Welcome to MATEC NetWorks Webinar

Industry Expectations of Graduates

NetWorks is an NSF-funded ATE Resource Center supporting faculty in Semiconductor, Automated Manufacturing, and Electronics education

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Poll

Participants

A-E | Participants ⇅

Mark Viquesney (Moderator, Me)

Raise
hand/smile/clap

1
Participant

Chat

Show All

Joined on February 25, 2009 at 1:08 PM

Chat

Send to This Room

Audio

Ctrl+F2

Microphone   Speaker

Whiteboard - Main Room

15/29 Welcome to MATEC NetWorks Webinar ☑ Follow Moderator ☐ Roam

Welcome to MATEC NetWorks Webinar

Whiteboard

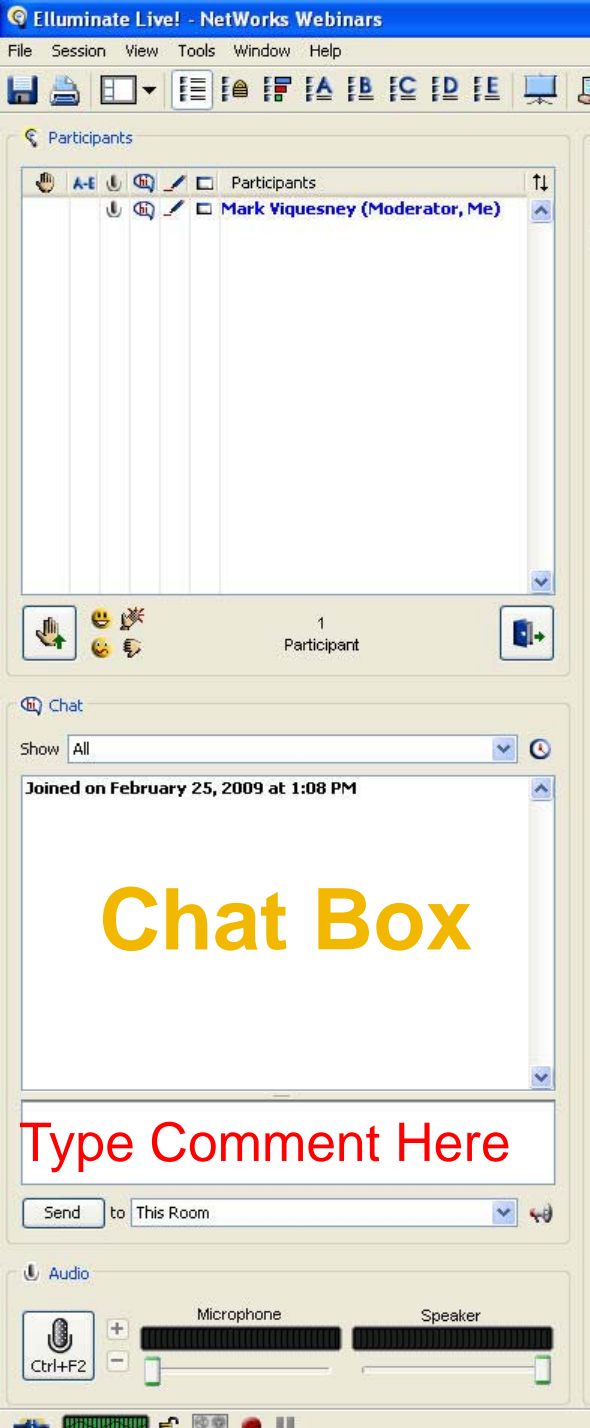Classroom Ready Resources in the Digital Library

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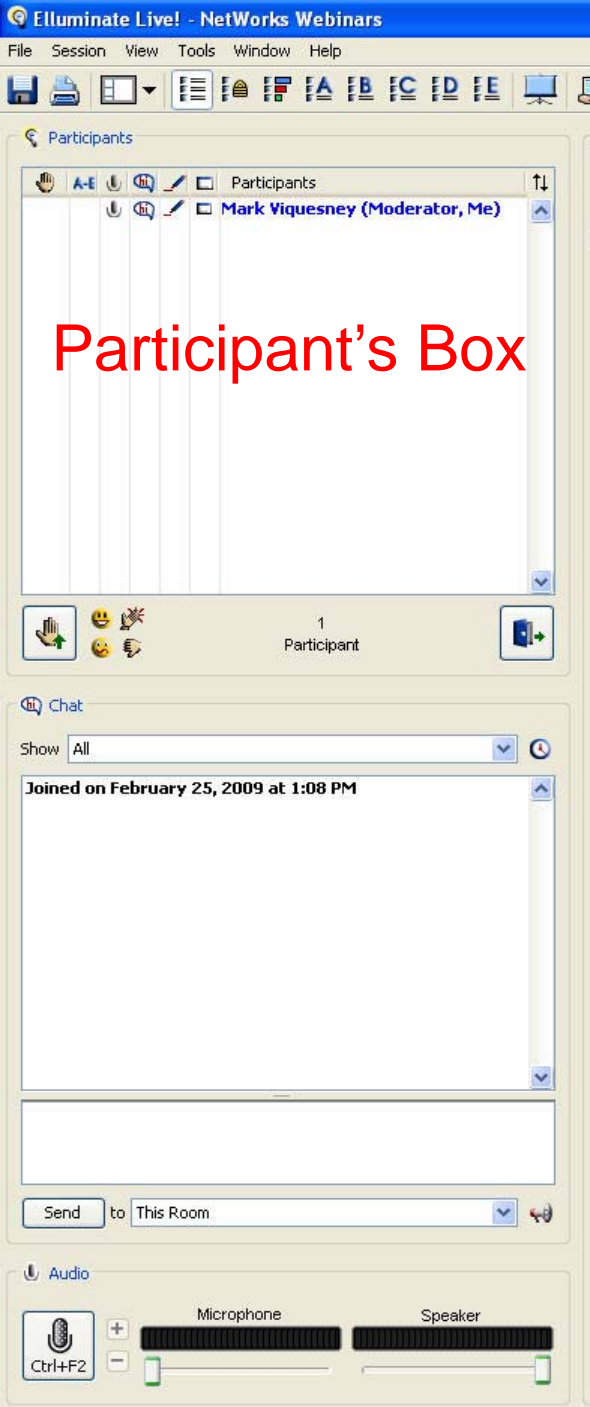
In session for 1 hour, 21 minutes.

Chat Box

In the **Chat Box**, please type the name of your school or organization, your location, and how many people are attending with you today.
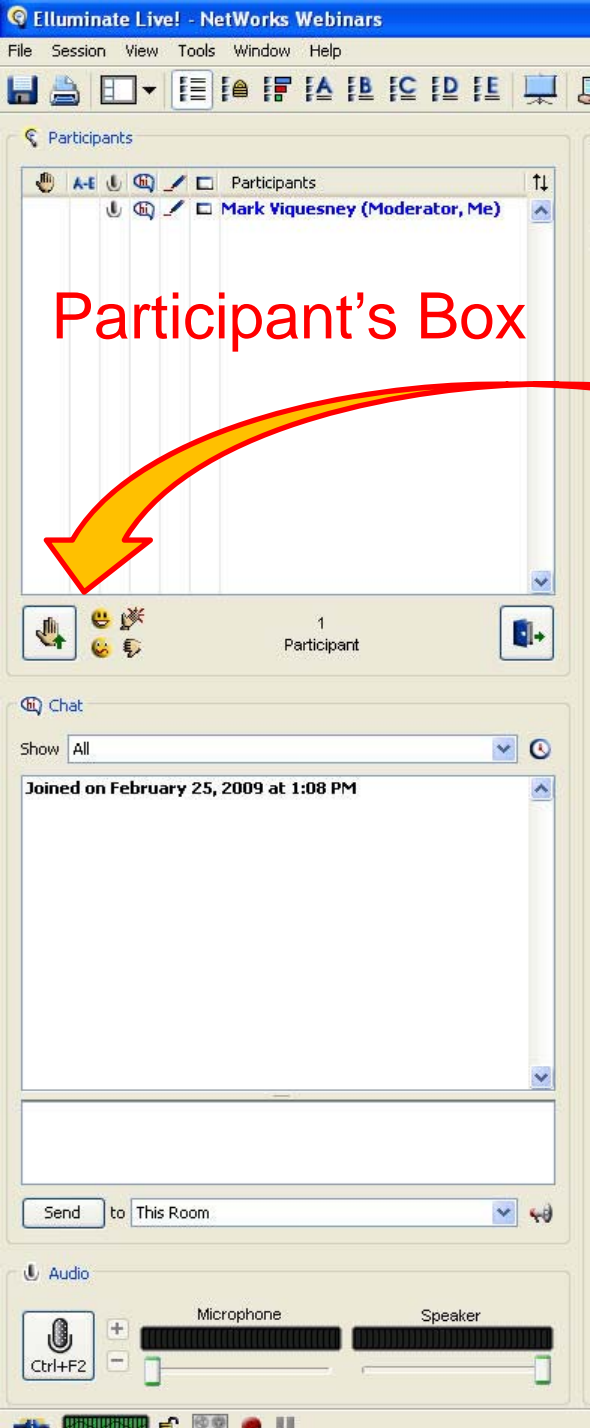
Participant's Box

Allows you to non-verbally respond to the presenter's comments.

Participant's Box

Participant's Box

Mark Viquesney (Moderator, Me)

1
Participant

Chat

Show All

Joined on February 25, 2009 at 1:08 PM

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Audio

Microphone   Speaker

Ctrl+F2

Smile

Clap

Raise Hand

Let the presenters know if you like what they say with a smile or clap. Raise a hand if you have a question – and then type it into the Chat box.

Elluminate Live! - NetWorks Webinars

File Session View Tools Window Help

Poll

Click A-E to take the Poll

This webinar will have a Poll. Please answer:
I heard about this webinar through:

A. @matec
B. Email from ETD list serv
C. Email from NetWorks
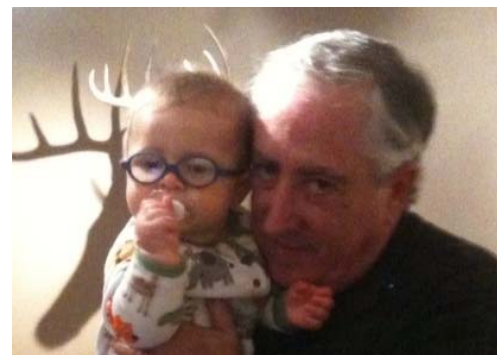D. Friend or colleague
E. Other (please type where in Chat box)

NetWorks Webinar Presenters

Michael Lesiecki:
Director of MATEC

Geoff Little:
Workforce Consultant

Mark Retzer:
Staffing Consultant

Robert Edwards:
Technical Services
Manager

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Outline: Industry Expectations of Graduates

- Test your Industry IQ

- Mike Lesiecki: How companies see the problem

- The problem as the panelists see it

- Mark Retzer: The Hiring Challenge

- Geoff Little: Workforce Development –
  Stories from the Trenches

- Robert Edwards: Small Business Perspectives

Who is the Primary Customer of my Program?

A. Businesses that hire

B. The College that promotes

C. Students who enroll

D. Faculty that develop, improve, deliver

Why do students fail interviews for high-tech companies?

A. Technical foundation

B. Negative behaviors

C. Poor safety values

D. Communication problems

Desired Behaviors

- Safety

- Coping

- Tolerance of ambiguity

Desired Behaviors

- Safety

- Coping

- Tolerance of ambiguity

- Analytical problem solving

- Goal setting

- Commitment to task

Desired Behaviors

- Safety

- Coping

- Tolerance of ambiguity

- Analytical problem solving

- Goal setting

- Commitment to task

- Spoken communication

- Team building

- Drug-free workplace

Do you have a section in your curriculum that addresses these expectations?

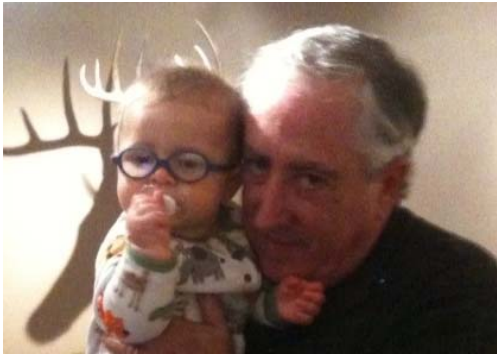A. Yes – mark the green X and then in the Chat box how it addresses expectations

B. No

The problem and challenge as the panelists see it

Robert Edwards

Geoff Little

Mark Retzer

Outline: Industry Expectations of Graduates

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Background

Professional

- 20+ years in Semiconductor industry

- Began 19 year career at Intel driving forklift

- Quickly moved up/on to new fields within Intel

    - Security, Training and Staffing

- Last 10+ years have been in Staffing with a large focus on university programs

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Background

Personal

- San Jose native (3rd generation)

- Single parent for a few years

- Life long learner, however I have still not earned a 4 year degree

Entry Level Characteristics

Academics

Strong academic knowledge in field of study

Entry Level Characteristics

Skills/Strengths

Self starter – Hit the ground running

Teamwork

Communication

Results focus

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Entry Level Characteristics

Experience

- Hands on experience in field of study
- Relevant experience
  - Experience that highlights strengths/skills

Questions and Comments

Type them in your Chat window

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"Are They Really Ready to Work?"

Critical thinking/problem solving

Oral communication

Written communication

Teamwork/collaboration

Diversity

Information technology application

Leadership

Creativity/innovation

Lifelong learning/self direction

Professionalism/work ethic

Ethics/social responsibility

The Conference Board, Corporate Voices for Working Families, the Partnership for 21st Century Skills, and the Society for Human Resource Management study of industry's perspective on the preparedness of recent graduates as they entered the workforce - 2006

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Clements Group Industry Sector Forums - Typical Results

Communication, both written and verbal

Ability to work in teams

Problem-solving

Clements Group industry-sector forums conducted on behalf of community colleges as part of its Business Partnership Development Program

Clements Group Industry Sector Forums - Typical Results

Work ethic (commitment to the job and the company)

Critical thinking

Independent thinking

Self-motivation

Clements Group industry-sector forums conducted on behalf of community colleges as part of its Business Partnership Development Program

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Clements Group Industry Sector Forums - Typical Results

Taking responsibility for one's work

Leadership

Understanding basic business principles, the particular business in which they are working, and the impact of their actions on the business' success or failure

Clements Group industry-sector forums conducted on behalf of community colleges as part of its Business Partnership Development Program

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Sample Communications Company Career Ladder

Technical Position 1 Summary

Tech 1 is an entry-level field position, and typically the start of the employee's telecommunications career. Under limited supervision, in accordance with company policies, procedures and practices, the Tech 1 performs routine reconnects; performs changes of service for residential and commercial video customers; disconnects all product lines; teaches customers how to use equipment; resolves billing and/or payment questions while on-premise; and up sells and upgrades company products and services. *Continued employment is contingent upon achieving required technical and safety certifications*.

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Sample Communications Company Career Ladder

Technical Position 2 Summary

Under limited supervision the Tech 2 performs changes of service for the video

product line *including routine installs* and reconnects; *performs CLI detection and repair*;

troubleshoots and repairs video service problems; disconnects all product lines;

teaches customers how to use equipment; resolves billing and/or payment questions

while on-premise; up sells and upgrades additional company products and services.

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Sample Communications Company Career Ladder

Technical Position 3 Summary
Under limited supervision the Tech 3 *Universal* handles a full range of *service calls* for
residential and commercial customers for all products and services. Installs, reconnects, and
performs changes of service for all products and services. *Learns and applies troubleshooting*
skills for all services. Disconnects all product lines. Teaches customers how to use equipment.
Resolves billing and/or payment questions while on-premise. Up-sells and upgrades company
products and services.

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Sample Communications Company Career Ladder
Tech 1 Operational Competencies

Ability to use basic cable installation tools and hand tools

Ability to perform job from high places (on ladders and/or poles)

Knowledge of the National Electrical Code (NEC), the National Electrical Safety Code (NESC), the Occupational Safety and Health Act (OSHA), Federal Communications Commission (FCC), Environmental Protection Agency (EPA), Department of Transportation (DOT), American National Standards Institute (ANSI), and various state and local codes including G.O. 95 and G.O. 128, (when applicable).

Ability to read general system layouts from blueprints

Knowledge of cable television products and services

Ability to comply with safety procedures and requirements

Ability to safely operate motor vehicle assigned for this job

Knowledge of basic mathematics

Ability to count and handle U.S. currency

Ability to communicate with customers in a clear and straight forward manner

Ability to work independently, prioritize and organize effectively

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Sample Communications Company Career Ladder
Tech 2 and 3 Operational Competencies

Operational Competencies: Tech 2

All Tech 1 Competencies Plus

Ability to use basic cable test equipment

Ability to work on a computer

Operational Competencies: Tech 3

All Tech 1 & 2 Competencies Plus

Knowledge of PC hardware, software and the internet

Knowledge of components on the PC desktop and ability to perform the following:

- Launch an application
- Add a shortcut
- Log into and navigate through a dial-up or other internet service

Operational Competencies: Tech 3 (cont)

All Tech 1 & 2 Competencies Plus

- Install software like Microsoft Internet Explorer, Netscape Communicator, Microsoft Windows, MS Office applications, educational software or games
- Navigate through a file system via the DOS prompt or window interface
- Access the Control Panel to configure components such as a printer, modem, and monitor

Knowledge of telephone provisioning and other related procedures and processes

Knowledge of telephony test equipment including digital test equipment

Knowledge of telephony interior wiring

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Sample Communications Company Career Ladder
Work Experience/Credentials

Related Work Experience:

Tech 1 -   Entry-level position

Tech 2 -   CATV or wiring experience

Tech 3 -   Nine months CATV or wiring experience

Sample Communications Company Career Ladder
Work Experience/Credentials

Training/Licenses/Certifications:

Tech 1 - Valid drivers license and satisfactory driving record

High school diploma or equivalent

Tech 2 - Valid drivers license and satisfactory driving record

High school diploma or equivalent

Tech 3 - Valid drivers license and satisfactory driving record

High school diploma or equivalent

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Sample Communications Company Career Ladder
Core Competencies - All Tech Levels

Customer Focus: Exhibits behaviors that support "best in class" customer satisfaction. Focuses on understanding, meeting, and exceeding customer expectations. Able to see issues from customer's perspective and determine their needs. Builds customer confidence by answering customer questions with self-assurance. Supports company marketing strategies and campaigns. Familiar with competitor products and services and is able to articulate the value and advantages of our products and services.

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Sample Communications Company Career Ladder
Core Competencies - All Tech Levels

Team Focus: Demonstrates knowledge and skills related to the functional area. Supports the success of his/her immediate team as well as other departments. Serves as a resource to team members. Shows respect for coworkers and customers and respects diversity in all its forms. Contributes to the development of others through effective coaching. Uses effective listening, verbal, and written skills to provide necessary information clearly and in a timely fashion. Is safety conscious; avoids unsafe acts and conditions; recognizes hazards and corrects them when possible or notifies management; accepts responsibility for personal, team, and public safety. Monitors own actions to be sure of following the rules and regulations set forth by both company and other regulating bodies.

Sample Communications Company Career Ladder
Core Competencies - All Tech Levels

Continued

Business Results Focus: Considers the impact on the business when performing job related duties. Able to overcome obstacles to finish projects and work activities. Able to follow instructions or take action and address opportunities with little supervision. Able to take extra steps to prevent mistakes or create opportunities. Works proactively to reduce or avoid risk. Takes personal responsibility and conveys a sense of urgency to drive issues to closure.

Innovation Focus: Fosters an environment that accepts and embraces change. Flexible, and willing to listen to other's ideas.. Able to apply common sense, theory and experience to decision making. Able to recognize similarities between past and present situations to make effective decisions. Actively pursues learning and self development in the spirit of continuous improvement.

Sample Communications Company Career Ladder
Advancement Time Line

Tech 1 - Within the first 90 days (maximum) of service, an Employee must complete the certification required for Tech 1. The employee must successfully complete the training programs as described on this Job Description and pass the Tech 1 certification exams. In order to be certified as a Tech 1, the employee must:

Pass the Written Assessment for Tech 1

Pass the Skills Assessment for Tech 1

Meet Company Employee Standards

Sample Communications Company Career Ladder
Advancement Time Line

Tech 2 - The employee must successfully complete the training as described on this Job Description and pass the Tech 2 certification exams. In order to be certified as a Tech 2, the employee must:

Pass the Written Assessment for Tech 2

Pass the Skills Assessment for Tech 2

Meet Company Employee Standards

Meet time in grade -- Certification to Tech 2 can take place no sooner than 180 days after Tech 1 certification.

Acquire Supervisor approval

Tech 3 – Follows same pattern

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Questions and Comments

Type them in
your Chat
window

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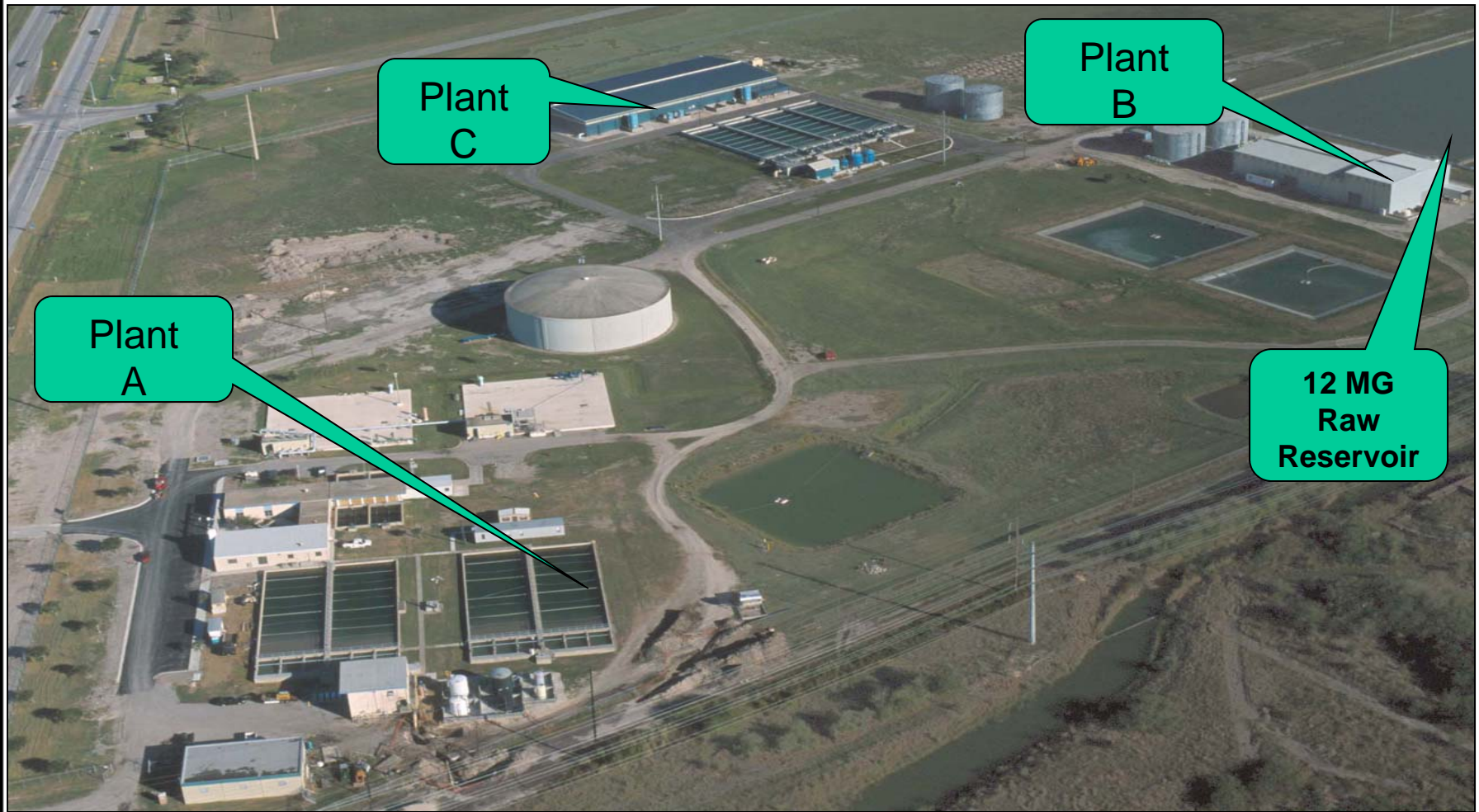# Overview of the San Patricio Municipal Water District & "Plant C"

Coastal Bend Water Supply System
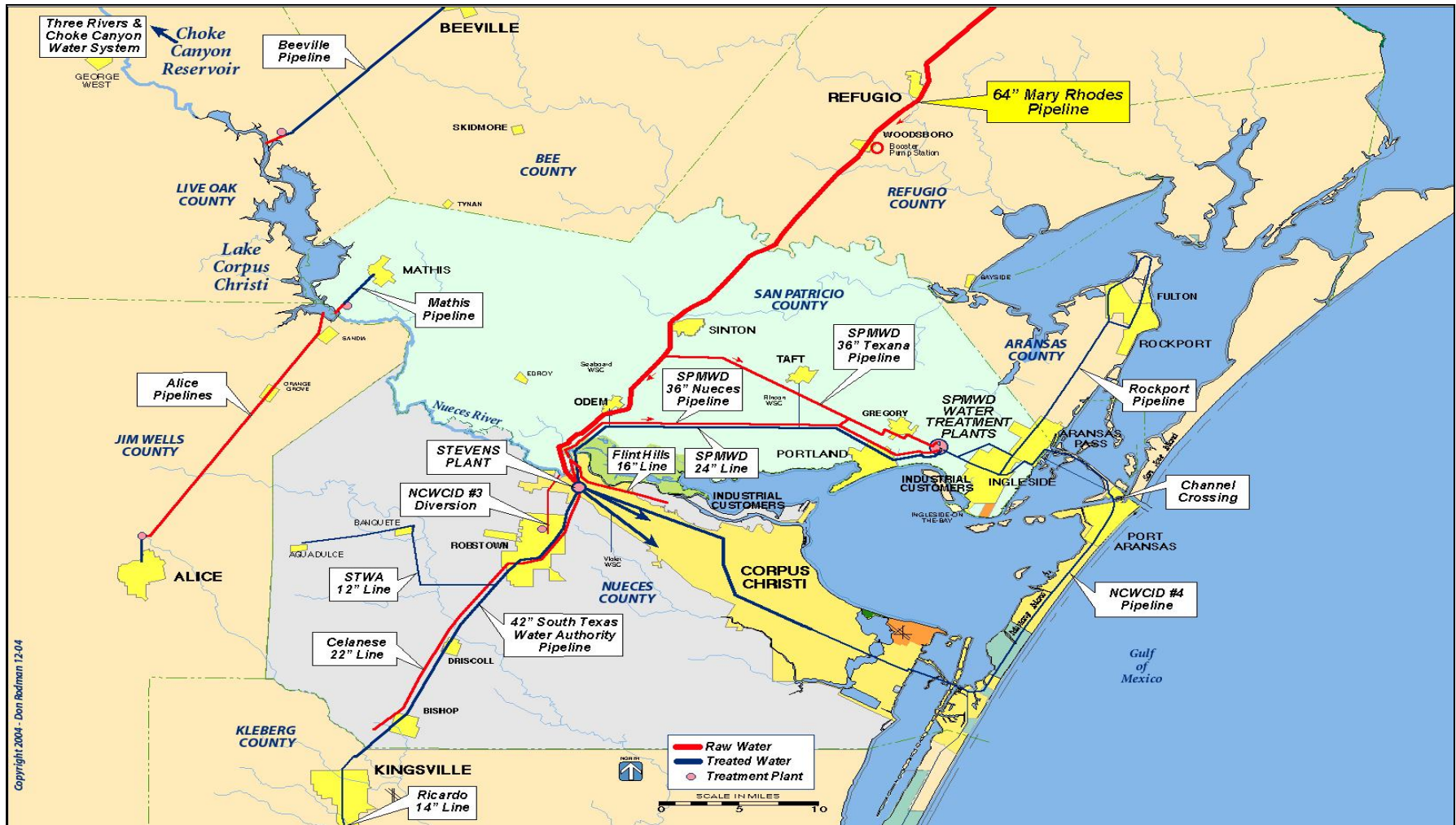
Three Water Treatment Plants

Plant C

Plant B

Plant A

12 MG Raw Reservoir

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Located on Corpus Christi Bay
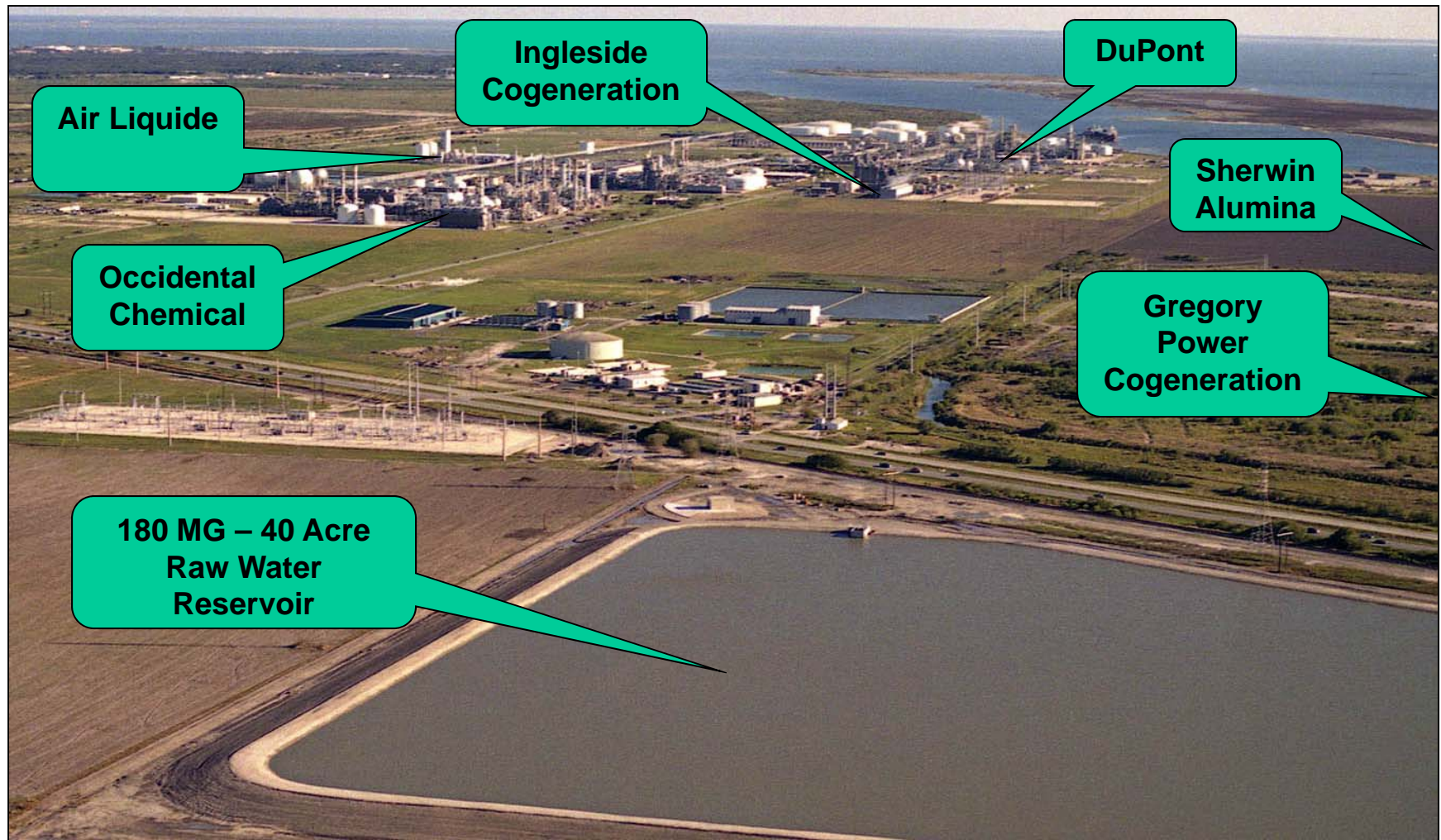
Feed End of Racks A-F

50 Modules Per Rack

Clean-in-Place Area

Questions and Comments

Type them in your Chat window

Industry stresses technical writing and communication skills for its potential employees – *What's an educator to do?*

- Document results or log information

- Give reports and make presentations

- Pass down

- Teach/instruct

- Communicate and listen

- Research and specify

How Can We Better Serve You?

Whether you are joining us live or watching the recorded version of this webinar, please take 1 minute to provide your feedback and suggestions.

http://questionpro.com/t/ABkVkZF5Gd

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Thank you for attending

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KEYWORD SEARCH

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SEARCH RESULTS

Searched For: electronics

Results **1 - 10** of **243**

▶ **AC Electronics**
A page filled with over 80 learning object
Oscilloscopes, Capacitors, Inductors, Tra

▶ **Electronics Infoline**
This website has exciting electronics, cor
enthusiasts. This website is great for stu

▶ **Systems View of Electronics**
Today, the greater part of a tech's work
containing many ICs, plug-in modules, sub

▶ **Electronics Circuits**
The first courses taught in most 2-year te
electrical theory, current, voltage sources

▶ **Electronics Labs**
Welcome to Electronics Lab!. Here you ca
and downloads. I hope you enjoy the tou

▶ **DC Electronics**
A website with many learning objects on
Ohm's Law, Magnetism, Parallel Circuits,

▶ **Electronics Tutorials, Electronics ma**
Link to more than 90 tutorials that are ava
through optical communication. Animations

▶ **Introduction to Electronics**
The dictionary defines electronics as a br

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http://www.matecnetworks.org/cwis/SPT--FullRecord.php?ResourceId=109

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RECORD

Edit This Resource

Title: Work Ready Electronics
Alternate Title: WRE
Url: http://www.work-readyelectronics.org

Description: Set of online resources for faculty instructing electronics courses in areas such as AC and DC circuits, Switch mode power supplies, Data Conversion, Wireless Communiccation, and others.

WRE

Classification: Electrical Engineering -- Circuit Theory
Electrical Engineering -- Communications
Electrical Engineering -- Controls and Systems
Electrical Engineering -- Electronics
Professional Development -- Career and Personal Development

Date Issued: 2006-06-19
Resource Type: Unit/Module
Audience: Industry Personnel
Government Personnel

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| @matec | 🔍 What Is It? | 📅 Events |

Can you guess what this image is?

- If you guess correctly, you will be entered into a prize drawing.
- EMAIL your answer before 12/31/09.
  The answer & winner will be revealed in the Jan./Feb. @MATEC

TECHSPECTIVES BLOG

Join a discussion or start your own at
TECHSPECTIVES

THIS FRIDAY - FREE WEBINAR
by Mark Viquesney – Dec 08, 2009
This semester I had a very interesting group of students - One student was in

▶ THIS FRIDAY - FREE WEBINAR
ON THE WINGS OF A BUTTERFLY
REACHING AND TEACHING ACROSS GENERATIONS - FREE WEBINAR DECEMBER
10 EMERGING TECHS FOR 2010

COMMUNITY RESOURCES

NETWORKS Community Resource Links.

▸ FACULTY ADVISORY BOARD

▸ RECOMMENDED LINKS

▸ NATIONAL SURVEY RESULTS - 2009 📄

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0:00 / 0:00

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Date	Webinars
December 11th	➕ REACHING AND TEACHING ACROSS GENERATIONS
February 12th	➕ EVALUATING STUDENT IMPACT
March 12th	➕ INDUSTRY EXPECTATIONS OF GRADUATES
April 9th	➕ CONVERGING TECHNOLOGIES CAREER EXPLORATION
May 14th	➕ REVITALIZING ELECTRONICS PROGRAMS
June 10th	➕ RECRUITING DIVERSE POPULATIONS

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Webinar	Date	Link
Nanotechnology in the Classroom Laboratory	11/13/09	VIEW
Sustaining Technical Programs	10/09/09	VIEW
Energy Utilization	09/11/09	VIEW
Teaching and Learning with i-Technologies	08/14/09	VIEW
Developing Strong Evaluations for ATE Projects Part II	07/10/09	VIEW
Developing Strong Evaluations for ATE Projects Part I	07/09/09	VIEW
Learning Objects: What are they? How do I use them?	06/18/09	VIEW
Electronics 2010: eSyst Update 6	05/15/09	VIEW
Making Your Program Flexible	04/17/09	VIEW

Webinar Recordings

To access this recording, visit
www.matecnetworks.org,
Keyword Search:
"**webinar Industry Expectations of Graduates**"

NetWorks Upcoming Webinars

May 14: **Revitalizing Electronic Programs**

June 10: **Recruiting Diverse Populations**

Visit *www.matecnetworks.org* for more details about these upcoming webinars.

Join Us in Orlando, FL
July 26-29, 2010

Visit *www.highimpact-tec.org* as more details develop

Certificate of Participation

If you attended the live version of this

1.5 hour webinar and would like a

certificate of participation, please email

darlene.cieplinski@domail.maricopa.edu

Thank you for attending

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