



TTEN - MINUTES
Thursday, February 8th, 2024, at 9:00 AM
Toyota Portland Region

Members Present: Andrew Fabian, Colin McCall, Mike Moffitt, Dan Morton, Matthew Crystal, Kevin Swenson, Kerrie Keesee, Brian Herbert, Scott Sandford, Howard Abrahams, Tim Noll, Jeremy Anderson, Jim Waters, Steve Schumacher, Garrett Griffith, Kerry Copeland, Adam Fogg, John Krebsbach, Rick Fernandez

Members Absent: Joe Sanchez, Andy Harms, Nate Whisnant, Don Waters, Andrew Fabian, Jeff Hay, Jeff Harbaugh, Kevin Hoffman, Hector Martinez, Chuck Boyer, Aric Savage

Clark College: Dannie Nordsiden, Wende Fisher, Hernan Garzon, Mike Godson, Theo Koupelis, Brandon Johnson, Elizabeth Flores

The meeting began at 9:02 am.

NEXT MEETING DATE

May 23rd, 2024, at 9:00 am at the Toyota Region Office.

MINUTES OF THE PREVIOUS MEETING

The minutes from October 13th, 2023, have been approved.

TTEN UPDATES

Introductions were made.

Brian discussed industry turnover and concerns about student loss.

Brian highlighted important aspects of the 2024 Parts and Services.

Opportunities: UIO growth, missed opportunities, service market share, emerging technologies, and TLE retention.

Challenges: Staffing, training, retention, tech and facility utilization, competitive market, and customer defection.

STAFFING, TRAINING AND RETENTION REPORTS

Total technician turnover 35.8%

Total ASM turnover 35.7%

Scott inquired about retention loss and observations.

Brian expressed concerns over attendance and the technicians' ability to keep up with the shop's demands and discussed the need to evaluate their suitability for the job.

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Advisory Committee Meeting Minutes

February 13th, 2024

TTEN ADVISORY MEETINGS

Brian discussed that two TTEN industry members attended the fall advisory committee meeting. Brian discussed focusing on imparting our industry in local schools and overcoming the non-certified and maintenance retention. The goal is to train certified technicians in permanent dealership-based positions.

Brian noted that TTEN is a two-year program, and it's important to communicate and get more involved in how they progress.

Brian emphasized the importance of holding students accountable and understanding the structure of the TTEN program.

Brian urgently expressed to all industry members the importance of attending advisory committee meetings because the industry needs a highly engaged technician.

TTEN CLASS SCHEDULE

Brian discussed the Clark College class schedule.

-First-year students: half day on Wednesday, Thursday, and Friday. Students are available to work on Monday, Tuesday, and half day on Wednesday and Saturday.

-Second-year students: Monday, Tuesday, half day on Wednesday, and students can work half days on Wednesday and Saturday.

INDUSTRY FEEDBACK

Howard noted that some students are unsure where they can go or how to move up through the industry.

Jim stated that the student commute from campus to Wilsonville is not sustainable. Additionally, motivating students has been challenging, and students need to see a plan.

Brian noted that there may not be the right mentors, so he will incorporate a mentoring ship program to eliminate that barrier.

Jim Waters recommends Hernan visit the Skills Competition at Portland Community College Sylvania.

Brian urged service managers to notify the college's contacts of any events and allow for a twenty-four-hour notice.

TMNA Partnership

Brian highlighted the TMNA partnership and noted the commitments TMNA has made to the TTEN department.

Brian would like to ensure that all students have an internship.

Brian encourages service managers to provide the college with all feedback that will improve student success and produce successful workers.

Brian discussed partnership roles and encouraged people to communicate with each other. The dealerships, TMNA, school, and region partners must work together to ensure the technician's care throughout the cycle.

STUDENT & TECHNICIAN PARTNERSHIP

Brian discussed the student/technician partnership and the items that must be attended to.

- Make sure students fill out their work journals.
- Set up and attend evaluation meetings with instructor and students.
- Completed all required evaluations.

Brian noted the importance of 'TPORT', a series of activities designed to increase student productivity during their internships.

Brian noted that mentors must review the 'TPORT' agenda items and ask students what they want to work on because they must perform the agenda items in the 'TPORT' to pass.

Brian discussed the student's work journals kept with the student at the dealership. It holds the students and dealerships accountable for what they have been doing in class and what they should perform on the job. Brian is asking service managers to ask students for their work journals and integrate the work journals weekly.

Brian noted the importance of dealership experience, which corresponds with the student's coursework. Additionally, the mentor reviews and uses work journals when completing evaluations.

Brian shared details regarding Adopt-A-School and provided a complete guide for every step of sustaining school partnerships.

- Advisory meetings.
- Inviting a technician guest speaker.
- School trips to dealerships.
- Participating in school board meetings.
- Meeting with counselors.
- Supporting a school.

Brian discussed the ASE Test Prep and ASE Prep course updates.

Brian stated that the test prep is open for students at the training facilities.

CERTIFICATION COURSE MAP

Brian noted the technical training certification long-term course map and the future training from 2025.

Brian displayed the future map, noted changes, and compared it to the interim map.

John stated this remap minimized folks from dropping out without certification.

Jim recommends bringing the MDT test back.

Brian noted they are bringing more MDT focus back.

Howard noted that the higher-level training has been difficult to perform, but the training centers do not have the capacity.

STUDENT SUPPORT

Brian shared ways to support students.

- Periodically check their work journals.
- Complete all required evaluations and utilize the mentor.
- Attend evaluation meetings with the instructor, student, and mentor.
- Review and follow dealer-ready overview.
- Make sure student's work in the dealership corresponds with coursework.

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DEPARTMENT UPDATES

Dannie Nordsiden discussed the second-year cohort and first-year cohort.

Dannie Nordsiden mentioned that the faculty will improve communication regarding student attendance and feedback.

Dannie stated dealer employer needs.

- surveys completed for the current year.
- new surveys conducted in the summer of 2024.

Dannie displayed the current survey.

Dannie discussed the program map. Students must pass the ASE certification examinations to graduate from any dealer-ready program.

Dannie discussed the curriculum for first- and second-year students and their expectations for the spring quarter.

Mike emphasized e-learning and encouraged students to complete it to graduate on time.

RECRUITMENT

Hernon discussed Recruitment updates.

Hernon shared there have been 47 high school visits.

- Events: 11.
- Sr leads collected: 283.
- Goal: Place 3 interns per dealer. Hernon states the average class is about 20 students, which will be slightly more this year.

Hernon discussed the upcoming events at high schools and welcomed folks to inform him of future events.

NEW BUSINESS

Dannie welcomed feedback from our industry partners.

Scott mentioned electrical and engine updates, and Brian will do a campus visit to update those.

Brian stated in about four months, he will be working on providing t-cads reports into our current program, and TMNA will create them.

FOLLOW UP ITEMS

The first order of business at the next advisory committee meeting will be the election of the chair and vice chair, in addition to the review of the current bylaws.

The meeting was adjourned at 11:30 AM

Prepared by Elizabeth Flores