



Imperial Valley College  
**ECONOMIC AND WORKFORCE DEVELOPMENT**

**Cooperative Work Experience  
 Program Advisory Committee Meeting**

Thursday, February 9, 2017  
 12:30 pm, Board Room

<b><u>Imperial Valley College (IVC)</u> <u>Representatives Present</u></b>	<b><u>Business/Industry/Government/Student</u> <u>Representatives Present</u></b>
Angie Ruiz, Office Technologies & Work Experience Becky Green, Child, Family, & Consumer Sciences Jeff Enz, Information Technology Jose Carrillo, Institutional Research Leticia Santiago, Financial Aid Lisa Seals, Financial Aid Marissa Izarraraz, Financial Aid Work Study Program Michael Kanyi, Agriculture Omar Ramos, Online Services Architect Patricia Robles, Economic & Workforce Development Walid Ghanim, Computer Information Systems	Adrian Gonzalez, SDSU-IV Campus Alexis Araujo, Payless Auto Insurance Alfonso Ruiz, Follett Bookstore Ernesto Zepeda, UCSD EAOP Francisco Menchaca, Follett Bookstore Jorge Rodriguez, Dept. of Social Services Malina Nevarez, College Student Rep Maria Andrade, Imperial Unified School District Maribel Gorosave, Liberty Tax Service Martha P. Garcia, ICOE Tim Kelley, IVEDC

**Unadopted Minutes**

**1. Call to Order**

The meeting was called to order at 12:41 pm by Angie Ruiz.

**2. Welcome & Introductions**

Angie Ruiz introduced Ernesto Zepeda as the co-chair of this committee. Ernesto Zepeda welcomed everyone and all attendees introduced themselves.

**3. Approval of Minutes of February 4, 2016**

M/S Becky Green/Alexis Araujo to approve the minutes of February 4, 2016 as corrected.

**4. Program Advisory Committee**

**Purpose**

To assist educators in establishing, operating, and evaluating programs that serve the needs of the students, business, and industry, and provide expertise pertaining to organizational change.

**Role**

To provide an opportunity for discussion, to focus on how to improve our programs; to make the most of the available community resources; to improve

the relationship between business, industry, & education; to provide expertise to the program by reviewing curriculum, facilities, budget, student competencies, and student placement in related occupations.

Organization

No discussion.

**5. IVC Programs**

Angie Ruiz had a slideshow that outlined the programs to be reviewed.

Retail Management Certificate

There are some Retail Management courses currently pending approval. The [retailmanagementcertificate.com](http://retailmanagementcertificate.com) website links students, employers, community colleges, and graduates. Participating retail stores give priority to students with a Retail Management Certificate.

Volunteer Income Tax (VITA) Preparation – BUS 108 (Pending Approval)

The BUS 108 class was offered during the 2017 Winter session and has been added as an elective for the Accounting Technician program. Prior to this, the training was done via workshops, rather than in a class. During Winter session, 25 students got certified! All of the exams that the students take are IRS exams, which include the following:

- Basic Exam (that allows students to prepare income taxes)
- Intake/Interview & Quality Review Exam
- Voluntary Students of Conduct (VITA/TCE) Exam

The students that got certified will be preparing taxes for free to the community on three Saturdays prior to April 15<sup>th</sup>. This will provide them with real-life experience. Issues with any of the taxes that they prepare are directed to Angie Ruiz.

Tim Kelley asked if there was an emphasis on Earned Income Credit (EIC) and Angie Ruiz said that the course reviews several tax credits, including the EIC and child tax credits.

Time Kelley asked if there is any education included on financial literacy, including how to build your credit score, and Angie Ruiz said no. Tim Kelley stressed that it might be a good idea to have a class teach that, since having bad credit or no credit is a common problem.

Customer Service Academy – BUS 810

Angie Ruiz asked the members if they felt it was important to bring back the Customer Service Academy. It is now a For-Credit program, which includes 54+ hours of class time. She expressed the importance of soft skills in a work environment.

Alexis Araujo said that the Customer Service Academy is a great idea and she stressed the importance of mastering communication and managing change. The members stressed these skills as extremely important:

- Mastering communication
- Managing change
- Taking initiative
- Confidentiality
- Netiquette
- Work ethics
- Millennials and technology
- Interview basics

### Work Experience

Angie Ruiz gave an overview of the college's Work Experience program. Many of the students end up getting hired by their internship employers. It is a great program that provides the student quality experience, where they get to learn and experience various aspects of working environments. Recently, 6-8 students were placed as interns at the IID.

#### WE 201 Employment Readiness

In the WE 201 Employment Readiness class, students learn interview skills, how to dress appropriately, how to make eye contact during an interview, etc.

#### WE 210 General Work Experience

Students enrolled in WE 210 General Work Experience can complete their internship in any type of work, and does not have to be directly related to their major.

#### WE 220 Internship

Students enrolled in WE 200 Internship must complete their internship in something directly related to their major.

Adrian Gonzalez stated that more internship hours would be better. Martha P. Garcia added that there does need to be a balance since the ultimate goal is for the students to complete their educational goals.

Martha P. Garcia wanted to know who pays for the cost of background checks. Angie Ruiz said that the college does not pay and it is a cost incurred by the employer.

#### **6. Site Supervisors' Feedback**

Intern supervisors shared their experiences having interns. All said that it is a positive experience and they would like to continue being part of this internship program.

#### **7. What are the Needs of your Organizations?**

Intern supervisors stressed the need for soft skills and computer skills.

8. **Other**  
No discussion.
9. **Next Meeting**  
The next meeting is to be determined at a later date, but most likely it will be held during the Spring 2018 semester.
10. **Adjourn**  
The meeting was adjourned at 2:30pm by Angie Ruiz.

*Handouts:*

*Retail Management Program of Study  
BUS 108-Volunteer Income Tax Preparation (VITA) Course Outline  
BUS 810-Customer Service Series Course Outline  
Customer Service Academy Series Descriptions  
Cooperative Work Experience Education Application  
Designated Site Agreement  
On-Site Work Schedule  
Student Learning & Job Objectives  
Supervisor Evaluation*