Questions posed to Advisory Group before the meeting and provide feedback on that were emailed back

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| 1. Is there anything you would like to see us do more of? |
| * Work with us to hire graduates |
| 1. I am looking at creating shorter classes. What types of classes would you like to see us conduct? |
| * Shorter, more specialized classes on specific machines and how they work * Focused class on water valves and icemakers. How to diagnose * Meter usage/schematics and wiring diagrams. Amperage and ohms * Shorter classes are fine, but you still need to train on everything – don’t undermine your current program * Rebrand certificates and offer shorter classes but don’t damage the LMC program reputation that you currently have |
| 1. If we were to do online lecture classes for electricity and refrigeration handling would you be interested in these classes? |
| * Possibly – more interested in Electrical – would sign up our newer techs for that * Expand online training to other markets * Work with associations (ASTI/PSA) |
| 1. Are there other classes you would like to see us offer online? |
| * Customer service and quality assurance (soft skills) * Customer service * Business skills including How to justify the cost of the service call |
| 1. What can we do as a college to be more helpful to you in filling your employee needs? |
| * Work with us to hire graduates |
| 1. What skills would you like to see our students graduate with to make them effective in your businesses? |
| * Hands on – ability to tear down a machine, understand how it works and put it bac together * Customer Service * Cost of doing business |
| 1. How is the current situation impacting your business/industry? |
| * Three week slow down – things are now picking back up- expect normal in a month |
| 1. Do you agree with the job market data included with these questions? |
| * Our pay is higher than the market provided- looking for lifelong employees – robust benefit package including free medical and 3% match on 401k |
| Other feedback |
| * Talk with students about relocation – Technicians are needed everywhere |