

BAC Meeting Minutes May 25, 2021 (Zoom)

The agenda was approved.

All present introduced themselves

Mark Pressnall

Sosha Thomas

Donna Dixon

Annie Zuckerman

Hadar Ikzir

Candy McLaughlin

The coordinators from both colleges, (Annie Zuckerman was representing Pat Newman from Cuyamaca College) shared their vision of the future growth of the district. The plan is to stay with a more hybrid focus making it possible for more students who need to work to be able to attend college.

The purpose of the survey sent out 3 weeks prior to the meeting was to get an idea of what the companies in our community need in terms of qualified candidate pool they can hire from. Also, what skills would they like current employees to obtain to move up in the company and help the business.

The survey results from 30 respondents showed the following:

- 75% of the respondents said they use the Windows platform.
- Windows 10 was the most used version.
- Office 365 is the most used Software.
- The most used applications in Office 365 are Word and Outlook.
- Business Writing and Creating Spreadsheets were the next most important skills listed.
- Bilingual Skills were needed by 75% of the respondents, with Spanish being first and Arabic second.
- PowerPoint, Access, QuickBooks, Elementary Accounting and Google Docs were mostly rated as a “2” indicating that it was not a priority.
- 50% of the respondents required a typing speed between 40 and 50 Words Per Minute.
- Respondents said they were going to remain the same as they did before the pandemic regarding increasing/decreasing remote employment.

The specific comments made by survey respondents to the question, “What specific skills are required of your business office employees?” are listed below:

- Very strong writing ability using proper grammar. Ability to transfer thoughts and ideas to paper.
- High level of effective communication in person, by phone, zoom, email
- To be clear, by Business Writing I mean direct communication that can easily be read and acted upon. New grads tend to write long paragraphs that say nothing.
- Grammar in emails
Good communication skills including active listening especially during meetings and zoom meetings. Many employees do not pay attention during meetings, conferences, webinars when they should be
- Time management and knowing how to prioritize.

- Customer Service and phone skills.
- Phone-answering skills.
- Customer Service skills. Verbal communication skills.
- Time management, project management
- Good customer service, creative and thoughtfulness when dealing with customers.

Almost all respondents were familiar with the Office Professional Training Program Grossmont College runs.

Very few of the respondents were interested in Internships. If they were interested, they preferred unpaid internships.

Very few of the respondents were interested in helping with Mock Interviews for our students.

The meeting concluded at 3:00PM.