Curriculum Advisory Committee

**Meeting Notes**

|  |
| --- |
| **DATE: May 20, 2015 LOCATION: BMC 205** |
|  | Richard Abend, Linguistics | X | Laura Loop, Nursing |
| X | Bill Easton, Library | X | Gamble Madsen, Creative Arts |
| X | Sunshine Giesler, Chairperson/Life Science | X | Laura Patterson, CurricUNET Specialist |
| X | Michael Gilmartin, Administration | X | Beth Penney, Humanities |
| X | He Seon Ihn, Articulation Officer |  | Vacant, Academic Senate |
| X | Lynn, Iwamoto, Physical Sciences |  | Vacant, Business and Technology |
| X | LaRon Johnson, Student Services |  | Vacant, Physical Education |
| X | Kim Kingswold, Curriculum/Catalog Technician |  | Vacant, Student Representative |
|  | Tom Logan, Social Science |  |  |

Meeting Chaired by: Sunshine Giesler

Notes Submitted by: Laura Patterson

|  |  |  |
| --- | --- | --- |
| **Agenda Item** | **Discussion / Comments** | **Action** |
| **Announcements** |  |  |
| **Comments from Visitors** | Dawn Rae Davis was present to discuss the denial of GWOS 1 & 4 for MPC GE area F. It was decided that Dawn Rae would revise the two courses to include MPC GE area F language consisting of ‘an integrated and comparative study of at least three of the following: African Americans, American Indians, Asian Americans, Chicano/Latino Americans and European Americans.’ The language is to be included in the catalog description, the objectives, and the lecture content. The courses will be reviewed at CAC on May 27, 2015. |  |
| **Approval of Minutes** | **Corrections noted:** * CHEM 1B lecture content is to be updated to show “lecture content words” instead of “objective” words.
* CHEM 12B’s reason for being tabled is to be updated.
 | Motion to approve: LaRonSeconded: LynnAbstained: Laura L. BillCAC Committee: Aye |
| **Discussion Agenda** | * Resolution to Academic Senate that the MPC GE standards need to be reviewed and updated.
* GWOS MPC GE denials – see ‘Comments from Visitors’ above.
* Summer meeting to discuss handbook revisions and to go over select courses and programs in the approval process – June 24, 2015 from either 1pm – 4 pm or 1pm to 5 pm.
 |  |
| **Consent Agenda** | **Deletions:*** WOMN 54 Women and Religion effective Fall 2015
* WOMN 282 Women and Wrenches

**Minor Corrections:**SPAN 225A, 225B, 50 added critical thinking and methods of evaluation component—approved July 2014 but not in compliance to new standards **Urgent:** All LNSK courses in CurricUNET pipeline need revision to read ‘May be repeated based on Title 5, Section 56029 specifications’ so that the catalog is consistent.  | Motion to approve: BethSeconded: BillCAC Committee: Aye |
| **NUTF 1** | **Nutrition** is being revised to include c-id information and update the textbook.**Corrections noted:** no changes | Motion to approve: Beth  Seconded: Lynn CAC Committee: AyeMotion to approve DE: BillSeconded: Laura L.CAC members: Aye |
| **NUTF 10** **NUTF 10****continued** | **Food Science** is being revised to reflect c-id information.**Corrections noted:** *objectives screen* ~ remove objective 10 (select, use and maintain laboratory equipment and utensils appropriately). | Motion to approve: Bill Seconded: LynnCAC Committee: AyeMotion to approve DE: BethSeconded: LynnCAC members: Aye |
| **NUTF 25** | **Basic Medical Nutrition Therapy and Modified Diets** is a new course that is being added because it is needed for the One-year Dietary Manager certificate and for the Dietetic Technician, Registered AS degree. **Corrections noted:** *lecture content ~* outline item I. – B. change “tranitional” to “Transitional”. Outline item I. - C. - ii. change “Supar to Sugar”. Outline item II. – H. change “Engergy” to “Energy”. *Out of class assignments screen ~* reading change “intervention” to “interpretation.” | Motion to approve: Lynn Seconded: Laura L. CAC Committee: Aye |
| **NUTF 101** | **Basic Dietetic Supervised Practice I** is a new course that is being added to because it is necessary for accreditation of the Dietary Manager one year certificate program by the Association of Nutrition & Food service Professionals. **Corrections noted:** *cover screen* ~ course number change from 28 to 101. *Units/hours screen* ~ variable hours change from yes to no. Lecture/Activity TBA change the “Weekly Min” from 3 to 9.*Lecture content screen* ~ remove the heading “LECTURE CONTENT:” *Methods of instruction screen* ~ remove the checkmark from “work experience”. | Motion to approve: Beth  Seconded: LaRon CAC Committee: Aye |
| **Dietary Service Supervisor Certificate of Achievement (CTE**) is a new program that is being added to provide the opportunity for students to begin at the entry level in the field of Nutrition and Dietetics.**Corrections noted:** *cover screen ~* change the program title from “Dietary Manager” to “Dietary Service Supervisor”. *Course blocks definitions screen* ~ add the word “or” after HOSP 58. After the word “or” add NUTF 58. | Motion to approve: Laura L. Seconded: Lynn CAC Committee: Aye |
| **Nutrition and Dietetics Associate in Science for Transfer** is a new program that is being added to provide the opportunity for students to begin their career path in the field of nutrition and dietetics.**Corrections noted:** *cover screen ~* change the program title from “Pre-Nutrition and Dietetics” to “Nutrition and Dietetics”.  | Motion to approve: Bill Seconded: Beth CAC Committee: Aye |
| **BUSI 64****BUSI 64****Continued****BUSI 64****continued** | **Customer Service** is a new DE course that is being added toprovide critical entry-level soft skills training for business employment and entrepreneurship.**Corrections noted:** *cover screen ~* course number change from 48 to 64. Cross listed course add HOSP 64. Catalog description add the word “and” between the words environment and essential. Before “Also offered online” add “Also offered as Hospitality 64; credit may be earned only once”. Schedule description add the word “and” between the words environment and essential. At the end of the schedule description add “Also offered as Hospitality 64; credit may be earned only once”. *Lecture content screen ~* per CAC’s request the lecture content was expanded **from:** Part 1: THE CUSTOMER SERVICE ENVIRONMENT1. What is customer service?
2. The Global Customer
3. Exceptional Customer Service
4. Customer Service Strategy

Part II: ESSENTIAL CUSTOMER SERVICE SKILLS1. Critical Workplace Skills
2. Problem Solving

**To:**1. Defining customer service
	1. Customer needs
	2. Customer satisfaction
	3. Internal and external customers
	4. Good customer service habits
		1. Follow-up
		2. Options and alternatives
		3. Empathy
	5. Function versus essence
	6. Communicating and establishing relationships
	7. Moments of truth
	8. Customer-friendly attitude
2. Challenges of customer service
	1. Barriers
		1. Poor communication skills
		2. Lack of training
		3. Attitude
		4. Lack of empowerment
		5. Inadequate staffing
	2. Levels of expectation
	3. Reputation management
	4. Repeat customers versus new customers
	5. Values and ethics in customer service
	6. Responding to complaints
	7. Dealing with challenging customers
3. Problem solving in customer service
	1. Problems as opportunities
	2. Negotiation skills
	3. Ways to apologize and say no
	4. Problem solving strategies and processes
		1. Identify the problem
		2. Identify possible solutions
			1. Brainstorming
			2. Diagramming
		3. Select a solution
		4. Evaluate and follow-up
4. Designing a customer service system
	1. Customer service philosophy
	2. Purpose and mission
	3. Empowering customer service providers
	4. Training from the top down
	5. Continuous improvement process
	6. Using surveys and customer feedback
	7. Monitoring and evaluating the system
5. Communication in customer service
	1. Body language
		1. Eye contact
		2. Facial expression
		3. Hand gestures
		4. Touching/personal space
	2. Listening
	3. Voice inflection
	4. Power phrases
	5. Using technology
		1. Voice mail
		2. Text messaging
		3. Email
	6. Telephone etiquette/courtesy
6. The customer service provider
	1. Self-concept and motivation
	2. Morale
	3. Stress/anger management
	4. Working style
	5. Conflict with co-workers and supervisors
	6. Self-renewal
 | Motion to approve: Gamble  Seconded: Bill CAC Committee: AyeMotion to approve DE: BillSeconded: Laura L.CAC members: Aye |
| **HOSP 64****HOSP 64** **Continued****HOSP 64** **continued** | **Customer Service** is being revised to articulate at the CSU level and be cross taught with BUSI 64.**Corrections noted:** *cover screen ~* Cross listed course add BUSI 64. Catalog description add the word “and” between the words environment and essential. Before “Also offered online” add “Also offered as Business 64; credit may be earned only once”. Schedule description add the word “and” between the words environment and essential. At the end of the schedule description add “Also offered as Business 64; credit may be earned only once”. *Lecture content screen ~* per CAC’s request the lecture content was expanded **from:** Part 1: THE CUSTOMER SERVICE ENVIRONMENT1. What is customer service?
2. The Global Customer
3. Exceptional Customer Service
4. Customer Service Strategy

Part II: ESSENTIAL CUSTOMER SERVICE SKILLS1. Critical Workplace Skills
2. Problem Solving

**To:**1. Defining customer service
	1. Customer needs
	2. Customer satisfaction
	3. Internal and external customers
	4. Good customer service habits
		1. Follow-up
		2. Options and alternatives
		3. Empathy
	5. Function versus essence
	6. Communicating and establishing relationships
	7. Moments of truth
	8. Customer-friendly attitude
2. Challenges of customer service
	1. Barriers
		1. Poor communication skills
		2. Lack of training
		3. Attitude
		4. Lack of empowerment
		5. Inadequate staffing
	2. Levels of expectation
	3. Reputation management
	4. Repeat customers versus new customers
	5. Values and ethics in customer service
	6. Responding to complaints
	7. Dealing with challenging customers
3. Problem solving in customer service
	1. Problems as opportunities
	2. Negotiation skills
	3. Ways to apologize and say no
	4. Problem solving strategies and processes
		1. Identify the problem
		2. Identify possible solutions
			1. Brainstorming
			2. Diagramming
		3. Select a solution
		4. Evaluate and follow-up
4. Designing a customer service system
	1. Customer service philosophy
	2. Purpose and mission
	3. Empowering customer service providers
	4. Training from the top down
	5. Continuous improvement process
	6. Using surveys and customer feedback
	7. Monitoring and evaluating the system
5. Communication in customer service
	1. Body language
		1. Eye contact
		2. Facial expression
		3. Hand gestures
		4. Touching/personal space
	2. Listening
	3. Voice inflection
	4. Power phrases
	5. Using technology
		1. Voice mail
		2. Text messaging
		3. Email
	6. Telephone etiquette/courtesy
6. The customer service provider
	1. Self-concept and motivation
	2. Morale
	3. Stress/anger management
	4. Working style
	5. Conflict with co-workers and supervisors
	6. Self-renewal
 | Motion to approve: Gamble  Seconded: Bill CAC Committee: AyeMotion to approve DE: BillSeconded: Laura L.CAC members: Aye |
| **Business Information Worker Certificate of Training (Credit Only)** is a new program that is being added to because it is being promoted by DWM, ICT-DM for job ready training. | Tabled due to time constraints, Business Information Worker Certificate of Trainingwill be added to the agenda for the next committee meeting. |
| **THEA 21A** | **Theatre Workshop** I is being revised to align with TMC description, content and objectives. | Tabled due to time constraints, Theatre Workshop I will be added to the agenda for the next committee meeting. |
| **THEA 35A** | **Musical Theatre Production – Contemporary** is being revised to align with TMC content and objectives.  | Tabled due to time constraints, Musical Theatre Production – Contemporary will be added to the agenda for the next committee meeting. |
| **THEA 35B** | **Musical Theatre Production – Classical** is being revised to align with TMC content and objectives. | Tabled due to time constraints, Musical Theatre Production – Classical will be added to the agenda for the next committee meeting. |
| **THEA 35C** | **Musical Theatre Production – Opera/Operetta** is being revised to align with TMC content and objectives. | Tabled due to time constraints, Musical Theatre Production – Opera/Operettawill be added to the agenda for the next committee meeting. |
| **THEA 35D** | **Musical Theatre Production – Experimental/Adapted** is being revised to align with TMC content and objectives. | Tabled due to time constraints, Musical Theatre Production – Experimental/Adapted will be added to the agenda for the next committee meeting. |
| **THEA 40A** | **Main Stage Production – Comedy** is being revised to reflect TMC requirements in descriptors and objectives. | Tabled due to time constraints, Main Stage Production – Comedywill be added to the agenda for the next committee meeting. |
| **THEA 40B** | **Main Stage Production – Dramatic** is being revised to align with TMC content and objectives. | Tabled due to time constraints, Main Stage Production – Dramatic will be added to the agenda for the next committee meeting. |
| **THEA 40D** | **Main Stage Production – Original/Experimental** is being revised to align with TMC content and objectives. | Tabled due to time constraints, Main Stage Production – Original/Experimental will be added to the agenda for the next committee meeting. |
| **Next meeting: May 27, 2015** **Location: BMC 205** |

## DRAFT