**Northland Pioneer College Automotive Program**

**Advisory Committee Meeting**

**Monday, August 11, 2014**

Mike McAfee, **Arizona Auto Dealers Association**; Pat McGlynn, Bruce Carroll, **Snap-On Industrial/Tools**; Sheila Langteau, Ross Langteau, **Carquest Auto Parts**; Al Tetreault, **Show Low Ford**; Ken Ables, **Bill’s Machine Shop**; Rob Beauchamp, **Southwest Transmission**; Jose Alvarez, Kenny Rogers, **Alvarez Auto Center, Inc**.; Bob Tate, **Tate’s Auto Center**; Michael Harris, **Auto Safety House**; Ernie Cunningham, **NPC Office of Transportation**; Lisa Aragon, **NAVIT**; Peggy Belknap, Dean, **NPC Career and Technical Education**; Frank Pinnell, Department Chair, NPC Welding & Automotive; Sam Harris, Faculty in Automotive; Cyli Geisler, NPC Auto Lab Aide; Steve Moore, Home Depot Small Engines and NPC Adjunct; Don Butler, NPC Adjunct, Ann Hilliard, NPC Perkins grant manager & CTE faculty support.

Frank Pinnell opened with welcome. Participants introduced themselves.

Sam Harris, new NPC Automotive faculty, briefly explained the college’s two-year automotive program. Available both to NAVIT and adult students. The program uses the CDX classroom system, but NPC plans for students to spend 80% of time in the shop practicing skills, and 20% of time in the classroom at the computer. Students who complete the two-year program receive over 1000 hours of direct instruction, training, and practice.

NPC has not offered night classes for many years, but we are now in a better position to do this. Steve Moore and Don Butler are adjuncts for night classes. We need your input to help us determine priorities – what we need to offer.

Sam has taken over full-time instruction as of late last fall after Tom Munde retired, along with Cyli Geisler, who is the lab aide and assistant.

NPC selected the CDX classroom system. This offers students an online program, here in classroom with Sam’s guidance. Lots of interactive content and animations. Students can use it at home as well; log in at home if have computers.

Mike McAfee commented Tucson TUSD and Pima JTED has been using CDX for many years.

NPC starts students out on module 103, which is the foundation of safety. Students have to pass the safety exam before they are allowed in the shop. As they go through the modules they encounter assigned tasks that have to be completed in the shop. Great program. There is a textbook so students can read hard copy if they wish.

Does the program meet industry standards? Yes – NATEF.

New equipment in the shop -- Hunter Roadforce Balancer, Front-end rack. New torque wrenches that vibrate when you reach the torque you have set.

Mike M.: ASE Industry Education Alliance. This program has grown very rapidly in Arizona; started with large dealerships and rapidly expanded to include independent shops as well. In our ASE program, job shadowing is extremely important. This is where you who are in industry can do the most to help us. Internships are even better.

ASE training certification is widely known and accepted. Employers, industry suppliers, all have input into the standards and instruction.

Mike M. reviewed the ASE program. Three parts: Basic Maintenance and Light Repair; Auto Service Technology, and Master Auto Service Technology. The NPC two-year automotive program provides the equivalent of the Master Auto Service Technology level.

We are very aware NPC needs to teach modern tasks; students have to be prepared for current systems.

Mike M. Regarding industry certification – A few years we tried to get the ASE 9-test student certification exam as the end-of-program assessment for high school programs. Recently Dr. Lamer and Jon Huppenthal at ADE said ADE can pay the fee of $30/student. ADE will pay for all seniors to take the test twice. The vice president of ASE came in last year to get this started. Must be done in single school year, so we are looking at 2014-2015 as the first year.

Frank Pinnell asked for each committee member to comment on the greatest need for training in Automotive.

Rob Beauchamp, SW Transmission – I see lots of potential employees that do not understand anything electrical. You have to stick to procedures, understand how to run scanners, computers, Mitchell or All Data programs. We see potential employees who just have trouble understanding how electrical equipment works and basic principles of electricity.

Bruce Carroll, Snap-On Tools – use of scanners. You have to be able to pull the information the car is giving you or you will spend hours of wasted effort.

Ken Ables, Bill’s Machine Shop – in our shop we focus more on mechanical work; students do not understand basic mechanic principles and basic math.

Jose Alvarez – I agree with what the previous folks have said. An automobile is a big puzzle; if you don’t know to read scanner data, very important. Applicants don’t understand burn and waste time – function of an engine – time required to combust fuel to produce a power stroke.

Don Butler – I worked industry for 30 years; taught 5; taught automotive electrical. Some kids have no clue about basic electrical, not to mention electronics. If you are not proficient in electronics you will be nothing but a parts changer the rest of your life.

Comment from Sam Harris: Don came in this spring and helped teach students for SKILLS USA and electronics. Great help to have his perspective and his ability to explain difficult concepts from several different angles for a variety of learning styles.

Bob Tate, Tate’s – computer stuff is most important. We are always looking for techs.

Ross Langteau, and Sheila Langteau, Carquest – We find that techs need to have customer service skills – able to talk to customer and find out the basics of what they need. Spanish would be a help but not absolutely necessary. Our focus is counter people – automotive background, self-starter, mature, presentable, able to multi-task. There’s an ASE parts specialists certification. Willingness to want to help the customer; management skills, how to read a P&L. If you could find young person coming through system, and help nurture those skills.

Steve Moore – the more people know and the more they apply themselves, the better they will do. They need to know where to find information, and need to be safe. Need to be able to get on the computer and figure out what to do. Commission-paid, so they need to finish the job right and move on the next job.

Kenny Rogers – electrical. Trying to grasp constantly changing systems. It’s tough to figure out at times.

Al T –Show Low Ford, I’ve been in this business since 1969. One of the key things is safety. When younger kids are coming in they are clueless; show a serious lack of safety awareness. I had an ASSET student who went through college program. We had an old jeep that had a starting issue and a slipping out of neutral into reverse problem. The student decided to work on the starter issue while the tech was working on the transmission issue. Did thousands of dollars of damage when vehicle suddenly went backward. Lucky no one was hurt. Students have an elevated expectation of income. Also, they are not prepared for the complexity of problems that can affect an older or high-mileage car and the need for systematic diagnostics. Prospective employees need a full set of tools – always a necessity to start work. Torque sticks in a range of sizes are now required. I ask entry level mechanic applicants where they worked before school; if they do not have previous auto repair experience I am not going to hire them as a tech. I will bring them in as a lube tech at $8/hr because they can assist the techs and learn when they have slack time and work their way into a tech position.

Mike McAfee -- It is nice to hear these comments – you should be aware that the college faculty/instructors know those students extremely well. If Sam Harris recommends a student to you, you can count on that individual.

Comment regarding Al’s lube tech positions: since 2001 the AADA education program has placed over 700 students as interns. Of those 700, over half started on the lube line.

Mike Harris – great points. We would like knowledge of Cummins engines, Allison transmissions, buses. The school bus fleet changed from 1970’s technology to modern systems in 5 years. Not having applicants who know electrical is killing us.

Ernie Cunningham, NPC Transportation – We operate130 vehicles. Technicians need to understand six step diagnostics, basic mathematics, work a formula, Chrysler fiber optic systems, how a computer bus system works. ASE certs are wonderful. Would like to bring engineers from manufacturers to our location to certify technicians. I would like to see instructors brought to this facility for training. The shop/dealership doesn’t lose that productivity while the obtaining advanced certification in Flagstaff or Phoenix, plus the travel expenses. You could improve program and make it attractive to students from around the region. Update dealership employees’ skills.

Pat McGlynn, Snap-On Industrial – I work on the dealer and corporate side – we want students to know how to use the tools we sell. Corporate Snap-On helps soften the financial blow with a basic kit. We also sell to large corporations such as Boeing and Honeywell Engines and Systems. We are happy when we sell an expensive scan tool, but our shop customers need to be able to use it to its full capability. Focus we regularly hear from our customers is they want people to know how to properly use torque wrenches, multimeters, safety, OSHA standards, electronics, math skills.

Peggy Belknap – if you’re not hiring our students we have an issue. We need to know how to get the students to the point where they are hire-able. Just a minor correction – every student who comes here is a college student, whether they come to us through NAVIT or after high school. Our program is based on national industry standards, and is not monitored or regulated by the Arizona Department of Education. All students have to meet placement standards/test to get into this program. What you’re seeing on the computer/textbook on the desks before you is the bookwork.

Our students most urgently need internships and job shadowing. NPC employees bring their cars to be worked on here; students diagnose, call the customer, explain the problem, tell how much it will cost (car owner pays for parts). We are extremely grateful for our industry partnerships; educational dollars are tight but with the help of industry we can determine priorities for the money we have.

Sheila -- Please tell students how important a clean driving record is. Our insurance is so expensive that if you have more than one violation you’re gone.

Sam – I want my students to be an asset to you when they walk into your shop. Even as a lube tech I want them to be an excellent employee. One advantage for you as an employer is that if you set up job shadowing or an intern, you get to know the student and evaluate how well they might fit into your shop. We regularly discuss with students the importance of good driving records, drug tests, dependability.

Cyli – I’m really big on respect, manners, work ethic, language, honesty. We charge 50 cents for swearing and $5 for lying.

Al -- cross-training – there are a number of jobs that an interest in automobiles can get you as well as being a mechanic. Reading a repair order and translating it into getting a claim paid; writing service. Anyone can learn to pass a test – but we want to know what you can do. What did you do while you were in school.

We have new training equipment that can be wired into the harnesses of two cars – set fault codes. Pinpoint testing – fault testing,

Frank -- Our greatest need here at the NPC program is newer cars – the newest one is 2006, so we need more recent vehicles to let the student learn the current technology.

SKILLS-USA – we compete regionally against high schools and colleges in the northern AZ region, then go to state and winners go on to national; we had an Auto SKILLS-USA – State winner five years ago.

Next meeting – is 6:00 p.m. good for you? Participants indicated that it’s a good time. How about day of the week? Monday is good.

Next meeting was set for Monday, November 4th, 6:00 p.m.