BOT Advisory Committee Meeting Minutes, May 24, 2022 (Zoom)

The meeting started at 3:00 pm.

All present introduced themselves:

Jamie Gardner, Director of Talent Acquisition & Employer Branding, Watkins Mfg.
Jesse Eguia, Major Account Executive, Spectrum Enterprise
Monica Rosas, Employer Relations Liaison, SDICCC Regional Consortium (Cuyamaca College)
Mark Pressnall, Grossmont BOT
Donna Dixon, Grossmont OPT
Candy McLaughlin, Grossmont BOT
Annie Zuckerman, Cuyamaca BOT
Angham Yousif, Cuyamaca BOT
Pat Newman, Cuyamaca BOT

The purpose of the survey sent out 4 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.

Annie Zuckerman presented the survey results which also generated additional comments from the members present.

- Microsoft 365-Office 2021 is the most used productivity suite.
- The most used applications are Outlook, Excel, and Adobe Acrobat (electronic documents and signatures).
- Word is still used a lot in business, but more basic features with mail merge being the most complex feature used now.
- Although not on the survey, it was mentioned that Microsoft Teams is now widely used in business due to the increase in remote work.
- PowerPoint, Access, QuickBooks, and Google Apps were mostly rated as low use priority.
- Public Speaking and Business Writing were the work skills for which the organization needed to provide the most training. Let students know that public speaking skills are important in order to present yourself to coworkers, customers, and leaders in an organization/business and will help with upward mobility in the workplace.
- Employability skills expected for entry-level positions were Teamwork/Collaboration (90%), Customer Service and Oral Communication (both 80%), Written Communication (70%) and Time Management (60%).
- Typing speeds required by organizations were evenly distributed from 25 to 40+ wpm.
    - 20% required 40+ wpm
    - 20% said 35 wpm
    - 30% said 30 wpm
    - 30% said 25 wpm
- Most people coming in for a typing certificate at Grossmont were trying to meet 40 wpm for the jobs they were pursuing. It was noted that school districts and local government require typing certificates for all applicants just to apply for any job.

- When asked what hiring difficulties companies are experiencing (select all that apply), the main issues were lack of relevant work experience (80%), lack of technical skill/industry knowledge (70%), and insufficient applicants (60%).
- Specific answers given by survey respondents when asked to describe how Covid-19 impacted recruitment needs include:
  - All employees must show proof of vaccination now
  - Low rate of applicants.
  - Poor retention rates.
  - Now have several positions available, and some are now remote, but do not have enough experienced candidates
  - Across the board, the competition for talent has limited the pool of candidates
  - Candidates are now seeking full-time remote work which is difficult for many companies
- The specific comments made by survey respondents to the question, "What advice would you offer students as they search for jobs and internship virtually?":
  - Work on communication skills.
  - Apply with a staffing agency to get your foot in the door and gain experience.
  - Do your homework on the business where you are applying.
  - Take a course in social media to learn how to search for jobs, connect with employers, etc.
  - LinkedIn is an extremely valuable resource to connect with other professionals in your career field.
  - Build a network of professionals and ask them questions.
  - When conducting phone/virtual interviews, remember to be professional during the interview. Be positive and smile (even if on a phone interview).
  - Be honest on your resume and application.
  - Practice Zoom interviews.
  - Spell check online applications carefully.
-

Donna Dixon presented information on the OPT program. They are seeking students for the new cohort in Fall 2022. Both colleges are returning more classes back to campus following the Covid shutdowns of the past few years. Cuyamaca is teaching a new class on Computer Skills for Arabic learners, focusing on keyboarding and presentation skills all in Arabic.

Jamie Gardner said that he could reach out to local members of his professional organization, the Society for Human Resource Management, for them to join our advisory group next year. We unanimously said "yes" that we welcome all new members and will take him up on the offer.

The meeting concluded at 4:00PM.

Attachment: 2022 BOT Advisory Committee Survey Presentation

2022 BOT Advisory Committee survey Results

PRESENTED BY: ANNIE ZUCKERMAN INSTRUCTOR

BUSINESS OFFICE TECHNOLOGY

Job Title

AVP, Broker Placement
Controller/owner
Director of Talent Acquisition & Employer Branding
Faculty
Major Account Executive
Not sure yet
President (2)
Senior Project Manager
Human Resources Administrator

Zip Code

91911	Chula Vista
91942	La Mesa
92020 (2)	El Cajon, Rancho San Diego
92081	Vista
92108	San Diego, Mission Valley East
92120	San Diego, Allied Gardens
92121	San Diego, Sorrento Valley
92122	San Diego, University City
92123	San Diego, Serra Mesa

Websites

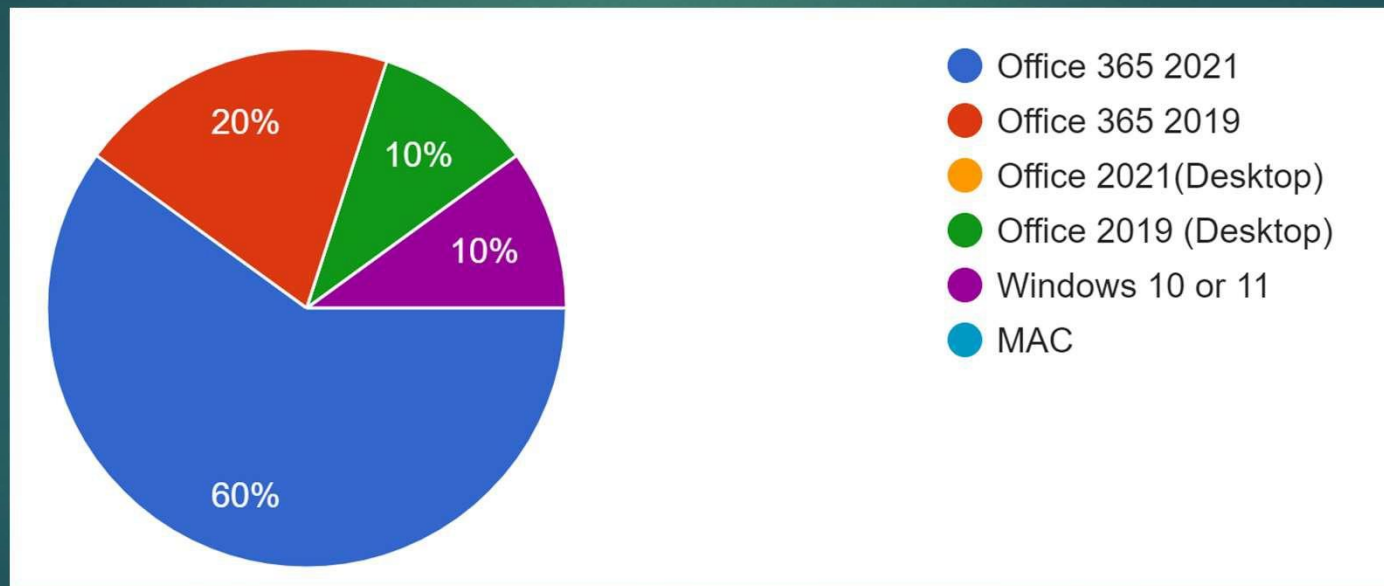| |
|---|
| gcccd.edu |
| Diamondpacificinc.com |
| www.sdistaffing.com |
| johnsautomotivecare.com |
| ajg.com |
| https://watkinsmfg.com/ |
| spectrumenterprise.com |
| Portofsandieego.org |
| mailmgmtgroup.com |

# Which version of Microsoft Office does your Organization use?

Which programs do you utilize in your organization? Please rank all answers from 1 (most used) to 3 (least used)

Programs Utilized
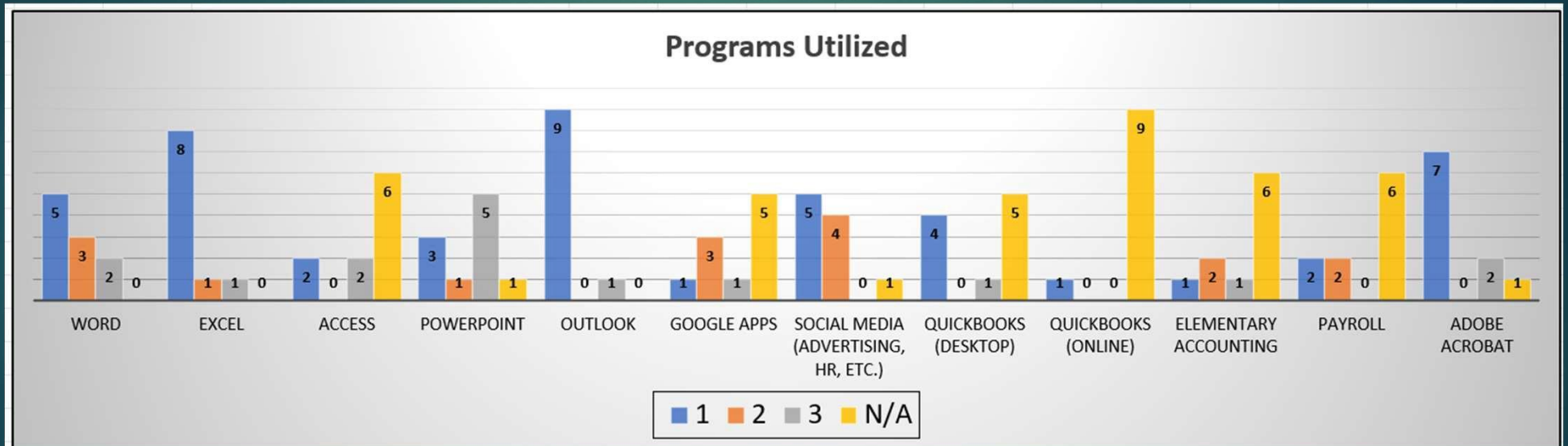
Which of the following work skills do you find you need to provide training on in your organization? (1 = most time training and 3=least)
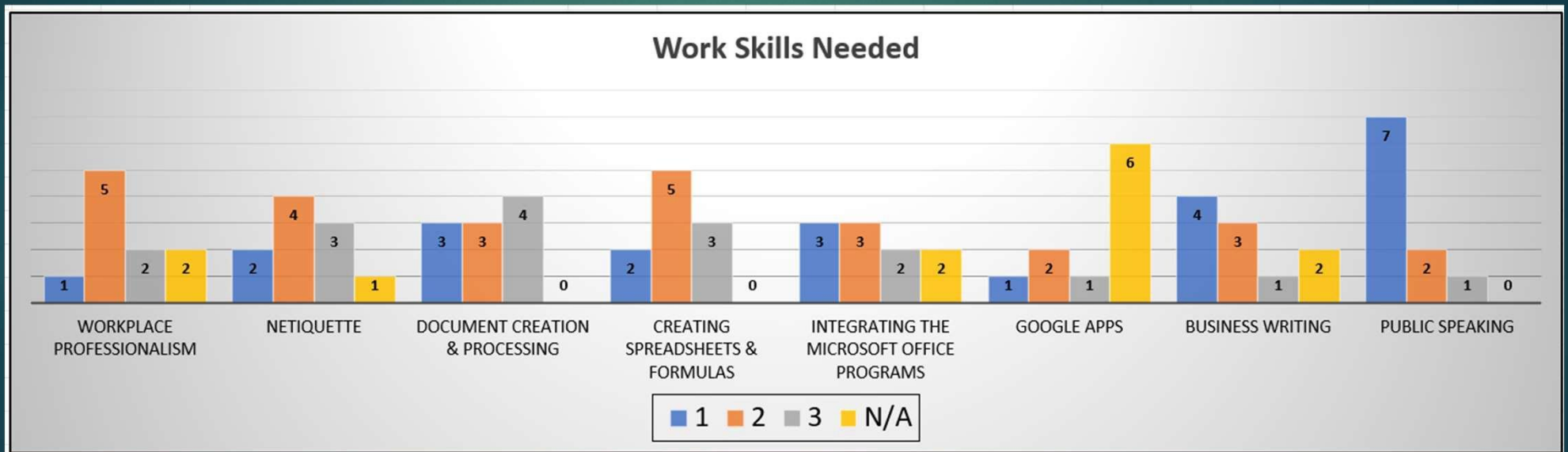
Rate the employability skills needed for ENTRY-LEVEL positions at your organization.
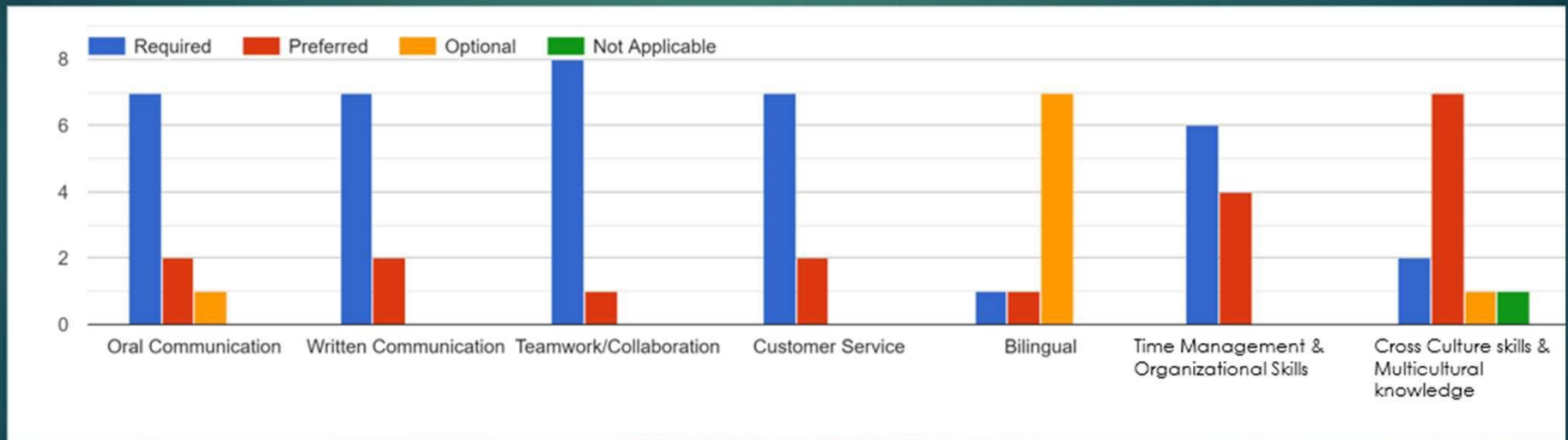
What training do you need to help your employees succeed?

| |
|---|
| Self-Motivation |
| Impeccable filing skills |
| Mostly using our internal software and communication skills |
| Phone and social skills |
| Office word, excel, oral/written communication, teamwork, time management are all required |
| We invest a lot in developing people to become leaders. |
| N/A |
| Understand unique role of working in public sector |
| product knowledge |
| Internal training |

Do you have a need for bilingual office workers?
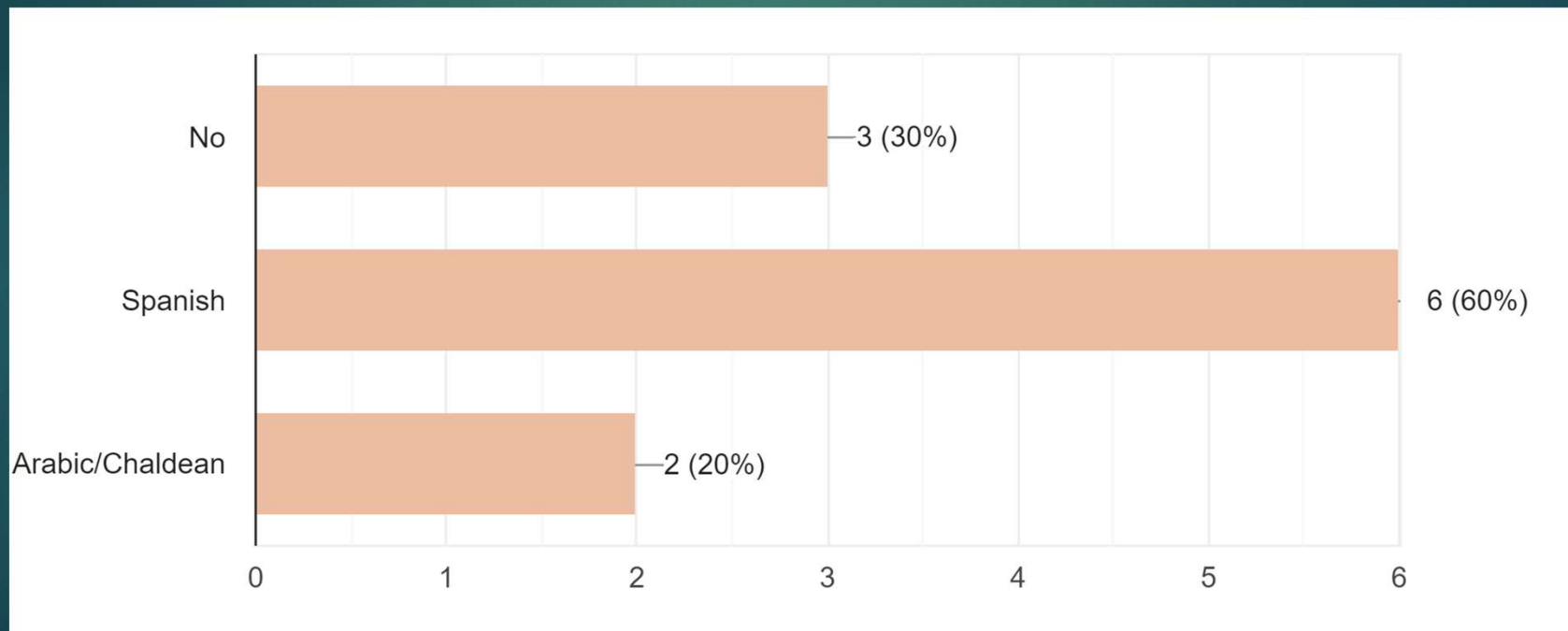
Do you require a minimum Words Per Minute (WPM) Typing skill?
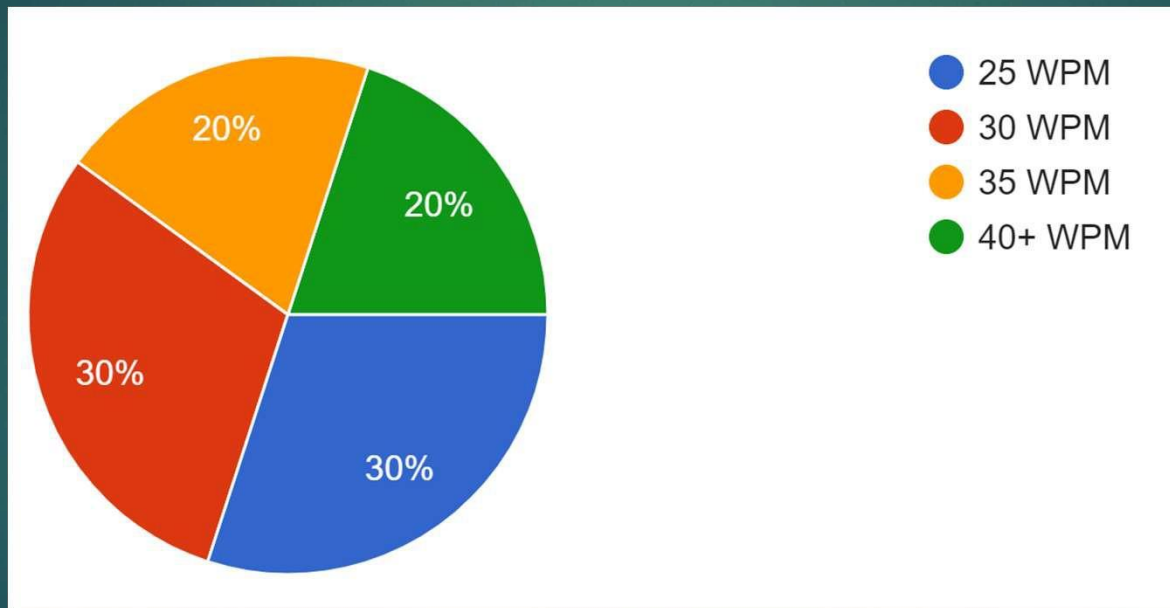
What certificates or degrees are required for ENTRY-LEVEL positions in your organization?

AA or Certification in field of Career
Prefer certified in Quickbooks
HS Diploma or GED
N/A
Associates, business certs
Dependent on the position. For warehouse workers, we like to see a forklift cert. all other fields, it is helpful to have certs relevant to the job.
High school
BA or high school diploma or intern experience
N/A
HS Diploma

What hiring difficulties has your company experienced, if any? (Select all that apply)

What hiring difficulties has your company experienced, if any? (Select all that apply)

Category	Value
INSUFFICIENT APPLICANTS	6
LACK OF RELEVANT WORK	8
LACK OF REQUIRED CREDENTIALS	2
LACK OF SOFT/EMPLOYABILITY SKILLS SUCH AS INTERPERSONAL SKILLS, TIME MANAGEMENT, ETC.	4
LACK OF TECHNICAL SKILLS/INDUSTRY KNOWLEDGE	7
OTHER: DIVERSITY EQUITY AND INCLUSION FIT	1

What efforts does your organization have in place regarding diversity, equity and inclusion?

We are threading this into all our classes
Our workforce is 90% Hispanic
we hire the most qualified candidate
Standard
I manage our DEI for our office
DE&I Council, values focused on Diversity, KPIs that measure diversity across the workforce
Not sure
DEI Council and small biz focus
N/A
EEO Policy

Grossmont and Cuyamaca Colleges have a high population of refugees who have international work experience and often earned degrees abroad yet have no work experience in the U.S.. What types of positions, if any, might your company have available for students seeking to gain work experience in the U.S.?

Anything they would qualify for at any level
Admin assistant/Office Manager / Laborer/ shop mechanic
We don't have any
Technician helper to G. S. tech
Entry level assistant jobs to prepare them for account management opportunities
Production & Manufacturing, and Inventory & Warehouse and shipping.
Technology/ application skills
Accounting
Production
Entry Level, Teller positions

Some students are English Language Learners. What types of job, internship, or volunteer opportunities are available, if any, for students who do not yet have excellent command of the English language?

We have positions that don't require customer service externally.
Field laborer
We don't have any
N/A
N/A
Depends on the role. Production & Manufacturing roles have the highest flexibility for English learning individuals.
Not sure
N/A
Production
N/A

Please describe how Covid-19 impacted your recruitment needs such as available positions, adjusting timeline, finding qualified workers, going remote, etc.

As of now all employees must show proof of vaccination.
Low rate of applicants. Poor retention rates
We have a number of positions available, and some are now remote or Hybrid Remote and we do not have enough experienced candidates
N/A
There has been no impact
Across the board, the competition for talent has limited the pool of candidates.
Hybrid work
Impacted retention and had hiring freeze. Now positions are more difficult to fill as candidates seeking FT remote work opportunities and we only offer 2 days per week remote and not Monday or Friday.
Minimal effect on current staff
Finding qualified workers, remote options

Cooperative Work Experience

| YES - PAID | YES - UNPAID | WOULD LIKE TO DISCUSS FURTHER | NO |

(Bar chart values: YES - PAID 4, 1, 1, 1; YES - UNPAID 4; WOULD LIKE TO DISCUSS FURTHER 3; NO 2)

<u>**COOPERATIVE WORK EXPERIENCE**</u> -

INTERNSHIPS Grossmont College and Cuyamaca College each provide opportunities for students to participate in cooperative work experience activities, including internships. Internships provide an opportunity for supervised work experience. Students extend their classroom-based occupational learning by working at a job related to their major and to their occupational goal. Student, instructor and employer will develop a minimum of three learning objectives. One unit of credit will be awarded for each 75 hours of paid, or 60 hours of volunteer employment upon successful completion . Would you be interested in being a part of the Internship program?

What advice would you offer students as they search for jobs and internships virtually? (Such as best ways to connect with employers, building relevant skills at home, tips for conducting phone and virtual interviews, etc.) (1 of 2)

Take a course in social media to learn how to search for jobs, connect with employers, etc.

Work on communication skills. Be prompt, reliable, honest. Hone filing skills by practicing A LOT. Misfiled documents are my biggest problem. If you don't know how to do something, ask first before attempting to take on the task.

Ask friends and people that you know. Build a network. Select 2-3 Industries that you want to work in and search online for internships or select a couple of companies you want to work for and find out what staffing agency they use and go apply with a staffing agency to get your foot in the door

Do your homework on the business you are applying to. Always talk to people about their experiences in the field that you are pursuing. Take an internship for a job that you are going to school for to make sure it is what you are expecting.

What advice would you offer students as they search for jobs and internships virtually? (Such as best ways to connect with employers, building relevant skills at home, tips for conducting phone and virtual interviews, etc.) (2 of 2)

Dress professionally, keep eye contact with the camera, research the company prior to interviewing
LinkedIn is an extremely valuable resource to connect with other professionals in your career field. Build a network of professionals and ask them questions. Also, when conducting phone / virtual interviews, remember to be professional during the interview. Also, be positive and smile (even if on a phone interview).
Network
Register with NeoGov. Practice Zoom interviews. Spell check online applications carefully.
Follow up
Be honest on your resume and application