**2014-2015 JSCC Annual Business Advisory Committee**

**Luncheon Meeting**

**April 8, 2015**

**11:30 a.m. – 1:00 p.m.**

The meeting of the Business Advisory Committee was called to order by Dean Terri Messer, with the following members present: Aaron Cooper (JEA), Lynne Henning (Raymond James Financial Services), Shirley Jones (The Jackson Chamber), Barry Matthews (First State Bank), Jennifer Rainey (Kellogg’s), Celia Rodenbaugh (Jackson Clinic) and from JSCC: Jack Laser, Jayne Lowery, Terri Messer, Terry Mullins, Dinah Reams, John Tibbs and Janice Taylor.

Dean Messer welcomed everyone and introductions were made.

**Old Business: Update on Partnership with Trevecca Nazarene University**

They have a Bachelor of Arts program that either of our business programs will articulate. We have a good springboard for several of our students.

Lynne Henning (currently enrolled in the FASTTRACK Program): The instructors are wonderful and thorough……it is challenging but achievable. For a working adult, it is the perfect combination.

The Partnership is still rolling. We will be doing another media blitz starting in May.

**New Business:**

Program hasn’t changed.

Associate of Applied Science Career Programs: Administrative Office Procedures (AOM), Management

Administrative Office Procedures (AOM): geared toward people who are administrators.

Standard is in the process of changing in the AAS Programs.

Jayne Lowery, Terry Mullins and Terri Messer will be on various committees. Changes will happen in the fall of 2016.

Jayne Lowery: All of the community colleges met with TBR to try to establish a commonality. The plan will come to fruition in the fall of 2016. Administration Professional Technology – 15 general education classes, 15 professional core along with administrative records, business communications, word, excel and an internship. Administrative Professional Technology (APT) is still under the umbrella of Business.

We need to do a real “needs analysis” to see if it really matter with a new degree with the stand alone program: 15 gen ed, 15 professional, 15 specific hours

They want to break down in concentration: General Office, Medical Office (Medical Terminology, Medical Coding, Electronic Health Records, and Legal Office).

They will be required to do an internship.

Start the classes out in workforce development.

Jack Laser: With the RX TN Grant, we offer classes in Phlebotomy, EKG, and CMA. Exams are certified by the National Health Career Association. Develop all kinds of career ladders….offers a lot of opportunities. Try to reach people from the age range of 19-59.

We are focusing on the adult population.

Question: Is interpersonal skills taught?

Answer: Yes, in Administrative Office Procedures

They are required to speak to each other in a professional manner. How do you shake hands?

Question (Jennifer Rainey): Does it cover areas like customer service?

Brief discussion followed.

Question (Celia Rodenbaugh): Do you teach classes in the different age groups?

Answer: We teach respectful authority.

Cathi Roberts: The biggest shock……we assumed that this generation knew how to use computers.

Lynne Henning: They don’t teach handwriting in school any more.

John Tibbs: The big gap is responsible.

Question (Jayne Lowery): Are employees terminated due to habitual absences and punctuality?

Brief discussion followed.

Question: What do you think is acceptable (days absent) to miss from work in a year’s time?

Discussion followed.

Barry Matthews: Online and hands-on, customer service training, it is constant. We don’t let those things go very long because it is presumed acceptable. We get feedback if it is not good customer service.

Shirley Jones: Another part for instance, is the fast food industry. Not just the 18 year olds but it is the 30 year olds.

Barry Matthews: Is that a basic assumption that they are expected to be in a structured kind of job?

They want work life balance.

Brief discussion followed.

We are a payment now……where we don’t assume anything. They need clear direction. They are expecting clear rewards.

We are requesting that the Business Advisory Board members bring a younger employee that they on staff to get a different opinion. Maybe a focus group where you meet with them. They may not want to come and sit with their employers.

Lynne Henning: Lane College has a program called visiting professor program.

Celia Rodenbaugh: Attended a seminar with different groups of people. Got them to find out what do you admire about the baby boomers, millennials.

Discussion followed.

As educators we have some things we need to reemphasize. We can see it forthcoming…..an across the board attendance policy.

Where do we stop holding their hands?

**Math requirements**:

Common pathway transfers: finance, marketing and management.

In our transfer business programs (AS, Business Administration, Accounting and Economics), students have to take more math.

Question: What level of math is needed in today’s business professional? A survey was completed by each member indicating the math needs at their company.

**Program Enrollment/Graduate Review:**

We definitely are on the downward trend. In our FASTTRACK Program, there are about 20+ students that are rolling through that program altogether. We can continue to see the decline.

**Exit Exam Scores:**

This year our students that are graduating have a score of 68.3. I have never seen students this low. If you hire a student that graduated in 2015, you might want to send us an email.

An immediate plan of action has been implemented.

**Current Grant Opportunities:**

The majority of schools required every single high school senior to apply for the TN Promise and FAFSA.

Cathi Roberts: I was assigned four students from North Side….the process is as follows: application, complete FAFSA, attend one meeting and community service hours.

Discussion followed.

Beginning in the fall 2015, JSCC developmental/remedial classes…….students will be taking a college class along with a lab.

TN Promise does not require any ACT.

We are performance based funding and not enrollment based funding.

Please keep Mary Jo Boehms in your thoughts….she is undergoing chemo treatments.

If you think of anything, just reply back to Janice on anything we can do to enhance our program.

**Anyone hiring?**

Celia Rodenbaugh: Nursing and Phlebotomy……apply at [www.jacksonclinic.com](http://www.jacksonclinic.com).

Jennifer Rainey (Kellogg’s): Production - $14.26 per/hour with benefits.

Barry Matthews: Always looking for Tellers and CSR’s.

Shirley Jones: Filled up

Lynne Henning: Nothing right now

Aaron Cooper (JEA): Grounds Workers, Meter Readers, Apprentice, Pipe Layer

Meeting adjourned.

Minutes recorded by Janice Taylor.

Lunch provided by: Backyard Bar-B-Que

Pulled Pork

Chicken

Baked Beans

Potato Salad

Cole Slaw

Assorted desserts

Tea