Welcome and Introductions

- Chair Lynda Knight called the meeting to order at 4 p.m. She welcomed everyone.
- The committee members and guests introduced themselves.
- One new member was welcomed to the committee: Normalyn Delos Santos, Temporary Senior Secretary for the Nursing Program at Shoreline CC and 2006 graduate of the Business Technology Program

Approval of Minutes

- The minutes of the April 25, 2006, meeting were approved as corrected.
Panelists from International Association of Administrative Professionals (IAAP), Seattle Chapter

Rebecca Mock, Executive Assistant, Boeing

For the last six years, Rebecca has worked in a virtual workgroup. She has helped manage virtual meetings using Web Ex and Telecom. Calls on a bridge line are less expensive.

She referred us to www.Harvard ManageMentor for more information. Laptops and hard wired phones provide a better signal than cell. Security measures are important. Remote accessibility provides support connections. It is important to include people on phone lines in ice breakers. Provide accurate meeting information ahead of time including agenda, checklist of equipment, and time differences. Their technology is being constantly updated. An instant Web Ex can be done with one person or with a group. For confidential meetings, an instant telecom bridge and pin can be arranged. Operators can record an entire meeting.

Ellen Callahan, Executive Assistant, Seattle Housing Authority

Ellen presented a folder of related materials to members of the committee.

Admins are considered part of a skilled work force in today’s job market. More career paths for administrative assistants: 6.2% increase between 2004-2014 depending on the industry.

Hot industries are health care, construction, and financial services. The biggest growth is among senior administrative assistants who are expected to have more technical expertise and managerial responsibilities.

New skills include negotiation skills, budgeting, supervision, electronic record keeping, security of electronic information or corporate records. Senior administrative assistants earn 10% more.

Admins with bilingual capabilities earn an additional 9%. Those with certifications such as CPM, CPS, MOUS can earn as much as 10% more. Ellen said that graduates should be encouraged to achieve certifications to be more competitive. Certifications are a way that companies can measure differences in potential employees.

Companies are downsizing the size of their physical sites because of increased costs to maintain sites.

Admins are encouraged to pursue bachelor’s degrees. Companies often pay for this education.
As the Education Chair for IAAP, since September 2006, she has looked at 260 jobs. Only 7 have required only a high school diploma. Most positions ask for 3 years of work experience; some ask for 7-10 years and four-year degrees. One asked for an MBA.

To get additional experience, she suggested volunteering for assignments, sometimes for up to three months. Event planning is becoming a bigger part of an administrative assistant’s job. A related certification is Certified Meeting Planner (CMP).

Another specialty is that of parliamentarian. A certification is available for this also.

In her position with the Seattle Housing Authority, Ellen represents her boss’s position to the Seattle City Council. She teaches employees how to use software, leads meetings, and writes policies.

A sharp receptionist won’t stay in that position very long.

Companies use agencies such as Office Team to shorten the length of time it takes to find a good employee—sometimes from 8-10 weeks down to 1-2 weeks. An agency can counsel its clients on the necessity to work fast because of a flooded pool of applicants.

**Update on Business Technology Program**

- Marcia Liaw reported that our program reflects current market conditions—fewer students because of low unemployment in our area
- Huge increase in distance learning classes. This spring quarter 150 students are taking online Business Technology courses compared to 100 who are taking face-to-face courses.
- Faculty have decided to wait until 2008 to adopt Office 2007 after considerable reading and research.
  - Members commented that their companies are not leaping to Office 2007 and supported the faculty decision.
  - City of Seattle will probably not adopt Office 2007 for two years
  - Boeing plans to adopt it in September 2008 after completing a cycle of replacing laptops
  - Seattle Housing Authority will not adopt the software for at least a year
Sally reported that three Business Technology students who are finishing a degree program are doing internships on the Shoreline campus this quarter.

Several graduates or students who have taken Business Technology courses to upgrade their skills now have full-time employment on the Shoreline campus.

An updated brochure on the Business Technology Program was distributed.

Three new short-term certificates have been implemented this year to serve Workfirst students. Students who complete these programs are prepared for entry-level administrative positions:

- Receptionist/Office Assistant
- Office Clerk
- Customer Service Specialist.

Update on Shoreline Community College

Carla Hogan, Interim Dean, reported that our college is being rebased which means a $1.2 million reduction in state support. In the reorganization of the college, the Business Division will be merged with the Intra-American & Social Science Division and will cease to exist as a division in June. All programs in the division will join the Intra-American & Social Science Division starting July 1, 2007—Accounting, Business Technology, Business Administration, Computer Information Systems, Purchasing, and Business Transfers.

This quarter enrollment is growing for the first time after 13 consecutive quarters of declining enrollments.

Adjournment

The meeting adjourned at 5:45 p.m.

Next meeting: November 6, 2007, from 4 to 5:30 p.m. on the Shoreline Campus. Come to the Central Conference Room in the 1000 Building.

Minutes submitted by
Sally Rollman
April 26, 2007