**Advisory Board Committee Meeting-20231215\_100244-Meeting Recording**

0:02
All right.

0:04
All right.

0:05
So we'll go ahead and get started.

0:06
Just everyone introduced themselves.

0:08
I'll just go down the line from where I see and then we'll get started with the Advisory Board members asking you questions.

0:15
Once I ask a question, anybody can speak up.

0:18
So we will start with Michael.

0:21
Michael, hold on.

0:25
Michael McKenzie.

0:29
Yes, Sir.

0:30
So my name is Michael McKenzie.

0:32
I am a contractor technically for RJ Reynolds.

0:39
And so I'm working a lot.

0:43
I I go in downtown, but I work a lot at our big Tobacco Ville factory and working on several projects there right now.

0:53
One of them is a interesting project we are we're going to be implementing firewalls at every single complex on the make pack floor and so I'm helping write scripts and do some drawings there to make sure we get expanding tree and HSRP flipped over to one primary box right now.

1:16
OK, you know which firewall are you all going to be using?

1:19
Is it a physical firewall?

1:21
Yes, Sir.

1:22
I believe I'm not on the security side, but I think I saw one.

1:26
I believe it was a hollow out to 4:15.

1:29
I think it was OK, but I know they're also doing a proof of concept with Fortigate or Fortinet.

1:38
They're not planning on using that in the US but they might have to use that globally in some of the other areas.

1:47
Got you.

1:47
OK.

1:48
We just got some Palo Alto eight, I think it's 850 a firewalls in that I need to get installed and for our net one SEC 175 class we either use, I think it's Palo Alto firewall software and this semester we use for I think it's for iOS firewall software.

2:09
So keep flipping back and forth depending on who's teaching that class.

2:13
All right, Thank you very much.

2:15
All right.

2:15
Next is Jesus Bautista Boop audio, I think you're muted.

2:31
Sorry about that.

2:32
No problem.

2:33
Good morning group.

2:34
Hope everyone's doing OK and enjoying the holidays.

2:38
You know, just to introduce myself real quick, my name is Jesus and I am here in Greensboro at a manufacturing company.

2:46
What I do for us here is manage our IT infrastructure and help desk support team.

2:50
In addition to that, I collaborate closely with ERP and database teams to ensure our objectives of line.

2:57
So I wear many hats here and you know, there's always something to do.

3:02
OK.

3:02
Thank you.

3:02
Thank you.

3:03
All right.

3:03
Next we got Steven Doyle.

3:09
Hey everybody.

3:10
Stephen Doyle here.

3:11
I am the manager of the tier one for Qorvo, which is a multinational company that you know, we make a lot of different things.

3:20
I manage the T1, I'm also the desktop supporter on site team lead for Qorvo, US also the desktop escalation technician just in case something else can't be done by the rest of the team.

3:32
It comes to me to figure out, but that's that's what I do, basically.

3:37
I serve the the user base.

3:40
OK.

3:41
Thank you.

3:41
Thank you.

3:42
So I'm next.

3:43
I'm Tony Brown, the department chair for the Davis I Tech Cybersecurity Center.

3:47
I'm over IT, tech support, network management, cybersecurity and system security.

3:53
I'm also the program coordinator for network management.

3:56
And next we have Renee Rogers.

4:02
Good morning.

4:03
I am, I'm Renee Rogers.

4:05
I'm the Associate Dean for Business and Information Technologies.

4:09
And catch all, I guess I'm, I'm here I have support the Dean and all of the other players in our division and especially the ones that you're you're supporting today in this advisory committee.

4:23
All right, Thank you.

4:24
Next we have Michelle Vaughn.

4:26
Hi, I'm Michelle Vaughn.

4:28
I'm a staff assistant at Preside Tech and I help support actually Tony and Renee.

4:36
All right, thank you.

4:37
Next we have Doctor Pamela Short.

4:40
Good morning.

4:41
I'm the Dean for Business and Information Technologies and that includes all business related and IT related curriculum, credit programs and continuing education programs.

4:57
Thank you.

4:58
Next we've got Mike Smith.

5:00
Hey y'all, I'm in the networking program.

5:06
I primarily teach networking and Linux.

5:10
I'm the Linux guy on on on site I also have what what did I call it last time.

5:16
I also have a a side hustle in in security classes.

5:21
So I do a little bit of cyber OPS, a little bit of perimeter security, the those kinds of things, as well as a little bit of automation and sort of DevOps.

5:33
I I dabble in that area as well.

5:35
So I'm a man of many hats, master of.

5:38
No.

5:40
All right, thank you.

5:41
Next we've got Sabrina Snyder.

5:43
Hey, Sabrina Snyder, faculty member of Tech Support and services.

5:51
All right, Thank you.

5:52
We got Russ Reed next.

5:54
Hi, everybody.

5:55
I'm Russ Reed, and I'm the Executive Director of the National Center for the Biotechnology Workforce located here at Forsyth Tech.

6:00
I've been on this committee for several years.

6:03
My interest is really Cyber Bio.

6:06
Thank you.

6:06
All right, thank you.

6:08
Next we've got Jason Cox.

6:14
Make sure I unmuted UH, Jason Cox.

6:17
I'm the, the global siso for Elevate Textiles.

6:20
UH the corporate headquarters of which is in Charlotte.

6:23
My office is in beautiful Greensboro now at Revolution Mill.

6:28
We moved out here in July, which is strangely ironic constrained.

6:32
Colin Denham actually built this mill 100 years ago, so it's come full circle and our division offices are back over here now.

6:39
Those are the two brands that would be most familiar to most of Y'all that have lived in this market for a while.

6:43
We're the parent of Burlington Industries and Colin Denham Mills.

6:49
Thank you, Jason.

6:49
Next we've got Pamela Stovalli.

6:54
Good morning, everyone.

6:55
My name is Pamela Stovalli, and I work in IT support and services teaching courses with Sabrina.

7:01
All right, thank you.

7:04
Next we've got Miss Victoria Farrell.

7:09
Hey, good morning, everybody.

7:11
I'm Victoria Farrell.

7:12
I'm the program coordinator for cyber Security and System Security.

7:17
Thank you.

7:18
Thank you.

7:18
Next to God.

7:19
Mr.

7:19
Stella Swift.

7:21
Good morning.

7:21
My name is Stolla Swift.

7:22
I'm the CEO of a company called Knock Doc.

7:25
We do IT support services.

7:27
Been working with Forsytec for a number of years and have number of their students working for us.

7:33
Thank you very much.

7:34
All right, next we've got Mr.

7:36
Tim Knowles.

7:39
Hey, good morning, everyone.

7:41
Yes, I'm unmuted too.

7:45
I'm the Deputy Chief Information Officer for the city of Winston Salem.

7:51
Among a myriad of crazy things that I'm responsible for, I guess the major pieces would be the cybersecurity team reports to me.

8:00
Our network and data center operations team reports to me in point support, help desk and application development, and application support.

8:11
Those groups kind of report up through me and every day is an adventure.

8:15
I will not claim to be an expert in any of those areas, but have to know a little bit about a lot.

8:21
So that's pretty much what I do.

8:23
OK.

8:24
Thank you very much.

8:24
All right, next we've got Mr.

8:26
Matt Wofford.

8:27
Hey, my name is Matt Wofford.

8:29
Good morning, everybody.

8:30
I am the Director of Innovation and Information Technology for Trellis Supportive Care in Winston Salem.

8:36
So any answers of mine might probably will skew towards either non profit or healthcare related topics.

8:44
All right, thank you.

8:45
Thank you.

8:46
And lastly we got miss Nancy Miller.

8:51
Hey everybody.

8:52
Sorry I was a second late running about 3 hours of sleep because we have a brand new grandbaby.

9:00
So he he got here last night.

9:03
But anyway, I am Nancy Miller, most of you guys know me, I've been around for a long time.

9:08
I teach network management and Azure cloud services, Microsoft anything Microsoft and Cisco kind of Mike and I compliment each other.

9:18
He's takes the Linux side, I take the Azure Window side and then we we kind of come together at the very end.

9:24
So it's great to see so many familiar faces.

9:30
Hi, thank you, Nancy.

9:31
Thank you, Nancy.

9:32
All right.

9:32
So we can get started with our questions, and this is for, again, the Advisory Board committee members.

9:40
First question is what are some key technology trends or developments that you believe will significantly impact our IT programs for the next five years?

9:50
And again, that's tech support, network management, cybersecurity and system security.

10:00
And OK, Stoli, you can go first.

10:03
Yeah, Artificial intelligence and the implementation of AI into the problem solving is is coming into the workforce and what we're seeing is we need to prepare for it now.

10:19
It's going to be an iteration and a change over the next year or two.

10:24
And so we're focusing next year as a retooling it's it's, it's got bits and pieces of it that are starting to come in into the market and we're going to utilize it as a sidekick.

10:37
And what I've been talking to the engineers and analysts is that they're going to evolve from, I call it whack A mole workers more into a knowledge worker.

10:47
And so going to have to learn on building process procedures, better documentation, those written skills are going to be really important.

10:56
And so that knowledge worker that can, you know articulate their thoughts, again they're going to be using AI to help clean up their language.

11:07
We're starting to see that in today's use as billing knowledge articles.

11:13
When you say AI helping into problem solving, can you go and delving it out a little more about how exactly that's going to work And you could if you could use the example of using ChatGPT or Claude's another one that I I specifically use.

11:29
How would I use either one of those to help me solve problems in the IT realm?

11:35
So in the legacy world that we've been doing for IT support for the people that are going to be doing IT support, you basically have an alert, you have a ticket that's generated.

11:45
The engineer basically is presented with the problem.

11:49
They have to look up.

11:52
If there's an SOP based upon their knowledge or triage it and the triage, then we'll generate, you know, a standard procedure for remediation in today's world.

12:03
Where we're seeing it in the new tools we're putting in is that the alert will be generated, the triage will will be done automatically and come in as a suggestion on how to remediate.

12:20
And if it's it will then dip into the ticket and tell the engineers that we fixed it this way the last five times.

12:27
Why don't you accept it, put it into the ticket and you know, down the road we see it being done automatically.

12:36
So as as it gets smarter and the knowledge articles get better, it's going to be more of a sidekick and it will take over and do some of the work if if allowed.

12:46
So next year this time hopefully we'll have all these things in place on our platforms.

12:54
OK.

12:54
So I could just kind of follow up on that a little in the, in the way you've described your, the new approach to solving your tickets, How many, what kind of tools are you?

13:06
This sounds a lot to me like like a CICD sort of process.

13:11
So where there's like there's a a solution and if it happens more than a couple of times, you might as well automated.

13:17
So let's sort of build a a sequence of triggers or something that identifies it and solves it in the background for you with with like a human operator just kind of signing off on it.

13:29
It's like, Yep, that worked exactly as we expected.

13:33
What kind of, what kind of tools are you using to accomplish that?

13:36
If I'm even remotely in the ballpark, Yeah, so, So what what we're saying is, but most organizations have a ticketing system.

13:44
The ticketing systems are trying to figure out how to implement AI into that resolution where they're tying in the art knowledge articles back into the ticket based upon data tags.

13:55
So that's that's one thing what we're seeing in the cyber world and some of the technologies that were we're seeing to the table and it was interesting, We're Victoria and I, she had a few other folks running a cyber event.

14:06
It was going old school this week where they're trying to figure out manually how to, you know troubleshoot.

14:12
And what we were doing was copying some of the information over into some of these tools and it was reaching out and and suggesting hey, here's better ways to solve the problem.

14:23
And so the technologies of, you know, tying it into ChatGPT type of tools or data diving into existing, you know, data that you have in an organization really starts to make it.

14:36
You know, they can solve problems quicker.

14:38
Last week is a good example.

14:40
We had four major cyber events up in DC for four different types of organizations and in the past it would have been you know disastrous.

14:52
But the event happens within seconds.

14:55
The technology is taking a pre emptive attack to lock down all the other computers.

15:02
Instead of 5060 computers being impacted, we are only working on three or four and the customers up and running and no data loss, data migration and the ties into the resolution are done and that's more manual is is step but it was more of a mechanism where it's getting smarter to help solve problems which is kind of neat you know so you can use a level 1 analyst instead of a Level 3 engineer to it's out there and doing the work.

15:31
Yeah cool.

15:33
It sounds very similar to other was that it was a talk I was at a couple of week or so ago where IBM and and Red Hat are are combining their AI with Ansible stuff to automate.

15:48
We're essentially taking tier one entry level jobs and using Lightspeed.

15:53
The the product is called Lightspeed but it's essentially AI going.

15:56
I need a a script to automate this and kind of getting the the Tier 1 analysts, their initial solution much more quicker, much more quickly than having to escalate it up to up up to a tier level so they become productive more quickly.

16:14
Exactly.

16:15
And you know putting putting one of your students on the front lines after two years work is is definitely doable.

16:22
Now you know in the sense that they're starting to see the types of events we got to still teach them skills about how to triage the events and you know use MITRE frameworks and other things like that to help them you know get them in the ballpark.

16:37
And then these technologies that are coming into the marketplace I I'm calling them Sidekicks you know to help augment their problem resolution skills are going to be.

16:48
So that's why I said you know I would I see in the in the next couple years these people as they're coming out of school, if they can focus their work on standard procedures, knowledge working, you know, writing, learning processes and procedures.

17:04
I think that's going to be a value add than just sitting there and trying to do what we were doing Monday where we're doing Wireshark and trying to trace things that's that's going to be in the background.

17:15
It's nice.

17:15
I understand those fundamentals.

17:18
But in today's world that's not what we're spending time to solve problems on.

17:24
Thank you Oma, I just got a question Stephen here.

17:31
What type of are you using pre made AI for that or are you using a a different version, are you doing homegrown Because we've had a being that we're a government ATAR defense contract company.

17:42
We have very limited abilities to use a ChatGPT or any of that because we're that's pretty much banned from anything that we could download right use so because the inherent vulnerabilities in using that so are you all using home grown versions of that or for the AI for the triage we use we use I call it common off the shelf software that's you know so I would see that you would have to as the packages that you're choosing need to be approved but by using industry off the shelf you're you're moving the reliability back to the software developer and we're not a software developer we're a problem solver we're an operations team not of software development team.

18:21
And so it what we normally have to do is when we're being audited by the industry you know banks and legal firms things we just have to make sure that they're SoC 2 compliant and you know that they meet the standards and so that we can utilize that software.

18:38
Yeah, imagine that the standards would be different for you know a company like ours possibly because the SoC is very, very strenuous.

18:46
So it's off the shelf.

18:47
So you are you are you tying that into say like ServiceNow or your ticketing system, You got it.

18:54
Exactly so, so, so the what we're finding that we set this up a long time ago is that all the all of the monitoring tools need to feed into a ticketing platform so that you can track and manage the work activity.

19:09
I use the term no ticky, no worky kind of concept of course.

19:13
Yeah.

19:14
Yep.

19:14
In service you got to you got it so you in operation so that then you can figure out where the noise is coming from and then how do you reduce the noise got you And just to just to filter out some of the base stuff that's the easiest lowest common ticket in order to remove from the.

19:30
The other thing coming into the technologies today too that I hadn't seen in a few years ago was there's some workflow scripting automation that's coming in so you can help drive the behaviors that you want.

19:42
So every you're forcing them to work in a standard mechanism you know standard way to remediate activities.

19:50
We didn't have this three or four years ago.

19:53
No we're we're fighting very hard to get the work flows in for service now.

19:56
So I know exactly what you're you're talking about trying to flow it to the proper groups and such but we have to do it all home grown being the nature of our business.

20:03
So it's we can't use a lot of the different any off the shelf tools or anything of that nature.

20:09
But yeah, that's good to know that some of that stuff's more of that stuff may be coming more prevalent.

20:14
I know we are working, you know Scorvo is working very diligently with some AI partners to try to build more home grown utilities for that stuff.

20:23
But OK, yeah, I get it.

20:25
Thanks.

20:26
Yep.

20:36
I'll I'll mention too from being in local government.

20:40
Our, our city attorney has been working very closely with us on trying to understand the legal ramifications of using AI in our workplace and how how we control where the data goes, where it lives, who can see it.

21:01
And so we've been trying to build you know a guideline if you will for our government employees on how to properly use and you know those types of systems, how to, how to safely use it.

21:16
And I'll also mention that you know you guys are already aware of it.

21:20
But the AI thing is definitely it's it's taken a a front seat really in so many applications that we already use now you know think of Microsoft or or Google or any of them, they're adding AI components like constantly now to their existing products.

21:39
So it's not just, it's not just something you can simply block it.

21:44
You really just have to address it.

21:45
You got to deal with it and people are going to use it whether you want them to or not.

21:49
So you know, we're doing our best to to keep up with that.

21:54
And then of course there's the, the I guess my third and final point on the AI would be the use of AI by both, you know malicious hackers as well as you know white hat people trying to protect the assets that that we have to protect.

22:12
And I've I haven't experienced it yet in the workplace trying to find some wood to knock on but as far as an AI driven attack, but some of the things that I've seen scary stuff and keeping up with that is going to be interesting.

22:33
All right.

22:33
So everyone was would you suggest that we start using some of the AI tools in our classrooms, for example for like our ethics or our cyber cyber security discussion classes?

22:47
Would you suggest that we have the students may possibly put the answers in ChatGPT to make it sound a lot better or formulated better just to get them ready or to get them prepared for using AI in the work world?

23:06
Bring it in house if you can, Tony.

23:08
From a licensing standpoint, people need to know the stuff that's out in the public.

23:12
It's just that it's public.

23:13
But there are some of these platforms, maybe all of them.

23:17
I haven't dug that far into it.

23:20
You can license it for use in the institution.

23:22
So whatever you're working on stays there.

23:24
It's not going out to the public Internet.

23:26
I think honestly, I would give Forsyth Tech a lot more flexibility as far as what you can do because you would have control over that environment versus having it out on the Internet.

23:35
OK, OK.

23:36
All right.

23:38
Thank you.

23:43
As far as I I'm not sure how you guys operate there within as far as the licensing and the tool sets like Microsoft tool sets, but similar in a similar way, I'd recommend that same type of thing, try to keep it private.

23:57
I know over at High Point their new CIO, Adam Ward, I know he's been working with large language models for a while and they have some that they've stood up just in house in their own infrastructure to keep it private.

24:14
And and then like with the Microsoft side, I know like their new Copilot products that they're building into Edge and everything else, the browser they have at least with I guess certain licensing levels, they're they're they've got enterprise level protections to kind of keep that data private.

24:34
I use quotes.

24:35
I don't really know how private that is, but they're at least they're at least putting stuff out there to make you think that.

24:42
So at least they're thinking about it.

24:50
I'll bring it up to one.

24:51
I'm just going to ask.

24:53
I'm sorry.

24:54
Oh, go ahead.

24:56
No, I was just going to ask you Matt, if you from the medical side, are you using copilot through Azure services yet at all or through AD doing any of the automation, scripting, deployment kind of thing.

25:09
Those tools are amazing.

25:10
We're teaching it now in our in our first server course and then in our security fundamentals Azure security fundamentals course for for that yeah we're starting to delve into a little bit of the the the possibilities with copilot and a big thing right now just across the board is, is automation and trying to figure out process improvements based around that not just in the IT space but also even down to end users like in terms of you know we have like a third party that does some billing and they send us a a spreadsheet that we have to re key into like our EMR system.

25:47
So we were working on developing a Power Automate sequence that takes that and just keys it in for us, which I know makes the person happy who's doing that job.

26:00
Yeah, she's really excited about, you know, not having to do that anymore.

26:03
But yeah, that's a big, big thing, is figuring out ways to do things easily and cheaply and, you know, cost effective in your processes.

26:11
And that goes all the way down from, again, AI to generate processes for you to to sort this, you know, kind of sort things out to automation of being able to create users really quick and easy based on, you know, simple forms and automation you do.

26:25
So I don't have text tied up all day, you know, figuring out forms.

26:29
It's done straight from when the supervisor clicks a couple boxes and boom, it's done and ready to go, sitting there for them.

26:35
And then down to, like, to the very basic level of what does a user do in their job and how can we make that more efficient and and practical.

26:44
But then also we have to look at some of the ethics of it, too, and the human cost of it.

26:47
Because like I said, who knows?

26:48
We could get so automated that we start cutting people's jobs out, and that's never a good thing.

27:00
All right, Thank you.

27:03
All right.

27:03
So next, how can our IT programs be better leveraged to support and enhance student learning outcomes at Forsyth Tech?

27:16
Again, how can our IT programs be better leveraged to support and enhance student learning outcomes at Forsyth Tech?

27:36
So can I give you all like maybe a example as we talk about that?

27:42
I'm not sure whose question that was Tony, but so our student outcomes are based off of every course and probably maybe Matt because you just came through recently, but you're maybe a little bit more familiar with that kind of thing.

27:56
But those we our goal is to take the student outcomes and make sure that they are aligned to your industry standards or future industry standards that you're seeing and how we're how we're incorporating that.

28:13
So and that would be more based off of a per course thing.

28:18
So you may not be as familiar with those, but if you could just throw out some of those high level outcomes that you would look at on a resume as employability skills to see when I'm doing interviews, I'm always looking for Itel just because it it just lets you know some of the base that they know some of the basics on understanding on how the stuff should be handled.

28:48
Like I get, I get questions still like a how do y'all determine a the amount of dead air that's allowed.

28:54
Like I just did a conversation with my team on that that's out of Costa Rica and they're like why?

29:01
What determines what?

29:02
Why are you only allowing 30 seconds or or one minute hold times?

29:05
I'm like well that's kind of a, it's kind of an industry standard guy.

29:09
So you know you might want to brush up on ITEL for any of your new people you have coming in is what I tell them.

29:16
So definitely ITEL for support standard that way you know some of the students were fresh outs that we hire would have a better understanding of that like they may be able to troubleshoot their way around everything and anything but if they you know spend a lot of time wondering why we're we're doing this this way versus the other it, it defeats a lot of the purpose on it.

29:40
So itel's definitely a big one for me that I'm I would look for on every interview that I go through perfect.

29:47
And those of you that focus on security, what would you throw out there as those like must have outcomes or slash employability skills that you would look at just the top couple, all right, troubleshooting skills would be really important.

30:09
And when you when when they're coming in is always when we talk to the folks, we always say we're hiring for attitude and aptitude.

30:16
We find that they have some basic components.

30:18
But it's not just your school, but working with you know three or four different organizations at different levels.

30:24
When they when they finish out, it's kind of like a reset.

30:26
Is that OK?

30:27
They built some foundations if, but we're when you come into the workforce we're having then to kind of get them to focus on OK, let's let's start with some basics and give them some exposure for troubleshooting.

30:42
So if if there's a way to give them better troubleshooting skills that will give them a leg up on the ones that are coming from other schools that have not really you know, focused on that.

30:56
What we find is a lot of them are getting some basic plot, you know, foundational skills about exposure to well, this is what a network is and this is what those components, they have to have those as basic starting pieces as well.

31:09
But to get them jump started, it's another three to five months before I say yeah, and I tell them it takes three to five months for a light bulb goes off.

31:18
If you could have it three to five weeks where they could have you know jump in as a Level 1 analyst coming out of your school where they have troubleshooting skills and either networking you know or or server, you know, I I tell them to look at the Comtia, you know I I heard someone say ITIL is great.

31:38
That's a foundational broad brush that would be nice to have across the board so they understand where they fit in.

31:44
But if they look at you know what's the road map, that's another thing is that it's going to be a two to three-year exercise and here's a road map and leverage the Comtia platform because I know you guys use that so they understand what where can I go and what can I do, you know where's my career going to go Because we do say you need to check in every, you know, three to six months on how are you doing on doing your bread and butter work, your team work and where are you going to be in the next two to three years.

32:12
You know for working for that organization.

32:16
That help definitely talked to that the troubleshooting is so rare in all the interviews you ask them some of the basic questions and they just, it's like they go blank on it.

32:28
Like what do you do if a computer is it won't turn on you know.

32:31
And they I I've had people say, well you submit it to the manufacturer.

32:36
I'm like whoa whoa whoa, can we check the plug and see if the power's on 1st.

32:40
You know yeah if you could give if you could give them troubleshooting skills.

32:45
You talking about being productive guys, You got to learn.

32:52
You got to get a plus certified that gives you exposure to basic computer, what's inside the box.

32:58
You got to learn networking that gives you exposure to you know how to what are the basic components of a network.

33:04
You know you're thinking about what can you do in two years with, you know why you've got them there under your control.

33:09
That's a check box you need to get.

33:12
You need to understand this is where your career path can go.

33:15
You need to get them exposed to some project management skill, you know, exercises about doing project management so they understand that, hey, that's another whole career path that could go down, you know, and building.

33:28
If I want to go into the management arena from a technical standpoint and then you got to give them the troubleshooting skills, you could spend a whole two years just around those four blocks of instruction.

33:39
That's I started this past semester doing what I call tech support in my classroom.

33:49
So each group I have lab groups and they're working on Cisco, labs, whatever, and each group is assigned during that week to be tier one support, Tier 2 support.

33:59
They can't ask me anything until they go to their tech support group and see if they can get it answered.

34:05
So it sounds like I'm on track with what a lot of you guys are saying because I know from industry myself it's you got to have it.

34:13
So from the networking perspective, anything else Y'all can throw out there.

34:19
I would say one thing too, just, you know, patch on the back because you got you're doing a really good job.

34:27
I mean the people that I came through the program with recently, I mean we joked our little group or whatever they had to do the project was like a cheat code because we all pretty much did it in one, in one class and we were done and then we just sat around, chatted for the next couple weeks.

34:40
But you know, all of them were really great.

34:43
So the lot of people I've met have come through there have a lot of those skills.

34:47
One thing that I think would be great if you could leverage the fact you have a testing center in your building and and get people, I mean, you know, certifications are great and you can kind of tell the ones who are good test test takers from the ones who can actually do the job, you know, during the interview process.

35:02
Because I've certainly met plenty of MCS, ES who couldn't spin up a server but could tell you all about it.

35:08
So you know maybe figure out a way to leverage the fact you have that testing center to help them maybe get that security plus or the A+ or network Plus right kind of out of the college would be great.

35:20
And we did just test, I just finished testing, I tested seven students on CCST networking and which is the Cisco fundamentals exam and all seven passed over two class periods.

35:32
So we've we've just pushed out seven brand new certifications, some of them first semester in.

35:41
Some of your best technical people are not necessarily the best test takers or necessarily the best GPA students.

35:49
I watched a guy do a presentation this week on Neuro Divergent.

35:55
People who have ADD or even some people who are on the autistic spectrum are actually some of your best security people out there.

36:00
But if you put them in a traditional academic setting, they're not going to do as well in a traditional academic setting.

36:06
So when they're creating their resume and they're putting that information out there, they may not look as good on paper, but in practicality they're one of the best people you could hire because their ability to get in and solve a problem, the hands on not not telling the 11 of you said telling you about it.

36:23
There are a lot of people.

36:23
There are a lot of good paper MCS, ES back in the day and they could tell you all about it, but if you set them down in front of a terminal, they wouldn't know what to do with.

36:31
So I think sometimes it it's trying to find the diamonds in the rough that would be what I'd ask for Sitech.

36:36
It's not always necessarily who has the highest GPA, who has the best credential, but who can really go in there and talk to people and who can go in there and solve a problem.

36:48
Because a lot of the best problem solvers are not necessarily the greatest academics that are out there.

36:54
And and and I'm one of those, I tend not to be the greatest student in the world, but I love to go in and solve a problem with things and sometimes that's harder to make out.

37:02
And that's something that I think the whole industry, we're talking about, recruiters and everything I think could do a better job of.

37:11
I can second that because some of the finest technicians I know are terrible test takers, just horrid at it if you put them on the spot.

37:18
But if you put them in front of a problem they'll resolve it with, you know, impunity.

37:25
I I I want to second the comment about project management.

37:30
I think for every every position in this entire department got about 50 people on staff, every position that we advertise, we always have a blurb in there about an understanding of project management principles.

37:44
You're probably not going to be a project manager, although we do have a few of those positions.

37:49
But understanding how to properly move, you know, any technology forward to get it finished, implemented and get it done is fantastic.

38:00
So just wanted to throw that, throw that in there.

38:04
Do y'all still do the, the basic project management class for the Capstones?

38:12
Yeah.

38:13
And we're in, we integrate project management now into our Capstone course completely awesome.

38:21
That's great.

38:25
So even if our, our students don't actually take a project management class per SE in our program, they're going to be exposed to somebody who has been taking that class and thus experiencing how they go about managing the tasks that they need to do.

38:40
So they will maybe absorb a little through osmosis.

38:43
And yeah, that's awesome because there's not a single, you know, person in mind under under my eyes that on our teams that doesn't work on some project on the side.

38:55
Everyone from the lowest help desk to the person to the the highest person.

38:59
Everybody's working on some project on the side while they're working.

39:03
So it's very helpful.

39:06
And we also added a project management class in cybersecurity as well.

39:16
There's one required in IT support as well.

39:20
All right, Thank you very much.

39:26
All right.

39:27
So what strategies or initiatives do you think our program should prioritize to ensure that our curriculum aligns with the current and future needs of the local job market?

39:42
And I think we answered some of that talking about AI troubleshooting.

39:47
What is any other type of any other type of strategies?

39:52
Do you think we should prioritize to help with students getting into the local job market after they graduate, make sure they understand business and risk?

40:02
Cybersecurity is a business risk.

40:04
That's all it is and people are still struggling to understand that one.

40:08
To me that's a very basic concept.

40:10
I mean, you look at.

40:12
Fire insurance and theft and all these factors.

40:14
But cyber tends to be looked at as a highly technical that's an IT thing and and it's not really at the end of the day, it's about tying it to what is the financial risk to the business if something occurs and how do you mitigate that, how are you transferring that risk?

40:29
IT obviously transferring it to insurance doesn't mean your cyber problem goes away but I'm looking and I think business is looking for people who can think that way.

40:38
The why behind it, not the technical nuts and bolts.

40:41
You need that.

40:42
But if you can't tie it to a specific business problem, if you can't understand the financial impact or what the company you're wanting to apply to does, then you're you're thinking in a silo.

40:54
You're you're not really thinking about how it actually impacts why the company exists in the first place.

41:00
I think a lot of people get it but a lot of people still don't They're still thinking in silos with it is still I I would add to it.

41:10
I am I do a workshop and I I I use it.

41:15
I wrap it around two things risk and reputation.

41:18
You know it's both personal and corporate reputation and what they're trying to figure out and and and we try to line it back.

41:25
If you're looking at they're coming out of school with some basic skill sets, you know from assessment it comes back to that triaging.

41:32
So you look at the, you know, the business risks and what.

41:36
And we try to simplify down to what are the crown jewels.

41:39
So if you're coming in as an employee, how do you get them to focus on what the crown jewels are And then to figure out if if your job is to help protect that business, you know, and protect that reputation and reduce the risk, then give them a road map.

41:54
So we use the CIS controls they're being taught in this framework again we heard ITIL, but give them some basic built building blocks so that they can at least approach the problem.

42:05
That OK, if I look at the 18 different controls that are out there, you know help me build a checklist to see what do I have when I walk into the job.

42:15
And so that your, your values saying is I'm trying to reduce risk and you you've got these three things, you're missing these other 15 things and that will give them a probably a better jumpstart you know and adding value for the job they're being hired for.

42:32
Not not every company is going to have the same risk profile either.

42:36
Like the basic tenant in cyber is the CIA triad, the confidentiality, integrity, availability what I'm doing in manufacturing my chief business risk is the availability side of thing.

42:48
Data is important but it's not my chief business risk.

42:50
You can go somewhere else and then the data very much is your chief business risk.

42:56
That's the crown jewels like what you're talking about Stola just yeah it depends on the business that you get into.

43:02
I hadn't thought about about listen to a podcast one time and this lady had worked for three different companies and one confidentiality and one was integrity, one was availability depend on what it is and the availability.

43:14
One was a petroleum company and that made sense.

43:16
They're like we don't care about the day we want that oil pumping 24/7 365.

43:21
So it really depends on where you are and the business should be able to tell you that.

43:25
If not then that's something.

43:27
I mean if you've got students help coach them and stuff like that to be able to ask the right question so that they can help the business because that adds value to the business.

43:40
Yeah, We have design engineers and fab.

43:42
So we have to like we have to worry about that.

43:45
You know P1 is going to be you know the fabs down in different locations or we also have the design locations where we're creating you know, new ways to do things.

43:57
So yeah, I get it because the data, you have to balance it with the data and the the fabrications.

44:03
So it's tricky, especially with security.

44:11
OK.

44:12
A challenge can be too, sorry to understand that businesses are at different places and and where they're where they're going.

44:17
For instance, you might run into a business that's completely cloud based.

44:21
You might run into a business that's quite frankly you joke about health care is always lagging behind.

44:25
You might be on premise kind of hybrid where you've got stuff in the cloud and stuff on site.

44:29
You know I was just recently looking for someone to come in and do some sys admin work and it was hard to find people who actually had had experience, who were kind of recent newer people who had any knowledge of any on premise type solutions.

44:41
They knew a lot about maybe Azure or things like that.

44:43
But you talk about you know hey do you know how to support a, you know, sequel server blah blah.

44:48
It's on site and they had no idea what to do.

44:51
So finding you know and understand there's different what you know your business could be a different places in their their strategy and their deployment solutions and all that.

44:59
So you can't just really focus on hey I'm going to be this cloud expert around this on premise expert.

45:03
You pretty much got to know it all anymore, at least at least know some, some of it all for sure.

45:12
It's hard to focus anymore, you're right.

45:16
So with that being said, just piggyback off of that, how beneficial would it be to have a generalized IT degree where we focus on all parts of our IT programs?

45:32
Would that be beneficial in this industry or should we continue to focus on specific programs in your opinion?

45:45
I personally like the thought of a generalized IT degree IT it helps touch on a little bit of everything and that's about all you can really do because when they get out in the field, they really don't know what each business is going to require like just going from one business that's completely cloud like he was saying or being you know at a fabrication company, it's there's such a variety, it depends and if you want to get a job you're going to bend and learn towards the the needs of the the, the user base and the company itself.

46:16
So yeah, general IT degree, in my opinion would be very valuable for what you do.

46:23
Can you do a generalized AAS, Tony, with a specialization just like what you do with a four year degree, but there's majors and minors, and personally I think you're generalized.

46:34
IT should be a base, and then you branch out into specialization with whatever track you want.

46:41
Me, you could have a completely generalist degree, that's perfectly fine.

46:44
But if somebody wanted to do cyber or do forensics or whatnot, could you combine that with a certificate program, a 12th semester hour thing or something like that that is possible.

46:54
One of the issues that we have seen at least previously is if we had a generalized IT degree, how would that lead in the job market?

47:03
Like are there specific jobs out there that's asking for a generalist IT degree?

47:08
And I think that's one of the that's one of the hindrances that we've had with with creating this degree because we want our degrees to lead to some type of job placement once they get out.

47:20
And instead of having specifics, we haven't really found one that we haven't really found a niche for a generalist IT degree maybe.

47:30
So what I'm asking what's that again a specific with a sub in general IT skill sets.

47:38
What you're trying to do is figure out how to give them the additional skill sets to put them up in the job market.

47:42
They come in with OK networking or whatever, but they have to have this generalist background for all areas.

47:51
You know it's kind of like having an ethics background or you know on whether it's networking or whether it's development and whether it's so they had you just flip it the other way.

47:59
OK, OK.

48:01
So I would, I would ask what is your perspective on the skills that would be in that generalist IT degree or that foundation?

48:16
Because our all of our IT programs currently have core courses that are the same across all programs and we have general education courses that are the same.

48:32
So essentially about 1/3 to 1/2 of our IT courses do have the same, the same courses in each of those IT programs.

48:44
So I'm curious to hear what are your thoughts on the skill sets needed in that program because we may be able to adjust some of the content in those courses that are common across all of them.

48:57
So I thought I think we talked about this earlier in the sense that having ITIL foundations, you know they started, you might have them a project management entry level, you might have a plus certified you some of these basic things that are that are applicable.

49:15
And again it's it's building the road map for their career.

49:19
And so that they get exposed that they might have NIST and CIS and some of these frameworks that you know and you can dive deeper in each of the different areas.

49:27
But everybody needs some of these basic problem shooting or troubleshooting skills.

49:33
You know, everybody needs to have the ability to do triage and troubleshooting and they can realize based upon their expertise and knowledge where they need to dive deeper and wider to get those.

49:44
But maybe that's what those common things you do across all areas and they get to appreciate.

49:52
So like you know, if it's a networking engineer, they need to understand how to appreciate, you know, a software engineer, it's a, you know, a desktop engineer.

50:01
They need to under appreciate, you know, understand.

50:03
They need to have some networking skills.

50:04
So you're not going to solve everything for them, but you're going to get them exposed to all those building blocks.

50:14
So I think what I what I heard out of that is like for our very specialist degree programs whether it's cyber or networking or software development or whatever, like they're focusing on this, developing the skills to perform that task.

50:32
But somewhere in each one of those classes or having a a specific class entirely where those skills sort of intersect with the with their clients and their clients being if we're networking the software developers and the cyber or the cybersecurity, their clients are there.

50:50
Do you know the the data that they have to protect or the web applications that they have to present.

50:57
So somewhere in those classes sort of point them towards or give them some exposure to how they, how their job impacts others to take their specialized skills to a more general setting for the kind of place where they will be whatever, whatever, wherever they will be working.

51:18
Is that a fairly good representation of what I was hearing?

51:24
Yes.

51:25
OK, OK.

51:28
All right.

51:28
I'll throw out one more.

51:30
One more thing.

51:31
This might be a little bit too too niche maybe for the program, but one of the hardest types of positions that one of the positions that I have the hardest time filling is a management type position.

51:45
My techie people, they want to be techies and they're not interested in managing people or you know dealing with that whole thing.

51:52
So again, I know that may only be a certain subset of the people that are coming through your program, but understanding like supervision and management skills, somebody who has both people skills and techie skills is kind of that really tough thing to find.

52:10
So I don't know maybe some way to expose them to a little bit of that.

52:15
Yeah, Ed Pickett metrics monitoring, monitoring like so they could.

52:19
The caveat on that because a lot of the people I have to manage a lot of ticket metrics as a manager and see into that in order to because my team's worldwide.

52:30
So I have to look at the it's not like everybody's on Prem anymore in today's day and age you have to monitor via metrics and see try to see what the each individual tech is facing as a problem and where their where their skills lack or exceed.

52:47
And as a manager, like in a management type class, definitely, you know, reviewing metrics and understanding how the metrics can read and create data for you would be very valuable in that field or position.

53:04
And I'd say too, the idea of like Mike was saying, you might have your specialty, but understanding generalizations, I always tell this story just to make people laugh.

53:12
But we had a guy who was really a network specialist.

53:15
I mean he knew his stuff and somebody called him and said hey this printer is not working and he literally spent like a couple hours messing with like wire sharks and all kinds of thing and the end of the day the printer was just out of paper which is why it wouldn't print.

53:27
But it it never entered his mind that that could be the problem.

53:30
It had to be something on the network.

53:31
It had to be something you know packets were getting dropped and things like that is why it wouldn't print but it was just out of paper.

53:36
So I definitely like the idea of of tying your specialty into this general based knowledge and and common sense troubleshooting and things like that to to help help them get the job.

53:46
And you know a lot of people they might spend a lot of time studying to to specialize in network or cybersecurity but those jobs may not be there but the the basic level PC technician or or system support technician or whatever may be available.

53:59
And if they lack those general skills they might not even get that job even with having all those degree and fancy certificates behind their name if it's not tying into that generalist kind of position.

54:11
That kind of goes back to it's not all about the sheets of paper or who has the highest GPA.

54:16
It's who can walk in and assess the situation at this level and ask some basic questions and solve the problem.

54:24
Matt, I'm glad you shared that you had people coming in that don't know on Prem because I came from the on Prem world and that was shocking to me.

54:31
The fact somebody had never touched a server worked with Sequel is good information for me to know that we've we've advanced so far that we've got a lot of cloud only people in the marketplace.

54:40
Tony there is still a market for on Prem hear hear me say that I think we those of us working IT would all say that to some extent especially in the service field.

54:51
It's just just you know people are like can I work from home.

54:54
But you know you need to you need to be in the office it's you know people want to face to face.

55:00
So it's tough.

55:01
I sat in a meeting yesterday that kind of was humbling in the sense that in the next five years the baby boomers will be gone out of the workforce general if you think about it.

55:14
All right.

55:15
That group, if you look at what they were categorized, we some of us on this call fit in that bucket.

55:21
But if you but it in the in.

55:24
If you look at what we were were known for and what this next generation is coming in is that we got to give them the skill sets and you only got 2 years.

55:33
You're trying to figure out what can you give them.

55:35
You got to give them the thing saying here's a road map, we're going to get you exposed to a couple different things but you got to understand how to problem solve.

55:42
You got to understand if you can give them those skill sets.

55:44
So they say here's the launching pad for the rest of your career.

55:48
Some of those are going to go in different paths but that if you could end up leaving giving them that road map, that's probably the best thing that you could do in a two year time frame.

55:57
So some will grab it, some won't, some will stop.

56:00
But you got to then figure out is how to motivate them to execute upon that road map.

56:08
Because you you you've only got a limited time and and we've thrown a lot of things in it in that general bucket.

56:16
And and plus especially so that I've always told the guys that said you got to do something that's tactical, that's going to create, you know help you pay your bills.

56:25
You got to do something that's team oriented as you build this road map that's going to help you work, learn to work with others.

56:32
And then you got to execute upon that stretch work that's going to take you to that next position you want to go to keep you motivating and moving forward and some of those engage and do it and some don't.

56:42
But I mean that's I think if you could give them the tools to have a good road map to go off and be productive, you've done your job.

56:53
And I'd like to throw out too that a lot of times people think is troubleshooters or desktop technicians as a entry level job.

57:01
And I I tell you what I know several at this point that are good troubleshooters are making over six figures.

57:08
Yeah.

57:08
So you know it's just it's so hard to find a good troubleshooter and person that can solve the problems especially in a multifaceted environment.

57:17
So the the money's there if you know the money's there, the demands there, there's going to be lots of job opportunity.

57:23
The workforce in America is decreasing yet the needs for support are going to increase.

57:30
So you the guys are going to be in the catbird seat if we if they've got those tools and you can you know give them that, that cookbook to you know build their own personal career.

57:45
All right.

57:46
Thank you for that that insight.

57:48
We appreciate it.

57:49
All right, last question because it's about 11:00, so we're going to wrap up here in a couple of minutes.

57:56
Last question is do you think your company would consider offering apprenticeships for work based learning?

58:03
I know we have several students in all of our programs that are looking for work with Bernie, work based work based learning or apprenticeships or internships.

58:14
Would your companies be available to host some of our students in the coming months?

58:22
Yeah, we do.

58:22
Yes, maybe could, but it had to be kind of time sensitive to when we were doing like a bigger project or something 'cause just basic day-to-day work I don't really have.

58:35
They would be at the intern would do a lot of holding chairs down if I brought somebody in on a day-to-day basis.

58:39
OK, all right.

58:40
And usually the way our work based learning, for the work based learning, the way that works is students get I believe up to 10 hours a week for 100 and I think it's 160 hours.

58:52
I believe that's about right.

58:54
Correct.

58:55
Correct.

58:55
Yeah.

58:56
So, and for apprenticeships that would be like a two year project because they would start out and as they work, their salary increases a little bit and at the very end they get an apprenticeship and gets an apprenticeship license saying that they've gone through North Carolina Department of Labor and they are an actual, they're no longer a journeyman, they're actually an apprentice or whatnot.

59:19
So they would get that as well.

59:21
All right.

59:22
All right, Tony, can I ask one question?

59:25
Sure, Absolutely.

59:26
OK.

59:28
For those of you who are I know, Matt, you know yourself, the value of this just coming through that capstone piece.

59:34
But if you couldn't offer like a complete apprenticeship or work based on any or an internship, would you consider a rotation of a job shadow for a couple days, even a whole day?

59:49
That would even be very helpful.

59:52
Absolutely.

59:52
For our students, yeah, OK, I would do the same as well.

1:00:01
I'll I'll counter that with a question is are you willing to have your students travel?

1:00:07
Because if if you work for a very geographically dispersed company like I am, some of the conversations would probably need to be in Charlotte.

1:00:14
They wouldn't necessarily be here in Greensboro.

1:00:16
Got you, got you.

1:00:19
I know me and I think if the students were able to would be fine.

1:00:23
Yeah.

1:00:23
Me personally, talking to students, I've been trying my best to get them out of the out of the realm of working from home and actually being on premise.

1:00:34
I've had several.

1:00:35
I just had one that's he's graduating.

1:00:37
He actually, he's graduating today and he's been with us for two years.

1:00:41
When he got out of high school, he went, he graduated high school during the COVID era.

1:00:45
So he was used to being at home.

1:00:47
He's working the night job now and he's like, man, I've got to find a job somewhere doing something.

1:00:52
I'm like, are you willing to travel?

1:00:54
He's like, yes.

1:00:54
And I'm like this this is the perfect student I need.

1:00:57
So I kind of let them in the right directions.

1:00:59
But most of these students, they just want to work from home.

1:01:02
And I'm trying to get them out of that mindset that sometimes you need to be on, you need to be on premises to learning your job and then after you get into the job after a while, then if they've got that you can transition from home, you can do that.

1:01:15
So you need a a blend especially Matt to your point if you've got on Prem you're not going to remotely fix a server if it just decides to go to sleep on you in the middle of the night.

1:01:27
You've got actually you got to get up and physically touch that you need to interact with some people for the socialization.

1:01:32
It actually what what students need to hear is I think when you and this has gotten it's been forgotten about a lot of times is the camaraderie you get when you go into an office, when you meet people when they see you face to face.

1:01:44
Kind of like what we're doing now even though this is a virtual meeting.

1:01:47
I met Tony, I've met you, Victoria.

1:01:49
I've met you.

1:01:50
We had a good conversation.

1:01:51
She came to a couple of my meetings.

1:01:53
That facilitates good interaction.

1:01:55
If you're dealing with instant response, one of the things that I've always been encouraged to do is get to know your local FBI field reps and people like that.

1:02:03
So the first time you're talking to them is not when you have an incident, you got to have some face to face for those things and after you establish yourself, I mean, I'm a hybrid worker.

1:02:11
I'm usually here a couple days a week, couple days from home.

1:02:13
I'm reachable if anybody needs anything.

1:02:16
But you can't do it all isolated because then things start getting into a bubble and it's, I think people got to get used to a little bit of a blend on it and we've forgotten how to do that.

1:02:26
Yeah, the workshop, the workshop I had yesterday was all about this is that if you think about it, we're designed to be in the herd or in a group and working isolated is really messed us all up in this workforce.

1:02:39
And the problem is you got to teach them that they need to engagement and they need to be part of a team.

1:02:47
And if they're if and working isolated or remote is totally contradictory to that.

1:02:53
Especially as they're just getting off in their career.

1:02:57
And you know if you're isolated your chances of succeeding or less than you if you were you know working together in in, in in a work group.

1:03:06
And so they got to build those work group skills and have that skill set if they're going to succeed in in in any any area.

1:03:14
So I and that's that's our biggest challenge right now as we we messed that up here a few years ago and and it's not all it's all not all you know Rose is working on a remote environment jerking everybody back and making them all come to the office five days a week.

1:03:30
I don't think it's a good answer either.

1:03:31
I keep hoping we'll eventually get to the point where people understand and they can schedule and organize hybrid work because the advantage for people that are busy, the best part about especially if you live somewhere, I'll pick on Atlanta or even Charlotte where our corporate office is.

1:03:46
Not having to go into the office and fight traffic on 77 or 285 or one of those things is a wonderful thing, folks.

1:03:53
You actually get more time back in your day.

1:03:55
But never interacting with anybody face to face is a bad thing.

1:03:58
So it's it's we stole.

1:04:01
If you have a magic answer, you need to write a book because I don't think our culture's figured this out in the country yet.

1:04:07
No, we're trying.

1:04:07
We're we had 12 CE OS sitting in a room yesterday trying to noodle that.

1:04:12
And we're all facing the same issue, you know, is this whole engagement issue and this whole remote work environment and trying to embrace it, you know.

1:04:20
And this new workforce coming in is thinking that's what they want.

1:04:25
But they're going to miss out on some of the leadership skills they need to develop by working with others.

1:04:32
Or you could be like him.

1:04:33
And he's got people he can't promote because they don't want to lead anybody else outside of engineering.

1:04:37
It sounded like too.

1:04:38
Yeah.

1:04:43
People problems.

1:04:44
We all have them all right.

1:04:50
Yes.

1:04:52
Glance, fellow.

1:04:54
Yeah.

1:04:54
Next steps.

1:04:55
What do you need from us?

1:04:56
No, for for this meeting I believe that's it.

1:05:02
Unless anybody has any other questions or any other comments.

1:05:07
Tony, it's Ross.

1:05:08
I I just want to thank everybody.

1:05:10
You know I'm, I'm kind of like the non techie guy that's sort of sitting in here from the biotech workforce perspective.

1:05:15
But I can tell you we have done these interviews countless times and these same skill sets are popping up even though we're on the biotech side, you know, obviously not the technical side, the technical stuff, but the problem solving, the documentation, all these are, are soft scales are really important and soft scales though.

1:05:36
Yeah, exactly.

1:05:37
Yeah, perfect.

1:05:38
So thanks very much.

1:05:38
I really appreciate it.

1:05:41
I will say, I will think one of the optional courses that you can take is like interpersonal psychology or something or whatever that y'all offer which you know that to me is was be a great course for everybody in the IT program to take.

1:05:54
Totally agree with that because you learn how to communicate with other people.

1:05:59
Yeah.

1:05:59
If you're in the associates program, you are required to take it either a psychology or sociology class and an interpersonal skills or they call them communication classes.

1:06:09
So everybody is required to take those courses.

1:06:12
Yeah.

1:06:12
And by the way, Jason, I will say the people who knew on premise their salary range was way outside of what I was willing to pay somebody at the time.

1:06:18
So there's people out there, but you got to pay them for the on premise stuff.

1:06:23
So yeah, I just had AI just had a student I was talking to two days ago.

1:06:31
He's he, he was very uncomfortable taking this public speaking class.

1:06:36
But he said he's learned so much about how to communicate effectively without the umms and ahs and filler words and getting comfortable speaking in front of people.

1:06:46
And he says that's one of the most important classes that he will take away with him for his life.

1:06:51
So that is definitely one of those soft skills that we definitely want to encourage our students.

1:06:57
Either IPA or that public speaking class would be like excellent, excellent addition.

1:07:07
Tony, I'm going to make a general comment.

1:07:09
I hope others feel the same.

1:07:10
This is one of my favorite meetings to attend during the year.

1:07:14
I enjoy the interaction.

1:07:15
I enjoy the conversation.

1:07:17
I think it benefits the college.

1:07:18
It benefits us certainly to to hear what you all have going on.

1:07:22
So this this is always a priority for me.

1:07:24
I hate it if I ever have to miss it because of conflicts and that sort of thing.

1:07:27
But I I appreciate the team that we have together here and I certainly wish everybody a Merry Christmas.

1:07:33
Hope everybody a Merry Christmas and good new Year too since this is the last time we'll see each other this year.

1:07:37
Right.

1:07:38
Right.

1:07:38
Yeah.

1:07:39
Well, I personally, I enjoy these meetings as well because your your suggestions are very helpful and I'm not sure whether you all have seen it, but we have been taking your suggestions and putting them into action.

1:07:53
It may take a year or two, but eventually we're getting there.

1:07:56
So we really appreciate your insights on the industry because as teachers sometimes we don't see the things that you all see.

1:08:04
So we really appreciate it.

1:08:06
Really appreciate it.

1:08:07
All right.

1:08:08
So the next steps are I'm going to contact a couple of people that said you would be possibly interested in internships or apprenticeships.

1:08:16
I'll be sending you an e-mail probably probably either Monday or two, probably Monday.

1:08:21
We'll do any Monday.

1:08:22
We'll do it Monday because I'm working getting grades finished for the rest of the day.

1:08:27
But other than that, let's see, I think, oh, faculty, do you have any questions or comments to follow up in these conversations?

1:08:42
All right.

1:08:43
I see there's nothing else would have good in the crew.

1:08:47
All right.

1:08:47
So the next, the next Advisory Board meeting we will have will probably be around March or April sometime.

1:08:54
I think that's normally when we have it in the spring and that's when we'll give you a few updates on our programs to see where we are and where we are moving forward.

1:09:01
But other than that, I'd like to wish everybody happy holidays.

1:09:05
Please be safe out there and hopefully we will see you all in the New Year.

1:09:09
All right, take care.

1:09:10
Merry Christmas, everyone.

1:09:11
Merry Christmas.

1:09:14
Bye.

1:09:14
Happy holidays, baby.

1:09:15
All right.

1:09:16
So have a good one.

1:09:16
Thank you.

1:09:17
OK, excellent.