

Certified Administrative Professional (CAP) Focus Group

MINUTES **FEBRUARY 10, 2017** 11:30 A.M. – 1:00 P.M. LCCC TRAINING CENTER RM 112

MEETING CALLED BY	Rhonda Priest
FACILITATOR	Rhonda Priest
RECORDER	Darlene Kaelin
ATTENDEES (15)	<p><u>Express Employment in Laramie</u> Janet Snow, Staffing Specialist, 307.460.9074, janet.snow@expressppos.com</p> <p><u>Family First/Cheyenne Family Medicine</u> Jodi Willoughby, Practice Manager, 307.630.1990, jodi.willoughby@crmcwy.org</p> <p><u>Laramie County Community College (LCCC)</u> Bobby Baker, HR Specialist, 307.432.1685; bbaker@lccc.wy.edu Jan Felton, Adjunct Instructor, Outreach and Workforce, 307.630.1048; j.felton@bresnan.net Rhonda Priest, Program Manager, Outreach and Workforce, 307.778.1356; rpriest@lccc.wy.edu Maryellen Tast, Dean, Outreach and Workforce, 307.778.1146; mtast@lccc.wy.edu</p> <p><u>LCSD#1</u> Debbie Haller, Human Resources, 307.771.2160, hallerd@laramie1.org</p> <p><u>Taco Johns International</u> Stephanie Goodin, VP of Human Resources & Training, 307.772.3913, sgooden@tacojohns.com Patricia Hays, General Council, 307.772.3903, phays@tacojohns.com</p> <p><u>TriHydro Corp (Laramie)/ARMA</u> Carolynn Coy, Content Management Analyst, 307.755.4910, ccoy@trihydro.com</p> <p><u>Walmart Distribution Center</u> Diana Torres, Manager, 307.421.6611, torresbueno_diana@yahoo.com</p> <p><u>Wyoming Department of Health</u> Mirandie Peterson, Executive Assistant, 307.777.8942, mirandie.petersen@wyo.gov</p> <p><u>Wyoming Military Affairs</u> Lily Hernandez, Executive Assistant, 307.777.8102, Liliana.hernandez1@wyo.gov</p> <p><u>Wyoming State Archives</u> Pat Newbern, Governmental Records Analyst, 307.777.8907, pat.newbern@wyo.gov</p> <p><u>Wyoming Department of Workforce Services</u> Denise Rodriguez, 307.777.3715, denise.rodriguez@wyo.gov</p>

AGENDA

1. Lunch | Handouts
2. Lunch and Introductions
3. 2013 IAAP Benchmark Survey
4. Certified Administrative Professional (CAP) Credential
5. Administrative Professional Academy
6. CEUs and Training Needs
7. Next Steps
8. Adjournment

1. LUNCH / HANDOUTS

Boxed lunches and the following handouts (incorporated herein by reference) were distributed to all attendees.

1. Meeting Agenda
2. *2013 Benchmarking Survey by IAAP*
3. *The International Association of Administrative Professionals (IAAP) Certification Advantage* documentation
4. *The Administrative Professional Academy LCCC flyer*
5. *Technical Writing Certificate LCCC flyer*
6. *Professional Development & Training at LCCC flyer*
7. *Administrative Professional Academy at LCCC Fall 2017 Schedule*
8. *LCCC 2017 Spring Class Schedule*

2. INTRODUCTIONS

Ms. Priest asked the group to introduce themselves and say how many administrative professionals/support staff are working at their places of business.

Ms. Willoughby of CRMC has 4 to 5 front office staff.

Ms. Hernandez of the State Military has 3 state and 3 federal admins.

Ms. Torres of Walmart has 6 to 7 support staff, including HR.

Ms. Haller of LCSD#1 Human Resources has 11 staff members.

Ms. Snow of Express Personnel has 2 with admin focus. She also places a lot of people in admin positions.

Ms. Peterson of the Department of Health does not know an exact number. Probably at least 30 just in Cheyenne, not including county offices.

Ms. Hayes and Ms. Goodin at Taco Johns International have 5 admin positions.

Ms. Rodriguez of Dept of Workforce Services has approximately 8 including downtown at corporate office.

Ms. Newbern with the State Archives and also Administrator Records Managers Association (ARMA) has none, but is here with information about ARMA.

Ms. Coy of TriHydro works in IT and has 10 admins that she works with. She is also a member of ARMA.

Dean Tast thanked everyone for coming and taking the time to help LCCC develop this new program.

3. 2013 IAAP BENCHMARK SURVEY

Ms. Priest reviewed the most recent (2013) benchmark survey found on the IAAP website.

She focused particularly on page 16, data point 35, "How many hours of training per year are provided by your employer?" Eighteen point six percent said "none." Ms. Priest said given the levels of responsibility for admin professionals, there seems to be a need to fill a training gap.

Ms. Priest asked the group to glance over pages 18 through 20 which list computer applications that are used and various tasks performed by admin professionals. She asked if the lists were a good representation of the needs of businesses in Wyoming, and Cheyenne in particular. Ms. Coy said yes.

Ms. Newbern said admin professionals are being asked to know more and do more with less training and also, businesses are moving steadily toward a paperless society and some managers are now doing their own admin work.

Ms. Willoughby said for health clinics, tasks include front desk checking patients in and out, being the first and last impression, billing and coding, customer service, hospitality, and training on unique systems, all done in a timely fashion.

Ms. Haller said effective, professional communication is very important along with the ability to multi task and to understand various software programs.

Ms. Priest asked what the minimal qualifications are for someone in this role at your place of business.

Ms. Haller said an associate's degree would be preferred at LCSD#1 but the minimum requirement is a high school diploma.

Ms. Coy said ARMA just posted a job opening with a minimum requirement of high school diploma or GED. They are asking for ability to answer phones, format documents, good personal skills and good organizational skills.

Ms. Torres said Walmart asks for at least 6 months in a clerical or office position and some knowledge of Microsoft® Word and Excel.

Ms. Hernandez said the Military Department requires a certain amount of years of experience. They are most concerned about hiring someone who will fit with their culture.

Ms. Priest said the office of the Laramie City Manager just posted an admin position which listed the CAP certification as preferred.

Dean Tast asked if any certifications are required. Ms. Willoughby said for healthcare offices, CPR is preferred, but employees can get that certification on the job.

Dean Tast asked if anyone administers computer skills tests. Ms. Haller said LCSD#1 does administer tests. Ms. Torres said Walmart does not. Ms. Priest asked if Ms. Torres finds that their new hires have the necessary computer skills even though they don't test. Ms. Torres said for the most part, yes, they do have the skills.

Ms. Snow said that Express Personnel has hundreds of tests and different levels that they screen for. She finds that employers want high level skills and lots of experience, but offer low pay. Ms. Torres said Walmart starts clerks at \$21 per hour; starting at that rate a person should have higher level skills.

Ms. Newbern said almost every state agency has their own requirements. She said not every state agency does testing, but the department of A & I does it. There is not a lot of standardization across agencies.

Ms. Rodriguez said the Workforce Center does a lot of testing on basic Word and the 10-key to get a baseline. The Workers' Comp division uses the Workforce Center for testing before they even interview a person.

4. CERTIFIED ADMINISTRATIVE PROFESSIONAL (CAP) CREDENTIAL

Ms. Priest discussed the CAP credential which is an exam based designation for admin professionals. The exam is offered twice a year. It is especially beneficial for adding a level of credibility in the administrative profession for professionals without a higher level degree. She referred to *The IAAP Certification Advantage* documentation handout third page for a list of competencies and exam dates. There are 7 domains within the body of knowledge. Those are the areas people need to be prepared in for the exam. They are identified through IAAP as the most important knowledge. Ms. Felton said the IAAP is an excellent organization.

Ms. Hernandez said she has gone to conferences and seen a plethora of certification organizations for admins. What are the differences? Ms. Felton said she is only familiar with IAAP, which is national and international. She couldn't say if there is one more respected than another. Ms. Priest suggested that everyone visit the website www.iaap-hq.org to find out more information or to consider becoming a member. There is also information on specialty certifications in addition to CAP.

5. ADMINISTRATIVE PROFESSIONAL ACADEMY

LCCC desires to offer an Administrative Professional Academy based on the CAP body of knowledge. We have thoroughly researched the certification and been in contact with IAAP headquarters, who have been very supportive. Very few colleges are offering this training.

We propose 20 weeks of training to include 15 weeks of classroom instruction and 5 study sessions meeting one afternoon a week covering each of the competencies. This is an introductory and practical skills academy; it will be necessary for participants to study on their own, outside of class time. The flyer which was distributed (incorporated herein by reference) outlines all the details, including the cost of \$899. Taking the exam would not be a requirement to attend the class. Since almost all LCCC admins are interested in this training, we have scheduled a pilot class in the fall according to their preference, which is Monday afternoons from 12:30 p.m. to 4:30 p.m. Anyone from the community is welcome to attend.

Dean Tast asked for feedback from the group. Is a program like this needed in Cheyenne and Wyoming? Are the competencies applicable? Comments follow:

- Local training would be beneficial and especially if it was online, or a hybrid.
- Taking time off work will be challenging for some.
- Training during business hours will not work, unless employees use their vacation time.
- Could classes be taken a la carte and priced individually if not interested in sitting for exam?
- LCSD#1 would need to meet after hours. Could you hold classes on Saturday?
- Motivating employees to take part in training is a challenge. What incentive do they have?
- Admins don't see the need to train unless there is monetary or time compensation. Trihydro pays for one training per year and still can't get people interested. Taco Johns International has the same problem.
- This training should be promoted to High Schools to get young people interested.
- The cost is too much for people to pay, unless the business would pay for it. Dean Tast said there are funding options through the Department of Workforce Services.
- LCSD#1 employees receive a pay bump for outreach credit (60 cents an hour for every 12 credits). So would be incentive, but time off difficult.

6. CEUs AND/OR OTHER TRAINING NEEDS

Ms. Priest brought attention to other training options at LCCC as listed on the *Technical Writing* handout and the *Professional Development & Training* handout (incorporated herein by reference). She also promoted customized training, which we offer to groups.

7. NEXT STEPS

Dean Tast emphasized that the opinion of businesses matters very much to LCCC and to please email Ms. Priest with any other thoughts or suggestions that might come to mind later. In particular, feedback on preferred days and times for this program is needed.

Marketing this program is critical. We need to get the word out. Please let us know if you have any ideas on marketing.

Dean Tast said also let us know if anyone would be interested in becoming an instructor as a subject matter expert, we would be happy to discuss that option.

8. ADJOURNMENT

Meeting adjourned at 1:00 p.m.

Dates to Remember:

Administrative Professional Conference April 26, 2017

Administrative Professional Academy August 7, 2017 – December 18, 2017

Respectfully submitted,

Darlene Kaelin
Recorder