan also supplies service information. We have many donated vehicles from Nissan. Janos Szablya asked if service information could be provided by other manufacturers. Phil Spagnoli said he may be able to get assistance from Volkswagen.

Phil Spagnoli asked if Shoreline had ever considered hosting a job fair. VW and Audi dealers held a job fair at Lake Washington Technical College and many techs were hired from the fair. Mark responded that the four individual manufacturer programs would likely not sponsor a job fair together but that we could possibly host a job fair specifically for VW Audi during the annual Volkswagen club car show in July. Mark will ask the VW club president if collaboration with the event is possible.

Janos Szablya asked the committee to think about possible donations to the program. We have many donated vehicles but would take more to diversify our fleet. Volkswagen, Mazda, and Subaru product would help to round out our fleet.

Meeting adjourned 1:05 pm