

Fall 2021 OAC Meeting

Campus: Hammond

Fall 2021 Scheduled Meeting Date and Time: 10 December 2021, 1:00 PM

Deanne Jackson

Name	Employer	Title	Business Address	Contact Information (phone #/email address)
1. Curtis Ainsworth	Enviro Mechanical Services	Lead Supervisor	10250 Park Place, Ste. C Hammond, LA 70403	Office: 225.414.1003 Fax: 225.414.1004 Toll Free: 855.403.2665 curtis@enviromechanicalservices.com
2. James Barras	Professional Heating & Air	Owner	1200 McKaskle Dr. Hammond, LA 70403	Office: 985.467.0114 Cell: 985.687.1170 jamesbarras@gmail.com
3. Brandon Dunnington	Carrier Enterprise	Lead Sales Representative	68399 James Street Mandeville, LA 70471	Phone: 985.507.1367 eFax: 504.265.9490 Brandon.Dunnington@carrierenterprise.com
4. Hale Gonzales	Metro Mechanical, Inc.	Project Manager	111 Lear Drive Hammond, LA 70401	Phone: 985-340-2009 Cell: 985.630.3160 hale@metromechanical.net
5. Jay de la Houssaye	STAR Service, Inc.	General Manager	117 Pintail Street St. Rose, LA 70087	Phone: 504.443.7637 Cell: 504.382.9307 jdelahoussaye@star-service.com
6. R. Frank Myers	ChillCo	CEO	30042 Dixie Ranch Rd Lacombe, LA 70809	Office: 985.809.0888 Fax: 985.809.0331 frmyers@chillcoinc.com
7. Elroy Pabst	PABST Cooling Solutions, Inc.	Owner	22258 Marshall Road Mandeville, LA 70471	Office: 985.966.2999 elroy@pabstcooling.com
8. Cindy Thomas	Ward Mechanical Contractors	CEO	Ward Mechanical Contractors 25319 Walker South Rd Denham Springs, LA 70726	Office: 225.667.6771 cindy.t@ward-mechanical.com



AGENDA

Occupational Advisory Committee (OAC) Meeting AC & Refrigeration Program, Hammond Campus 10 December 2021

Welcome and Call Meeting to Order

Discussion of Minutes of Last Meeting

Old Business:

There is no old business from the previous meeting.

New Business:

1. Business and Industry Update (OAC)
2. Curriculum Review
 - i. Review of Admissions Requirements
 - ii. Review of Program Content
 - iii. Review of Program Length
 - iv. Review of Delivery Modes Offered
 - v. Review of Equipment and Materials (OAC only)
3. Program Review
 - i. Discuss Program Assessment Plan Results
 - ii. Student Evaluation
 - iii. Discuss Program Health Index Results (as applicable)
4. Action Items & Action Report (Industry Prompted Action Items)
 - i. Action items requested of the Program of Study from the OAC
 - ii. Report on progress related to action items established at previous OAC meeting

(Add any discussion items as needed)

Adjourn

ADVISORY COMMITTEE MEETING MINUTES

AC & Refrigeration Program Occupational Advisory Committee Minutes 10 December 2021, 1:00pm

Members Present:

James Barras
Robert McNabb
Leonard Rauch

Members Absent:

Curtis Ainsworth
Brandon Dunnington
Hale Gonzales
Frank Myers
Elroy Pabst
Cindy Thomas

Guests:

Sandy Yaeger

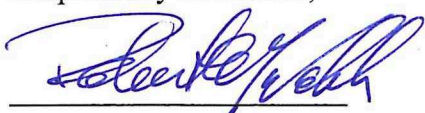
The Hammond Campus HVAC/R program held its fall 2021 semi-annual Advisory Committee meeting on December 10 at 1:00 p.m. Robert McNabb welcomed the group and expressed his appreciation for their support. The meeting was called to order at the appointed time.

Robert McNabb, secretary, reviewed minutes from the May 17, 2021 meeting. The minutes were approved by the committee.

- There was no old business to discuss
- Robert McNabb presented an review of the curriculum highlighting recent changes to delivery, to include the use of performance rubrics and the EduHub software.
- James Barras reviewed the curriculum at length and found it to be satisfactory. Mr. Barras proposed setting up site visits where students can ride along with an experienced technician for a day or two so that they have a better idea of what they are getting into. Robert McNabb and Leonard Rauch were both open to the idea and promised additional communication regarding the idea during the spring 2022 semester.
- Mr. Barras was given a tour of the lab and reviewed the equipment inventory. Mr. Barras found the lab and equipment to be satisfactory.
- Action Item: Explore industry site visits for students.

Meeting was adjourned at 2:00 p.m.

Respectfully submitted,



Robert McNabb, Secretary

Spring 2022 OAC Meeting

Campus: Hammond

Spring 2022 Scheduled Meeting Date and Time: 20 May 2022, 9:00 AM

Name	Employer	Title	Business Address	Contact Information (phone #/email address)
1. Curtis Ainsworth	Enviro Mechanical Services	Lead Supervisor	10250 Park Place, Ste. C Hammond, LA 70403	Office: 225.414.1003 Fax: 225.414.1004 Toll Free: 855.403.2665 curtis@enviromechanicalservices.com
2. James Barras	Professional Heating & Air	Owner	1200 McKaskle Dr. Hammond, LA 70403	Office: 985.467.0114 Cell: 985.687.1170 jamesbarras@gmail.com
3. Jude Benfatti	Benfatti Air Conditioning & Heating	Owner	1070-B West Causeway Approach, Mandeville, LA 70471	Office: 985.646.0540 office@benfattiac.com
4. Hale Gonzales	Metro Mechanical, Inc.	Project Manager	111 Lear Drive Hammond, LA 70401	Phone: 985-340-2009 Cell: 985.630.3160 hale@metromechanical.net
5. Jay de la Houssaye	STAR Service, Inc.	General Manager	117 Pintail Street St. Rose, LA 70087	Phone: 504.443.7637 Cell: 504.382.9307 jdelahoussaye@starservice.com
6. Greg Kendrick	Thermo King Tri State Refrigeration, INC.	Master Tech/Service Manager	47201 Casey Rd Hammond, LA 70401	Office: 985.402.3800 Fax: 985.402.3801 Cell: 225.279.0653 gkendrick@tsrtrk.com
7. R. Frank Myers	ChillCo	CEO	30042 Dixie Ranch Rd Lacombe, LA 70809	Office: 985.809.0888 Fax: 985.809.0331 fmyers@chillcoinc.com
8. Elroy Pabst	PABST Cooling Solutions, Inc.	Owner	22258 Marshall Road Mandeville, LA 70471	Office: 985.966.2999 elroy@pabstcooling.com
9. Jeremy Pounds	Pounds Air Conditioning LLC	Owner	81386 Eddie Penton Rd Bush, LA 70431	Office: 985.773.3057 poundsac@yahoo.com

Campus: Hammond

Spring 2022 Scheduled Meeting Date and Time: 20 May 2022, 9:00 AM

10. Cindy Thomas	Ward Mechanical Contractors	CEO	25319 Walker South Rd Denham Springs, LA 70726	Office: 225.667.6771 cindy.t@ward-mechanical.com
11. Tailor Micas	Airsmiths Cooling & Heating	Representative	69173 La Hwy 59, Mandeville, LKA 70401	Office: 985.244.3044 info@airsmithsac.com
12. Mallory	Nick's Heating & Air Conditioning	Representative	17396 Hwy 190 E, Hammond, LA 70401	Office: 985.542.6289 mallory@nicksac.com

Dorwayne S. S. S.



AGENDA

Occupational Advisory Committee (OAC) Meeting AC & Refrigeration Program, Hammond Campus 20 May 2022

Welcome and Call Meeting to Order

Discussion of Minutes of Last Meeting

Old Business:

There is no old business from the previous meeting.

New Business:

1. HVAC Excellence Program Accreditation
2. Business and Industry Update
3. Curriculum Review
 - i. Review of Admissions Requirements
 - ii. Review of Program Content
 - iii. Review of Program Length
 - iv. Review of Delivery Modes Offered
 - v. Review of Equipment and Materials
4. Program Review
 - i. Discuss Program Assessment Plan Results
 - ii. Student Evaluation
5. Action Items & Action Report (Industry Prompted Action Items)
 - i. Action items requested of the Program of Study from the OAC
 - ii. Report on progress related to action items established at previous OAC meeting

Adjourn



**HVAC Program
Hammond Area Campus
Occupational Advisory Committee Minutes
May 20, 2022**

Members Present: Robert McNabb - Instructor, Leonard Rauch – Instructor, Sandy Yeager – Hammond Area Campus Dean, James Barras – Professional Heat & Air

Guest: Mary Slazer, NTCC Director of Institutional Advancement Services

Welcome and Introductions:

Robert McNabb called the meeting to order at 9:50 AM and welcomed the members and guest. The group discussed whether there is a better time of year for the meeting so that attendance would increase. James Barras advised that his company has been extremely busy due to the high temperatures and his staff's requests to take time off for family members' graduations. The consensus was that March and October are better for meetings as most HVAC companies are not quite as busy during those months.

Business and Industry Update:

Barras stated that his company has hired 5 NTCC graduates and students and the college has been an important part of their recruiting process. He added that Professional Heat & Air is fully staffed, and he is not aware of any other contractors who are.

Leonard Rauch asked what students need as part of their training. Barras stated that customer relations is very important to his company culture. He stated that they do their own customer service training, focusing on the Professional Heat & Air processes for service calls. He added that students also need to be prepared to expect to work in very hot conditions. Dean Sandy Yeager stated that HVAC Excellence has also recommended that students work outside so that they will be exposed to the Louisiana heat. Barras responded that all students should work for a company before graduations. He related that a student he hired told him that if he had known on the first day of school what a Louisiana attic is like, he would have gone into electrical or plumbing instead. Barras added that it would be good for students to have more training on installation. They need to know how a unit goes in and comes out to be able to troubleshoot it. Rauch stated that the program would need some equipment for students to learn how to install. Robert McNabb added that he would like to install an attic opening with a drop-down ladder so students can learn how to bring equipment into an attic. Barras told the committee about a company in Oklahoma, True Tech, that has converted an old super Walmart store into a training center. The facility includes an attic. Trainees take down the system that was installed in the previous training, then reinstall it. The consensus was that NTCC should build a training center that includes a mock attic and realistic heat conditions.

Barras offered that the ideal training would be that students learn to install, then work a year or two, then go back to school to learn more about service and repairs. Yeager noted that basic installation could be a 6-week, Workforce Development Program. Barras stated that students also need to learn to use power tools such as skill saws for installation. He said that companies in the region would be willing to pay for their employees to come for such a training, including hotel and other travel costs. McNabb stated that the course could use HVAC Excellence so that students would receive a certification. Yeager stated that it would be beneficial to speak with Dewayne Lambert, Associate Provost of Technical Education, about replacing the job seeking skills course with internship. McNabb stated that HACR 2520, Residential Air Conditioning II, should be a course in installation. Barras explained that employees come into the field desiring to work as service technicians because the pay is better and there's a stigma that installers are lowest paid. His company has revamped their pay scale so that installers are highly-paid. Installation generally brings in more money for the company, but it also has the potential to cost the company more. He sees the trend of higher pay for installers across the nation. His company currently has 4 full-time installers. He said the challenge for service technicians is that the customer is usually angry when they arrive. Customers are usually happy to see an installer.

Curriculum:

McNabb reported that the curriculum hasn't changed since the last advisory committee meeting. The program is getting 3rd party accreditation through HVAC Excellence, a nationally recognized curriculum that brings resources for training and equipment.

McNabb stated that Program Learning Outcomes have been updated per industry requests to include more soft skills, general knowledge, and system performance analysis and presentation of results to the customer. Barras stated that his company focuses heavily on analysis – it's not enough to replace a capacitor, the technician should do an analysis of why the capacitor must be replaced and present options to the customer. McNabb stated that NTCC focuses on that. The most important aspect of troubleshooting is a complete evaluation of the performance of the system. Barras explained that every Tuesday, his service crew trains on system performance evaluation.

McNabb reported relative to Program Learning Outcome "Facilitate service requests effectively and efficiently through a commitment to high standards of professionalism," causes friction sometimes and some students have left the program because they weren't accepting of that high standard. Rauch added that the instructors are hoping to require uniforms for students beginning Fall 2022. Barras replied that most companies are requiring uniforms and more customers are expecting them.

McNabb reported that the student evaluations were good -nothing negative came out.

Action Items:

- McNabb reviewed that student ride-alongs with industry and visits to shops were suggested at the last meeting, but they haven't started. Barras said his company is still open to that. Yeager suggested it might be good for students to experience that in the first semester so they understand what work in the field will actually be. Barras stated that NTCC is a primary recruiting resource, so he would be glad to have the opportunity to meet students and know their true commitment. He stated that students could attend the training meetings: Tuesdays – customer service, Wednesdays – installation, Thursday – service calls. They could tour the shop

and talk to employees. He is going to speak to his insurance provider to see what sort of paperwork would be needed.

- McNabb stated that the program will look into adding installation as the curriculum for HACR 2520 and changing the JOBS 2450 from Job Seeking Skills to Internship.
- Barras stated he can donate materials. Rauch noted that it would be good to have an old complete system for the shop so students can practice installation and take down. Barras stated he will put one to the side for NTCC. McNabb suggested it could be put outside in a mock attic built perhaps 2 feet off the ground so students would experience the heat of the enclosed space and have an opportunity to practice walking on rafters.

Enrollment:

Barras inquired about enrollment. McNabb stated that the current cohort started at 20, now has 17 students. Rauch stated the evening class has 15 students. Yeager added that a first-semester class is starting in the evening for Fall 2022 to accommodate students who work. Barras affirmed that's a good option, adding that if a student goes to school full-time and does not work in the industry while attending, they come out of school as a helper.

Respectfully submitted,



Mary Slazer, Director of Institutional Advancement Services

5/23/2022

Date