

Northland Pioneer College
Industrial Operations and Maintenance Department
Advisory Council
Working Lunch
Thursday, April 25, 2013
Tucson Electric Power Springerville Plant

Attendees: Holly Nelson, WIA; Bob Martineau, Jason Martineau, Chris Susag, APS; Rhonda Francisco, Kaleb Brimhall, Jeff LeFevre, TEP; Hugh Moulton, Debbie Elder, SRP; Bill Fee, Jeremy Raisor, Kenny Keith, Royce Kincanon, Tamara Martin, NPC; Lisa Aragon, NAVIT

Note: Bob Martineau, Jason Martineau, and Hugh Moulton are also adjunct faculty part-time for NPC.

Kenny Keith welcomed everyone and thanked TEP Springerville for hosting the meeting.

Kenny gave an update of the new IMO program at Page SRP – 10 students last semester, 4 students this semester. We are trying to figure out how to provide financial aid; it's in Coconino's service area. Funding and sponsoring these students is being worked on. Instructor up there is Ron Waline. Prior to NPC's IMO program, SRP found it difficult to retain new hires; might hire 30 entry-level employees and only 10 could finish training program. They have hired several of our students.

Coal handling – students love the on-line portion of the course. Like it better than the distillation module which it replaced.

NCCER test center – closer now that Skill Center is being constructed. Christopher Susag will send Bill Fee requirements for NCCER test center.

Job Shadowing – what does the committee think about making it mandatory in the syllabus? Consensus was that at least 2 mandatory job shadowing experiences would be good. Could substitute for lab hours. The big problem is getting them through the Cholla APS orientation; one hour presentation. Need to have that to come to Cholla. Bob M. – this has worked out well for students who have done it. Jeff L. – what about insurance? Ans: covered by NPC liability insurance; will have to fill out a field trip form for NPC. Kenny – we can have them write a summary of what they observe. Bob – also can have students take a check sheet with them. Kenny – will make it mandatory – one 5 – hour session per semester. Operations students with operators and maintenance students with maintenance personnel.

This was the first semester we gave midterms and finals. Students are realizing they need to study more. This semester is more of a formative assessment but will be a formal part of the course beginning next semester; will need to make sure midterm and final exams are on all syllabi. Headsets – Rugged Radios; have them for Cholla and Coronado. Might need to consider them for plant tours at TEP. Especially helpful for noisy areas. Kenny brought a headset for Jeff to try out.

Storage facility at WMC – has old equipment from a previous program. Most of it is electronics; needs to be sorted and usable equipment identified. Bob M. – can work on that today with Kenny.

Kenny – we have an opportunity to use Perkins Capital for additional instructional equipment. Need those of you who are teaching to identify what equipment/props are needed for teaching, under \$5,000; need list by May 15. Kenny showed the group an example; a heat exchanger prop which is used in several courses. We try to make sure that for each site in a program we have equivalent props and equipment.

We encourage students to take maintenance courses as well as operations; helps them be competitive if they get an entry level operations position at the plants and eventually want to bid into maintenance.

Jeremy Raisor – Career Services Advisor at NPC told about the Welding and Industrial Maintenance Career Fair, May 22, Snowflake/Taylor Campus. We would really appreciate participation by all three plants, and subcontractors as available. Will also be talking to the public about our Mechatronics program for the first time.

Bill Fee – passed out Mechatronics summary. Advanced Manufacturing -- mechanical, electronic, pneumatic, hydraulic, process controls. We are moving ahead with skill center in Holbrook and are seeking a Mechatronics faculty member. The instructional equipment is essentially a miniature factory; grant paid for entire lab. Siemens and Mercedes-Benz are doing lots of work with community colleges. The Purina plant at Flagstaff is pretty much fully automatic; lots of E&I.

Royce Kincanon – NPC Business and Industry Training. Programs offered – apprenticeships/interns. Ted Lambert, 25 years with SRP, machinist apprenticeship program. Available to teach. We have lots of availability – CEU, Emergency Response, EMT Refresher, May 3, 4, 5 St. Johns Fire Department. My list of instructors has expanded recently. Non-credit, low cost, quick turnaround classes. Attorney on staff teaching leadership and risk management classes.

Debbie (SRP) Six new operators hired recently are going through rotation in different areas. Five of the six are NPC alumni. Our management has been very pleased about the quality of employees, less training, lower failure rate with NPC students. Question: should students take only five core courses or go with associate's degree. Ans: Debbie – there's a scoring system, will get scored higher if have associates. But just to get in the door must have five core courses. Hugh M. – Kim Finch has an introductory module for new employees that is hundreds of pages thick, which they are expected to master in just the first three weeks. NPC students seem to realize that they will have LOTS of material to absorb, all through their careers.

Chris – was just talking to manager, want to hire entry level positions. We got five new hires, four from Catalyst. These are people who went through the NPC program. The students who had come through the program, did not need to go through the first 90 days; got out to the units within three weeks. We give them a written and performance assessment to validate their experience. TEP hired some Catalyst people as well. The IMO classes line up exactly with our production operations training at TEP. We can save six or 8 months of training if they have NPC IMO courses. Journeyman, AO positions. Manager suggested that we train all new hires at Cholla since we have the program established. Have hired 22 in last couple of months.

Bob M. – I think our NPC students who complete the IMO program are those who have proven they can stick with it and have capacity to succeed. Another thing about the NPC program is that you get local people who want to stay in the region. Far less turnover than when we bring people in from other regions.

Holly – I got to see and enroll the 300 laid-off Catalyst employees at WIA. We sent lots of them to other states; helped them relocate. Several went to Morenci, Globe; some went to Washington, Oregon. A couple went to Wyoming; one to North Dakota. Some in this area are still looking for work. Jeremy – please send them to the career fair if they have welding or IMO skills.

NAVIT Enrollment – Cholla IMO enrollment up; 12 new and approximately 16 returning. St. Johns down. Incoming and returning students – only 3. Unless we can get out and find more, will not be able to offer classes there next year. We have repeatedly communicated with St. Johns High School – maybe we need more outreach to home school families.

Debbie – the whole program has been great at SRP. Students are able to excel when they come out of NPC's program. SRP is sponsoring a new IMO scholarship at NPC. We will be hiring in August. Interview questions: we are looking to identify team players who can get along with other people; who are hard workers.

Kenny – Question for industry members: Should we be doing mock interviews as part of our classes? Ans: consensus is yes.

STAR – Situation, Task, Action, Response. How were they safe? How did they handle problems? We may have 600 applicants for one entry-level position at APS. We are looking for every detail in resumes and in interviews that might be a reason to move on to the next applicant.

Jeff -- TEP is currently training 8 new employees – with Operations for 4 weeks. Afterward they will go into training. Lot of people leaving the company in many areas in next 5 to 10 years. We are currently building an apprenticeship program. I think I would like to make our relationship with NPC a larger part of what we do. New thrust toward changes requires lots of in-house training. As things settle out we would like to look at possible plant site courses. Don't want to move too fast. Can continue to do a couple of tours per semester.

For the NAVIT NPC classes, we brought in a wall blower, took it apart, rebuilt, painted it. Now we are working on having apprentices make it operational. We integrate lots of practical projects from the plant, and are having the experienced students build props for beginning classes. Doesn't cost the plant any more to take students through the NPC program and they get college credit as well as their state apprenticeships. Works out real nice.

Kenny will notify group of next meeting – Holbrook Skills Center late August or early September. Tuesday or Wednesday will be better days for most of the group.