



**PROGRAM ADVISORY COMMITTEE
MEETING RECORD**

Advisory Committee Name		IT-Computer Support Specialist/Network Specialist			
Date	April 9, 2008	Time Convened	5:01 p.m.	Time Terminated	6:40 p.m.
Location	Burlington Campus – Room 100		Recorder	Molly Meagher	
Advisors Present (include only dean and curriculum chair)		Jackie Bynsdorp – VW Credit, Inc. – Libertyville; Helene DeLeon – Kenosha County; Althea Kovalcik – Southport Bank; Jeanne Moreno – Snap-On – Kenosha; Jim Parks – Abbott Laboratories; Pat Wengert – Discover Financial Services; Ray Koukari; Grace Kragness; Debby Burke; Shari Due;			
Advisors Absent		Dennis Barkow – Racine Unified School District; Matt Carlson – Platinum Systems, Inc.; Jean Chase – Memorial Hospital of Burlington; Brian Elliot – Jockey International, Inc.; G. Gordon Herbert, Jr. – Network Specialists; Daniel Honore – Kenosha Unified School District #1; Kevin Ketterman – KJK Technologies, LLC; Anne Mitchell – American Bar Association;			
Guests (including all GTC staff except dean and curriculum chair)		Bruce Schmidt – Reiman Publications, Advisor for Web Developer; Jill Fall; Rebecca Marschner; Paul Nelson; Ron Witt;			

NOTE: New advisors must be given a membership form to be completed and returned to the dean for signature.

Please record advisors' comments, questions, and suggestions as completely as possible.

Topics	Information/discussion with advisors	Advisors' recommendations/ Items for college follow-up
1. Call to Order and Roll Call/Introductions	Meeting was called to order by Bynsdorp. Introductions were made.	
2. Approval of Minutes	Motion to approve the October 3, 2007 minutes by Bynsdorp, and seconded by. DeLeon, motion approved.	
3. Advisors' Report—topics may include: a. Workforce Needs/ Trends b. Technology/ Equipment Trends c. Certification, Licensure, and/or Regulatory Changes d. Overall Industry	Bynsdorp requested an update on how the PDA classes were working. Lazaro stated that 3 courses will be offered this fall, and will be covering areas in Web 2.0, cellphones, syncing to a server, Podcasts and G-casts, and video conferencing. There will not be a textbook, but they will be using various up-to-date articles.	



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<p>Outlook/Direction</p> <p>e. Other specific topic assigned by the committee</p>	<p>Parks also commented that they are still hiring CSS/NS technicians.</p> <p>Parks suggested that Customer Services skills need to be pushed in our courses. Puzzle Solving ability, and the ability to work as a team, is also a plus for job requirements.</p> <p>Parks stated that Abbott Laboratories are very interested in our curriculum, and would like to start a collaboration with GTC.</p> <p>Kovalcik stated that they are still not working with Vista. Vista will not converge properly with the core processors they currently use.</p> <p>Moreno updated the advisors that Snap-on is currently hiring, in various CSS/NS positions.</p> <p>Moreno stated that Snap-On's intent is to move to Linux, instead of Vista. Currently this is being tested with Dell. It will be deployed to over 8,000 Field salespersons, which are currently using open office. Snap-on is trying to incorporate everyday technology.</p> <p>Moreno would like to see the labor force become more flexible to ongoing technology changes, and feels that customer service skills, combined with technology skills is now a must in this field.</p> <p>Wengert stated that currently Discover Financial Services is currently hiring 6 positions. Wengert also stipulated that fifty percent of their work force works from their homes, and the common theme for these areas are: telecommunication, discipline, getting work done, in the time given, customer service skills, personability, and accountability. All these are key points of hiring at Discover.</p>	



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4. College Report <ul style="list-style-type: none"> a. Follow-up to Past Advice/Items from Previous Meetings b. Student Report (once per year by a current program student) c. Tour of Learning Environment (once per year, rotating locations if appropriate) d. Best practice presentation (as requested) 	<p>Koukari shared the enrollment report for each program (attached). A number of courses/enrollments are repeats across both curriculums. The key items are unduplicated FTE and active students in the program.</p> <p>Fall shared information on the conference she attended in Nevada. Fall was one of 50 women out of over 1200 men that attended this conference. The conference covered information on how to learn and pull information on data center training for curriculum development. The curriculum will show students how emulate, build, and manage data centers. Fall's ambitions are to offer an ATC through GTC by next semester. Fall also suggested that this will allow our students to become more blended, and marketable for the job market.</p>	
5. Items for Discussion/ Recommendation <ul style="list-style-type: none"> a. Curriculum Modifications (if any) b. Learning Environment (once per year, coinciding with tour) c. Student Learning Plan (twice per year) d. Quality Review activities (spring semester) 	<p>There were no curriculum modifications at this time.</p> <p>Due reviewed the Student Learning Plan (attached).</p>	
6. Suggestions for Future Agenda Items	Students, from both CSS/NS programs; Information on what tools are used in our Marketing and tradeshow.	
7. Determine action plan, if needed, for next meeting	n/a	
8. Scheduling of Next Meeting	Wednesday, October 1, 2008, Kenosha Campus	
9. Adjournment	Motion by DeLeon, seconded by A. Kovalcik at 6:40 p.m.	