



Shoreline Community College

16101 Greenwood Avenue North

Shoreline, WA 98133

SHORELINE COMMUNITY COLLEGE GST PROGRAM ADVISORY COMMITTEE MEETING

PROGRAM: GST

DATE: December 9, 2015

PLACE: McNaughton Room #2150

TIME: 11:30 p.m.

Present:

**Jimmie Crallie, Toyota Lake City
Brad Miller, Les Schwab Tires, Seattle
Phil Spagnoli, University Audi, Seattle
Kristina Kelley, Carter Subaru, Aurora
Paul Svenkerud, Carter Subaru, Ballard
Bob Tollnaar, Village Auto Care**

Shoreline Community College:

**Dan Fey, Dean, Workforce
Mark Hankins, GST Instructor
Janos Szablya, GST Instructor
Betsy Binnian, GST Instructor
Jacquie Ogilvie, Department Secretary**

Welcome and Introductory Remarks

- Mark Hankins welcomed the committee and opened the meeting. He stated that Lisa Reager from Doug's Mazda contacted him this morning and was unable to attend the meeting.
- Mark stated that the main purpose of today's meeting is to complete the NATEF Compliance Review but first he wanted to review the minutes from our previous meeting and to follow-up on important topics from that meeting.

Review of Minutes and Follow-up

- a. Partnerships (Hyundai): Mark explained that Hyundai has contacted Michael Boehm and expressed an interest in providing curriculum materials, technical information, and other support so that students would have the option to earn certification as they go through the GST program (Michael was unable to attend today's meeting). They have donated a 2015 Genesis and two transmissions to the program.

Mark stressed that his intention is to keep the GST program open to any and all industry support and to serve dealerships, independent shops, and any

and all aftermarket interests. He does not want to create a program specific to just one manufacturer because we already do that in the four manufacturer-sponsored programs. Students identified as Hyundai would focus on Hyundai technology as they progress through the program, and would be able to attend Hyundai training courses when technician training is scheduled at the college. Hyundai occupies the shop next door to the GST program.

Snap-on NC3: The NC3 program has been underutilized and Mark is working to integrate more Snap-on certifications into the GST program. He is currently scheduled to attend Train-the-Trainer classes in Phoenix, Arizona at the end of January. After this training GST students will become NC3 certified in scan tool and on-car brake lathe. We can also certify students with NC3's torque certification class because Jeff Cromwell (TTEN instructor) is now certified to teach the NC3 torque training class. The training is very expensive for the College. We will try to attend every train-the-trainer course so that we can offer every NC3 program. Our students will have these credentials upon graduation and we will be able to offer non-credit courses for the after-market.

The wall between the GST and Snap-on shop was opened up over the summer break, unifying the two shops and reinforcing the connection and developing partnership of Snap-On and GST.

- b. **Introductory Course (feeder for GST & manufacturer-sponsored programs)**
During our most recent department meeting, automotive faculty began to discuss the possible need for an introductory class. Discussion revolved around whether the class should be a requirement before entering any of the automotive programs, and if it should also be open to the general college population. Mark will keep the committee informed about the future development of these ideas.
- c. **Service Information: All-Data & Mitchell On-Demand (Pro-Demand)**
Dan has committed to funding a more professional grade system. Janos Szablya stated that the partnership with Snap-on would dictate that Pro-Demand be adopted because it works with the Shop Keys system. Committee discussion revealed that most shops are using either Mitchell or All-Data.
- d. **Job Fair:**
At the last meeting, Phil Spagnoli explained that a job fair for VW and Audi dealers at Lake Washington Technical College was a huge success. He wondered if a similar event could be held on the Shoreline campus. Mark and Phil discussed after the last meeting that perhaps a VW and Audi job fair could be held on the campus in conjunction with the Volkswagen annual swap meet in July. Michael Boehm has shared contact information with Phil and the VW club president. However, Mark and Phil asked the committee

members if a job fair would be of interest for other dealers and shops. Discussion around the idea indicated that this could be a big help in identifying potential employees. Mark suggested that the fair could be held in an open-house event and that high school automotive programs could be invited to attend. Mark will discuss these ideas with Michael Boehm and will follow-up at our next meeting.

e. Car Donations

A Land Rover and a Mercedes was donated by a member of our Foundation. Another individual donated a Subaru. We will take any and all donations for our program, even non-running vehicles.

f. Student Placement

Mark will detail student placement at the end of the school year and at our next meeting in July.

g. GST II

The two additional courses were approved through our curriculum process. Mark has submitted estimated costs for the program (equipment, instructor, etc.) Mark will submit the revised planning guide to the curriculum committee at the first meeting in January

h. Program Scheduling

At the last meeting there was discussion regarding ideal scheduling for part-time student/employees. It seemed that some wanted part-time workers in the morning and that some preferred part-time in the afternoon. Mark asked for clarification. He stated that students prefer school in the morning hours and work in the afternoon/evening. He also explained that students seem to do better in class, have more energy, and tend to get better grades while attending classes earlier in the day. Kristina Kelly said that her memory of the last meeting was that we only discussed the idea of variable schedules. But that we (the school) should decide what is best for students. The committee agreed and we will continue to offer GST classes in the morning. Due to space limitations, the GST II program may be forced to meet in the afternoons.

i. Repair Order Communications and Quick-Service Procedures

Suggestions from the committee regarding repair order communication and quick service procedures were integrated into the class this quarter. Mark and Betsy reported that there seems to be a deeper understanding and appreciation for this aspect of a technician's business. We will continue to integrate repair order work as much as possible. Hopefully, employers will see better performance from our students in the future.

Janos Szablya used a "bugged" vehicle to reinforce inspections with second quarter students. They were humbled by all the things that were missed.

Mark is requiring more inspections and practice throughout both quarters of the program.

Approval of previous minutes

Minutes of July 15, 2015, were approved as written.

Other new business

Betsy Binnian asked the committee about policies regarding cell phone use by employees. Members of the committee stated that the smart phone has become integrated in our daily lives. It is used for both work related and personal use. The bottom line is that employees must be respectful with their usage of the phone. If the phone becomes a distraction or excessive texting is observed, the employee may be asked to explain why. You have to pick your battles. Mark stated that he has eased up on the use of cell phones during class and in the shop. Still, he will ask a student to put the phone away if it seems to be a distraction. Some of our best students are using the phone to access service information and yes, some are texting for personal reasons. Hard and fast policy is difficult to apply. Action must be taken on an individual basis.

NATEF Compliance Review

Mark handed out the NATEF forms and the committee evaluated the current status of the program as defined by the process.

Meeting adjourned at 1:45 p.m.