CERRITOS COLLEGE AUTOMOTIVE TECHNOLOGY

ADVISORY MEETING AGENDA/MINUTES

March 30, 2021

Attendees:

Kevin Taylor – Cerritos College

Leonard Glick – Cerritos College

Mitch May – Subaru of America. Inc.

Nick Paquin – LA Zone, Subaru of America, Inc.

Jim Sciolla – Subaru of America, Inc.

Frank Ceccacci – Subaru of America, Inc.

Matei Augustinov – Subaru of America, Inc.

John Martinez – Standard Motor Products, Inc.

Danny Barron - Equipment Depot, Inc.

Cheyenne Riordon- Equipment Depot, Inc.

Tony Edgar – Equipment Depot, Inc.

**11:00 Welcome and Overview of Today’s Format**

**11:10 Highlights from the 12-19-19 Meeting**

**11:20 Review of Curriculum**

(Excerpt from 12-19-19 Advisory Meeting)

*One member who is a FT technician at Timmons Subaru suggested offering a class dedicated to performing vehicle inspections, multi-point vehicle inspections (MPVI), and repair order documentation*

The program has increased the student completion of Web Based Training from various manufacturers training programs. Below is a list of Manufacturer provided Web Courses students complete in the ITTP program and some of the General Automotive courses. MPVI and Repair Order documentation are included. The ITTP students receive training from the AUDI, Mercedes Benz, Subaru, and Nissan Web training library. Below is a sample list of courses completed over the 20-month program.

**Nissan Virtual Academy Web Based Training Classes**

SIR Nis/Inf Vol 138 Pre-Delivery Inspection Overview and Changes

SIR Nis/Inf Vol 155 Regular Service and Maintenance Issues

SIR Nis/Inf Vol 139 Diagnosing Electrical Systems

Nissan Aftersales F1 Scores

Resources to Improve Technicians F1 Scores

SIR Nis/Inf Vol 161 Warranty Claims and the Work Order – Updates

TECH Line Case Creation

Introduction to Nissan Connect

Introduction to Consult-III Plus Functions

CVT Operation Diagnosis and Repair

Servicing Run-Flat and Low-Profile Tires

**Audi Educational Partnership Web Based Training Classes**

Introduction to Automobile Service Part 1

Introduction to Automobile Service Part 2

Introduction to Automobile Service Part 3

Introduction to Automobile Service Part 4

Introduction to Automobile Service Assessment TST

Audi Brake Systems Fundamentals (Technical)

Introduction to Audi Alignment

**Subaru U SKILS Web Based Training**

Introduction to the SSMIII

Subaru Technical Information System (STIS)

Repair Order Procedures

Technician Repair Order Responsibilities

Labor Time: Time Clock Punch Procedures

Add-on Repair Procedures

Basic Electrical I

Basic Electrical II

**Mercedes MB Campus Web Based Training**

The Best or Nothing

Driven to Delight: A Culture of Excellence

Survey Integrity: A Critical Priority

Service Matters: Effective Repair Order Writing

Workshop Best Practices

Mercedes-Benz Information Systems

Introduction to WIS for Technicians

AKUBIS Moe Tires and More

**Advisory Committee Comments**:

Mitch May – Wanted to verify that the Subaru WBT offerings are more extensive than what was listed. Kevin Taylor assured him that what is listed on the agenda is just a sample of what all these companies offer.

Jim Sciolla – Where do Repair Order writing skill fit into the curriculum? We explained that all vehicles that are worked on by students require a completed Repair Order and that we regularly discuss the legal importance of accurate Repair Order writing in our classes.

John Martinez – Is glad to see that so many manufacturers offer their WBT to our students.

Danny Barron- I like the emphasis on communication our mobile industrial techs are also service writers and customer relations managers all in one.

**Review of Curriculum, New Certificates, Standard 6.4:** Review of curriculum

(Excerpt from 12-19-19 advisory meeting)

*The group discussed the best way to pair the small certificates for the General Technician and they were engine/engine performance, electrical/HVAC, brakes/suspension & steering, and automatic trans/manual trans. There was discussion about including a few work experience classes, Auto 73, in the general certificates but one advisory member suggested providing more hands-on training in the classes to better prepare students for employment.*

In response to the advisory members’ suggestions and guidance, new certificates were developed with a value between 16 to 20 units. Students will achieve certification sooner and will be better prepared in specialty areas.

*See five new steppingstone certificates attached*

In addition, the offering of Auto 73 Work Experience will improve communication between employers and the college staff. Through more and regular contact with employers it is expected student success will be enhanced. Faculty will have access to automotive service management in a timelier manner and be able to visit the students’ place of employment. Discussion of student objectives with supervisors will provide faculty with real word knowledge of where the industry is headed. The following five certificates were developed to assist students working in industry to benchmark their accomplishments for their coursework and gain college credit for their on the job training.

*The new steppingstone certificates were shared with the group along with the Working Professional certificates (Attached). The proposed Heavy Duty Inspection Technician Certificate (Attached) was also discussed and presented to the group*

**Advisory Committee Comments:**

Jim Sciolla – Understands the importance of creating Steppingstone certificates that are in smaller “chunks” that may be easier for the student to attain and also gives them a certificate that shows training in a specific area that is easy for a perspective employer to identify. The group strongly agreed.

Frank Ceccacci – Likes the addition of the Working Professional certificates that will allow students that are currently working in the field to receive credit for their work experience. This could be of value to Subaru dealers that are seeking experienced entry level technicians.

John Martinez – His company sees a need for more training in the medium and heavy-duty diesel area. The Heavy-Duty Inspection Technician Certificate should be able to give the student greater value on the job or when applying for a position.

Danny Barron- It’s great to see the Industrial Technician Certificate finely come to fruition. We have been working on that for many years.

The committee was asked if they had any further question regarding the new certificates and to vote for approval of the certificates.

The Committee unanimously approve the ENTRY LEVEL QUICK SERVICE, INTERMEDIATE LEVEL, EMISSIONS ESSENTIALS TECHNICIAN, FLEET TECHNICIAN, INDUSTRIAL VEHICLE TECHNICIAN, and Working Professional Series: BRAKES AND SUSPENSION, DRIVETRAIN, ENGINE PERFORMANCE, EMISSION CONTROLS, DIESEL MAINTENANCE, and the proposed certificate to be developed; Heavy Duty Brake Inspection.

**11:40** **ASE Standards Reported to Advisory Members**

**Standard 1.1:** Annual survey and summary of the results

Through the implementation of the Working Professional Series. Employer contact will enhance the department’s ability to conduct annual surveys gauging industry needs.

*See attached Technician Market Survey*

Advisory Committee Comments:

Nick Pacquin – Would like to know how the dealers will receive the survey. Kevin explained that dealers are able to answer the survey questions during Work Experience visits. Because we are able to make more dealer visits as the result of the Working Professional certificate, we will be able to collect more information.

**Standard 4.1:** Finances, Standard **6.2:** Review of budgeting funds

The department budget is stable with some shortcomings in material fees because of reduced Lab offerings. The State is not proposing any cuts to community colleges at this time. The materials fees is $15.00 per course with a lab element. The fee has not increased since implemented in 1994. The department is considering increasing the fee to $20 per course.

Advisory Committee Comments:

Jim Sciolla – An increase in lab fees from $15 to $20 per class seems very reasonable.

Jim Sciolla – Can lab fees be used for equipment maintenance? Kevin told him that they cannot.

**Standard 6.5:** Evaluation of Instruction, Tools, Safety, Compliances and Equipment and Facilities

The department had contracted with Hoist Services to conduct the biannual lift inspection. The department has a fulltime Lab technician who is responsible for inspecting the equipment, maintaining records and coordinating repair services.

Advisory Committee Comments:

Mitch May – Regular inspection is of hoists is a good idea and should be a priority.

**Standard 7.14:** Evaluation of Instruction

All evaluation methods have moved online with limited success. Students tend not to complete the online surveys. It is expected when paper surveys return better feedback will be obtained.

Advisory Committee Comments:

**Standard 8.5:** Equipment Replacement

The following equipment items have either been replaced or reconditioned in the last 12 months. In addition, the following new Items have been acquired supporting instruction.

New NUGER hydraulic presses in all of the transmission three-transmission labs.

New ATEC simulators.

Advisory Committee Comments:

Kevin added that the school has initiated a lap top loan program to help students with on-line learning requirements during Covid 19 times. The group was very happy to hear that.

**Standard 12.3:** E-Learning

The college has implemented many web-based resources, leveraging resources of the sponsoring manufactures and industry associations. With the return to in person training most instructors expect to continue some of the web training as homework allowing more opportunity for hands on instruction and skill building.

Advisory Committee Comments:

Nick Paquin – His Subaru dealers have expressed interest in becoming more involved with the Subaru-U program and would like to see the program expanded.

Mitch May – Announced that Subaru will be releasing a new Subaru-U SKILLS program that will soon be available online to students.

**Questions and Answers, Suggestions**:

Kevin added information to the group that was not on the agenda regarding the plan to convert our Automotive Partners Building into a bookstore.

Advisory Committee Comments:

Mitch May – Subaru has used the Automotive Partners Building many times over the years and finds it an excellent facility to do local dealer training. He said that Subaru would be happy to pay for classroom space in the building if it would help prevent the conversion of the building into a bookstore.

John Martinez – The Automotive Partners Building is one of the most professional facilities he’s seen on a school campus that’s dedicated to supporting the automotive industry. It should not be used for anything else.

**Adjournment:**

**STEPPINGSTONE CERTIFICATES FOR ENHANCED COMPLETION AND SPECIALTY SKILLS**

**(In Process)**

**ENTRY LEVEL QUICK SERVICE (NEW)**

AUTO 100 4 UNITS Intro

AUTO 140 5 UNITS Suspension and Steering

AUTO 150 5 UNITS Brakes

AUTO 160 5 UNITS Electrical

TOTAL 19 UNITS

**INTERMEDIATE LEVEL (NEW)**

AUTO 110 5 UNITS Engines

AUTO 120 5 UNITS Automatic Transmissions

AUTO 130 5 UNITS Manual Trans and Drivetrain

AUTO 265 1 UNITS Advanced Electrical

TOTAL 16 UNITS

**EMISSIONS ESSENTIALS TECHNICIAN (NEW)**

AUTO 170 4 UNITS Air Conditioning

AUTO 180 5 UNITS Electronic Engine Mgmt

AUTO 281 5 UNITS BAR Emission Controls

AUTO 260 4 UNITS Intermediate Electrical

TOTAL 18 UNITS

**FLEET TECHNICIAN (NEW)**

AUTO 101 4 UNITS Automotive Tools and Equipment

AUTO 105 2 UNITS Hydraulics and Pneumatics

AUTO 155 2 UNITS Medium Duty Brake Systems

AUTO 183 4 UNITS Compressed Natural Gas Engines

AUTO 160 5 UNITS Electrical

TOTAL 17 UNITS

**INDUSTRIAL VEHICLE TECHNICIAN (NEW)**

AUTO 101 4 UNITS Automotive Tools and Equipment

AUTO 182 3.5 UNITS Alternative Fuels

AUTO 105 2 UNITS Hydraulics and Pneumatics

AUTO 160 5 UNITS Electrical

AUTO 54 4 UNITS Electric Vehicles

TOTAL 18.5 UNITS

**WORKING PROFESSIONAL CERTIFICATES**

**(In Process)**

**BRAKES AND SUSPENSION (NEW)**

AUTO 150 5 UNITS Brakes

AUTO 140 5 UNITS Suspension

AUTO 73 6 UNITS Work Experience CO/OP

TOTAL 16 UNITS

**DRIVETRAIN (NEW)**

AUTO 120 5 UNITS Automatic Transmissions

AUTO 130 5 UNITS Manual Trans and Drivetrain

AUTO 73 6 UNITS Work Experience CO/OP

TOTAL 16 UNITS

**ENGINE PERFORMANCE (NEW)**

AUTO 110 5 UNITS Engines

AUTO 180 5 UNITS Electronic Engine Mgmt.

AUTO 73 6 UNITS Work Experience CO/OP

TOTAL 16 UNITS

**EMISSION CONTROLS (NEW)**

AUTO 80 5 UNITS BAR Alternative

AUTO 281 5 UNITS BAR Emissions Controls

AUTO 73 6 UNITS Work Experience CO/OP

TOTAL 16 UNITS

**DIESEL MAINTENANCE (NEW)**

AUTO 105 2 UNITS Hydraulics and Pneumatics

AUTO 109 5 UNITS Diesel Systems

AUTO 107 3 UNITS Diesel Exhaust Emissions

AUTO 73 6 UNITS Work Experience CO/OP

TOTAL 16 UNITS

**PROPOSED NEW CERTIFICATE CONCEPT FOR DISCUSSION**

**HEAVY DUTY INSPECTION TECHNICIAN**  
**Certificate of Achievement**

|  |  |  |
| --- | --- | --- |
| **Required Courses** |  | **Units** |
| **First Semester** |  | |
| AUTO 100 | Automotive Maintenance and Operation | 4 |
| AUTO 105 | Hydraulics and Pneumatics | 2 |
| **Second Semester** |  | |
| AUTO 155 | Medium/Heavy Duty Brake Systems | 2 |
| AUTO 160 | Introduction to Automotive Electrical | 5 |

Total = 13 units

Company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Technician Market Survey**

Please give us your opinion on your technician needs now and in the future.

1. How many technicians do you now employ?

\_\_\_\_\_\_\_\_\_ 1-3

\_\_\_\_\_\_\_\_\_ 4-6

\_\_\_\_\_\_\_\_\_ 7-10

\_\_\_\_\_\_\_\_\_ More

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Do you have a need for trained technicians in your company now?

\_\_\_\_\_\_\_\_\_ Yes

\_\_\_\_\_\_\_\_\_ No

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Have you experienced any difficulties locating trained technicians to employ?

\_\_\_\_\_\_\_\_\_ Yes

\_\_\_\_\_\_\_\_\_ No

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What are your projected needs for technicians for the next 2 years?

\_\_\_\_\_\_\_\_\_ More

\_\_\_\_\_\_\_\_\_ Less

\_\_\_\_\_\_\_\_\_ Same

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. How many apprentice technicians working in your shop are at Cerritos College now?

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_