

# Career Launch Endorsement Review (CLER) Application



INSTITUTION Shoreline Community College

PROPOSED PROGRAM Toyota (T-TEN) Automotive Service Educational Program

NACIS CODE: 811111. CIP Code 47.0604 PROGRAM EPC: Toyota (T-TEN) = 7124. Plan Code = NA

## CONTACT INFORMATION

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Title: Executive Dean Workforce and STEM

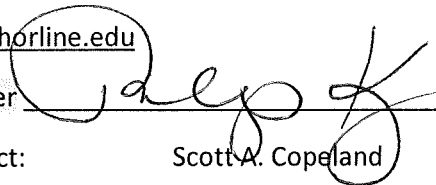
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Chief Academic Officer



date

3/24/2020

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*Applications are reviewed monthly and are due the first business day of the month.*

Electronic submissions only to [scopeland@sbctc.edu](mailto:scopeland@sbctc.edu)

## Introduction

Shoreline Community College's Toyota T-TEN automotive program is applying for career launch endorsement.

Shoreline's Toyota Automotive Service Technician Program prepares students for a fulfilling, life-long career with significant advancement opportunities. In the Puget Sound region and across the country, demand for Automotive Technicians is high. To serve these workforce needs, working in partnership with Toyota dealerships, Shoreline's program offers students in-class training and instruction paired with on-site, paid work at Toyota and Lexus dealerships. The Program has a robust Advisory Board that consists of several dealerships, which ensures that course work directly aligns with real-world job needs. The Career Connect WA endorsement, programs, and grant initiatives will help expand Shoreline's Toyota program and meet future workforce demands.

## Program Checklist

### **P1. Program description including length of program in years and total hours (including split between classroom and worksite).**

The Shoreline Community College Toyota T-TEN program is a two-year Associate of Applied Science degree with a cohort model. Students begin the Technician Training and Education Network (T-TEN) program during Fall quarter in the classroom. After successful completion of the Fall quarter, the students complete an 11-week work-based learning at their participating dealer during Winter quarter. They will then return to the college for Spring quarter. This alternating pedagogy from the college to dealer will continue throughout the two-year program.

<b>Credential</b>	<b>Credits</b>	<b>Hours</b>	<b>Classroom hours</b>	<b>Work-based Learning hours</b>
AAAS --Associate of Applied Arts and Science	139	3008	1408	1600

### **P2. Estimated number of hours per week at worksite and in classroom (this approach may shift throughout the program).**

#### **Fall Quarter hours per week in categories:**

Classroom: 36 hours; Homework: 4-6 hours; Employment: 18-20 hours

#### **Winter Quarter hours per week in categories:**

Classroom: 8 hours; Homework: 4-6 hours; Employment: 38-45 hours

#### **Spring Quarter hours per week in categories:**

Spring: Classroom: 36 hours; Homework: 4-6 hours; Employment: 18-20 hours

#### **Summer Quarter hours per week in categories:**

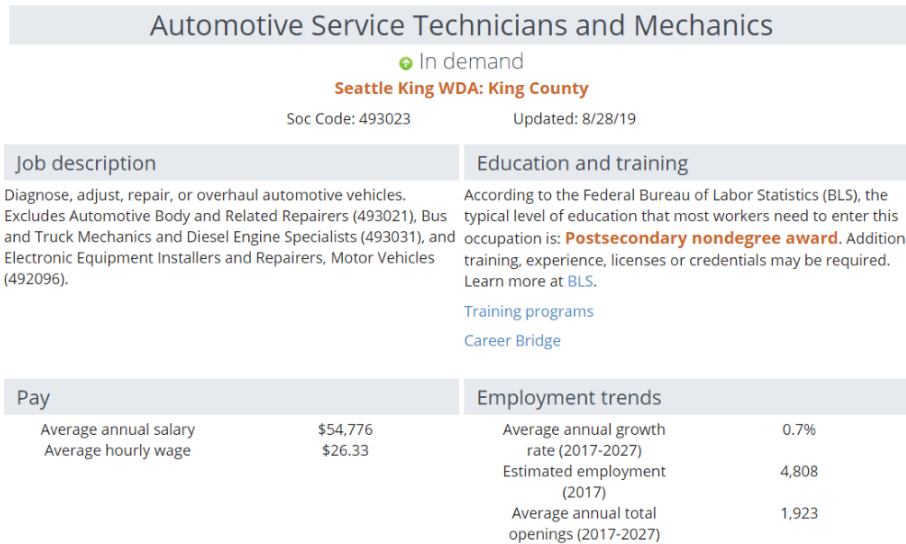
Classroom: 8 hours; Homework: 4-6 hours; Employment: 38-45 hours

Cycle repeats for 2<sup>nd</sup> year

**P3. Demonstration of labor market demand for specified skills/career in local region.**

There are 21 supporting Toyota and Lexus dealerships in the Seattle Metro area. According to 2019’s yearly Recruiting Survey (created and implemented by the Shoreline), the data shows that the Seattle Metro area can absorb 30-34 T-TEN Students for the 2020-21 launch. Although not included in our survey, Alaska holds an additional 4 Toyota and Lexus dealerships that lie within our service area as well.

According to the Employment and Security Department (ESD), the position of Automotive Service Technician and Mechanics are in demand for several WA counties, including King, Pierce, Skagit, Kitsap, Lewis, among others. The average annual growth rate between 2017 and 2027 for automotive technicians in Washington State is .9% and in King county it is .7%. Please see the image below for Employment Security Department data on King County.



Above is a screen short from ESD showing Automotive Technician demand for King county.

**P4. Projected count of student enrollment, student completion, and anticipated employer participation for 5 years, post-pilot.**

	Base year 2019-2020	Year 1 2020-2021	Year 2 2021-2022	Year 3 2022-2023	Year 4 2023-2024	Year 5 2024-2025
FTE	37.24	37.24	42.69	42.69	42.69	42.69
Completion	10 students	10 students	15 students	15 students	15 students	15 students
Employer participation	17 dealerships	19 dealerships	20 dealerships	20 dealerships	20 dealerships	20 dealerships

**P5. Concise description of development process to create the Career Launch program (e.g. who was involved, when, how was the program piloted, etc.)**

Shoreline's Toyota program has served the region for 32 years. It has provided dealerships in the region and around the country with well-trained automotive technicians. With increased demand across the region, the program is well-positioned to grow. In January 2020, to support the program's growth, the Executive Dean for Workforce and STEM and the Toyota Program Coordinator collaborated with Toyota dealership partners to develop this application for Career Launch Endorsement.

**P6. Signed letter of endorsement from all relevant partners, stakeholders and regional networks (including employers, labor organizations, academic institutions, community-based organizations, individuals, and other relevant stakeholders in support of the proposed Career Launch program). Regional network endorsement preferred.**

Please see endorsement letters in appendix.

**P7. Description of resources, supports, or other processes to recruit and support students from underserved backgrounds (e.g. including students of color, students from low income families, English language learners, students with disabilities, foster students, students experiencing homelessness, students from single parent homes, and other populations that face barriers to employment); or create an implementation plan to do so.**

Shoreline and the Toyota program is committed to serving its students, especially those from diverse and underserved backgrounds. Below is a detailed list of services and supports available to Toyota students.

**Tutoring services**

Shoreline students are eligible for free individual, one-on-one tutoring for any Shoreline course they're taking for credit. We also offer Free online tutoring is available through the college's partnership in the Western e-Tutoring Consortium. Students can interact with tutors in a live online chatroom, submit e-Questions and submit papers to the online writing lab and expect a response within 48 hours.

The Math Learning Center is located in the Library. The Math Learning Center (MLC) is an extra-help resource for MATH 060 through MATH 264. The MLC provides individual assistance on a drop-in basis from qualified tutors devoted to student's success.

**Emergency assistance funding**

The Foundation provides emergency assistance grants when unexpected bills and expenses limits a student's ability to stay in school. Student assistance grants come from 3 sources: a recent SBCTC Students Emergency Assistance Grant (SEAG), a United Way grant, and funds come from the Foundation's own charitable fund raising. From these three sources, students

can receive help to cover the costs of rent, tuition and fees, books and supplies, parking permits or bus passes, and living expenses. The Foundation has worked to make the application process low-barrier, accessible, and known to all students. Foundation staff coordinate with programs across campus to make sure students who need financial assistance can access these funds.

### **Food Pantry**

Shoreline’s Benefits Hub houses the College’s food pantry, which was started in 2013 by the Women’s and Gender Equity Center, provides meals, snacks, and toiletries to students facing basic need insecurities.

### **Shoreline Community College Foundation**

The Shoreline Community College Foundation has made significant contributions to supporting students facing housing insecurity. In 2019, the Foundation established a fund to provide on campus housing for 5 Shoreline students experiencing housing insecurity for up to 12 months. These grants provide rental assistance as well as supplies to outfit the apartment (e.g., with a shower curtain, sheets, and silverware).

### **The Benefits Hub**

Since 2017, located in the center of campus on the main floor of the student union building, the Benefits Hub has enhanced resources offered to students in financial need, but it has also become an important place where students can access knowledge of additional resources on and off campus. The Benefits Hub employs 5 AmeriCorps staff who help students obtain housing assistance from regional non-profits, reduced-fare bus passes (ORCA cards), discounts on utility bills, food stamps, and help with filling out FAFSA/WASFA forms. Since 2019, funded by the United Way, the Benefits Hub has also provided students with emergency assistance grants of up to \$2,500 specifically for housing or rental assistance. Importantly, the Benefits Hub staff provide warm hand offs to and greet students sent from specialized services available from Workforce, the College Foundation, other campus support programs (e.g., Veterans and Counseling), and to external partners.

### **Workforce**

Shoreline’s Workforce program assists students who struggle to pay for college. Shoreline’s Workforce program helps qualifying student pay for tuition, fees, books, parking or ORCA bus passes. Through Workforce, students can access Basic Food Employment & Training (BFET) services, and staff can help student see if they’re eligible for the Opportunity Grant, Worker Retraining, or WorkFirst Programs.

### **Industry-Related Checklist**

#### **I-R1. Address of worksite(s) where Career Launch students will complete supervised training.**

<b>Dealership</b>	<b>Address</b>
Foothills Toyota	1881 Bouslog Rd Burlington WA 98233
Lexus of Bellevue	101 116TH AVE SE Bellevue WA 98004

Magic Toyota	21300 Highway 99 Edmonds WA 98026
Michael's Toyota of Bellevue	3080 148th Avenue SE Bellevue WA 98007
Rodland Toyota	6816 Evergreen Way Everett WA 98203
Toyota of Olympia	6969 Tyee Dr SW Tumwater WA 98512

**I-R2. Hourly wage for Career Launch participants.**

Starting wages are at or above the local minimum wages. Wages range from \$15 to \$18 per hour. As certifications and skills grow, so does the participant's income.

**I-R3. List of entry-level positions and associated job descriptions for which a Career Launch student would be eligible for upon completion.**

**Entry level position:** Service Technician. This position performs vehicle maintenance and service in Toyota/Lexus new-car dealerships

**Entry level position:** Repair Technician. This position performs vehicle repairs, maintenance, and service in Toyota/Lexus new-car dealerships

**Entry level responsibilities**

- Service Technician
  - Perform work specified on the repair order with efficiency and in accordance with dealership
  - Communicate directly with the Service Advisor so that customers can be informed if any additional service is needed. Providing an estimate of time needed for additional repairs
  - Executing repairs under warranty to manufacturer specifications
  -
- Repair Technician
  - Perform work specified on the repair order with efficiency and in accordance with dealership
  - Test-drive vehicles, and test components and systems, using diagnostic tools and special service equipment
  - Diagnosing, maintaining, and repairing vehicle automotive systems including engine, transmission, electrical steering, suspension, brakes, air conditioning, etc.
  - Communicate directly with the Service Advisor so that customers can be informed if any additional service is needed. Providing an estimate of time needed for additional repairs
  - Executing repairs under warranty to manufacturer specifications

**Entry level qualifications**

- ASE certifications

- Strong automotive background
- Strong teamwork skills
- Ability to communicate clearly both verbally and written

**I-R4. List of specific skills and competencies required for completion of Career Launch program, with demonstrated alignment to entry-level positions, job descriptions, and average local salary ranges.**

Skills and competencies	Job descriptions of entry-level positions
Apply fundamentals of automotive service training, including the basics of automotive diagnostics and repair, pre-delivery inspection and warranty repair procedures	<p><b>Service Technician</b>            Perform work specified on the repair order with efficiency and in accordance with dealership</p> <p>Executing repairs under warranty to manufacturer specifications</p>
Identify, inspect, disassemble and assemble basic components of automotive power plants	<p><b>Repair Technician</b>            Perform work specified on the repair order with efficiency and in accordance with dealership</p> <p>Test-drive vehicles, and test components and systems, using diagnostic tools and special service equipment</p> <p>Diagnosing, maintaining, and repairing vehicle automotive systems including engine, transmission, electrical steering, suspension, brakes, air conditioning, etc.</p> <p>Executing repairs under warranty to manufacturer specifications</p>
Apply knowledge of the function, construction, operation, troubleshooting and servicing of disc, drum and ABS brake systems, steering, suspension and wheel alignment	<p><b>Repair Technician</b>            Perform work specified on the repair order with efficiency and in accordance with dealership</p> <p>Test-drive vehicles, and test components and systems, using diagnostic tools and special service equipment</p> <p>Diagnosing, maintaining, and repairing vehicle automotive systems including engine, transmission, electrical steering, suspension, brakes, air conditioning, etc.</p> <p>Executing repairs under warranty to manufacturer specifications</p>

<p>Use electronic engine analyzers and scanners to test and diagnose ignition, fuel injection and emission systems</p>	<p><b>Repair Technician</b>  Perform work specified on the repair order with efficiency and in accordance with dealership</p> <p>Test-drive vehicles, and test components and systems, using diagnostic tools and special service equipment</p> <p>Diagnosing, maintaining, and repairing vehicle automotive systems including engine, transmission, electrical steering, suspension, brakes, air conditioning, etc.</p> <p>Executing repairs under warranty to manufacturer specifications</p>
<p>Apply understanding of electrical principles, semi-conductors, microprocessors and wiring diagrams to diagnose and repair malfunctions of automotive electrical systems</p>	<p><b>Repair Technician</b>  Test-drive vehicles, and test components and systems, using diagnostic tools and special service equipment</p> <p>Diagnosing, maintaining, and repairing vehicle automotive systems including engine, transmission, electrical steering, suspension, brakes, air conditioning, etc.</p> <p>Executing repairs under warranty to manufacturer specifications</p>
<p>Apply knowledge of the function, construction, operation, troubleshooting and service of front- and rear- wheel drive, manual and automatic transmissions and transaxles</p>	<p><b>Service Technician</b>  Perform work specified on the repair order with efficiency and in accordance with dealership</p> <p>Executing repairs under warranty to manufacturer specifications</p>
<p>Test, service and repair heating and air-conditioning systems</p>	<p><b>Repair Technician</b>  Test-drive vehicles, and test components and systems, using diagnostic tools and special service equipment</p> <p>Diagnosing, maintaining, and repairing vehicle automotive systems including engine, transmission, electrical steering, suspension, brakes, air conditioning, etc.</p>

Program graduates are “B-Level Technicians.” The Overall Regional Average Income for “B-Level Technicians” is \$66,940 (Source: 2019 NADA Dealership Workforce Study, p. 60).



According to Washington State Employment Security Department (ESD) the average annual salary for an automotive technician is \$49,565. The average hourly wage is \$23.83.

*Please refer to question I-R7 for full list of job title and associates salaries and wages.*

**I-R5. Employer attests that Career Launch program is in compliance with required federal, state, and local regulations.**

Please see dealership letters in appendix.

**I-R6. Employers will outline a student supervision and mentorship model.**

Internships with mentoring are required as per Toyota Motor North America's contract with the College. Please refer to endorsement letters in the appendix.

**I-R7. Description of common career pathway(s) beginning with entry-level position specified with demonstration of likely salary growth over specified time period.**

**Progression from entry-level to Master Technician**

- **Toyota / Lexus Maintenance Technician (D-Tech)**
  - Porter: moving cars as directed by manager, minimum wage job
  - Lube Specialist: performing basic vehicle maintenance minimum wage job.
  - Yearly median income of \$31,209 in this level.
  
- **T-TEN Student (C-Tech)**
  - Apprentice/trainee: working under the guidance of a Mentor Technician, performing different levels of service, diagnosis, and repair under the Mentor's direct supervision and responsibility. Minimum wage plus additional (varying) dollar amounts for ASE (industry standard) certifications. Add merit pay increases over two-year T-TEN program.
  - \$15-\$20 per hour. Yearly median income of \$38,013 in this level.
  
- **Toyota / Lexus Certified Technician (C-Tech)**
  - Advanced maintenance operations and low-level repair. High levels of oversight and direction.
  - \$15-\$17 per hour. Yearly median income of \$38,013 in this level.
  
- **T-TEN Graduate (B-Tech)**
  - Toyota Expert Technician / Lexus Senior Technician: working autonomously on vehicles assigned by team leader; has skills to work on 70% of the vehicles that come through the door; certified to do 50% of warranty repairs
  - \$20-\$26 per hour, commission based, yearly median income of \$58,204 in this level.
  
- **Toyota / Lexus Master Technician (A-Tech)**

- minimum 5 years of experience, mentoring younger technicians, highly skilled and capable of working on any vehicles that come into the dealership, certified to do 100% of the warranty repairs.
  - \$26-\$30 per hour, commission based, yearly median income of \$76,284 in this level.
- **Toyota Master Diagnostic Technician / Lexus Diagnostic Specialist (A-Tech):**
  - Demonstrated the high-level diagnostic skills, highest income for Toyota/Lexus Technicians; leading teams of technicians; diagnosing vehicles that are headed to lemon-law buyback, mentoring younger technicians, certified to do 100% of warranty repairs. These are the top 10% of all A-Technicians.
  - \$30-\$36 per hour, commission based (sometimes salary-base plus commission), yearly median income of \$119,195 in this level.

All income data points for this question were retrieved from the National Automobile Dealers Association in the form of the 2019 Dealership Workforce Study (p. 42).

**I-R8. Demonstrated competency alignment with relevant professional standards for specified entry-level positions when applicable.**

Shoreline’s Toyota Program is reviewed and certified by the Automotive Service Excellence (ASE) Education Foundation for alignment to national automotive education standards and evaluated on a 2 ½ year cycle. The program is also reviewed by the Toyota Advisory Committee and Toyota Motor North America for content alignment to dealership needs, and required industry skills. This evaluation is on a 5-year cycle.

**I-R9. Signed letter from employers partners attesting that Career Launch completers will be ready for specified entry-level jobs, including an optional, non-binding commitment estimating number of Career Launch completers they plan to interview/hire over the first three years of the program.**

Please see endorsement letters.

**A-R1. List of academic institution(s) providing career-aligned instruction for Career Launch program.**

Shoreline Community College

**A-R2. Curriculum scope and sequence aligned to skills and competencies provided in employment checklist.**

In order to ensure that Shoreline’s Toyota curriculum is aligned to employer needs, the program is reviewed and certified by the Automotive Service Excellence (ASE) Education Foundation for alignment to national automotive education standards and evaluated on a 2 ½ year cycle. The program is also reviewed by the Toyota Advisory Committee and Toyota Motor North America for content alignment to dealership needs, and required industry skills. This

evaluation is on a 5-year cycle. Please see below for a list of the core automotive requirements as they're aligned to specific employer standards.

<b>Automotive Core Requirements (124 Credits)</b>	<b>Alignment to employer skills and competencies</b>
AUTOT 180T Fundamentals of Auto Service Training Credits: 6	Toyota "Certified" training
AUTOT 181T Engine Repair Credits: 7	Toyota "Certified" Engines training
AUTOT 183T Brakes and Suspension Credits: 16	Toyota "Expert" Chassis training
AUTOT 184T Manual Gear Trains and Transaxles Credits: 6	Toyota "Certified" Drivetrains training
AUTOT 185T Engine Control Systems Credits: 12	Toyota "Certified" Engines training
AUTOT 186T Electrical Systems Credits: 16	Toyota "Expert" Electrical training
AUTOT 187T Automatic Transmissions/Transaxles Credits: 9	Toyota "Certified" Drivetrains training
AUTOT 188T Heating and Air Conditioning Credits: 6	Toyota "Certified" Electrical training
AUTOT 189T Engine Emission Management Systems Credits: 6	Toyota "Certified" Engines training
AUTOT 281 T-TEN Cooperative Internship 1 Credits: 10	In-Dealership, on-the-job apprenticeship to solidify skills learned in previous in-class training
AUTOT 282 T-TEN Cooperative Internship 2 Credits: 10	In-Dealership, on-the-job apprenticeship to solidify skills learned in previous in-class training
AUTOT 283 T-TEN Cooperative Internship 3 Credits: 10	In-Dealership, on-the-job apprenticeship to solidify skills learned in previous in-class training
AUTOT 284 T-TEN Cooperative Internship 4 Credits: 10	In-Dealership, on-the-job apprenticeship to solidify skills learned in previous in-class training

Complete list of all courses here: <https://www.shoreline.edu/automotive-dept/courses.aspx>

**A-R3. Demonstration of student supports (e.g. mentoring, advising, financial aid, tutoring) available for Career Launch students enrolled in the course.**

**Tutoring services**

Shoreline students are eligible for free individual, one-on-one tutoring for any Shoreline course they're taking for credit. We also offer Free online tutoring is available through the college's

partnership in the Western e-Tutoring Consortium. Students can interact with tutors in a live online chatroom, submit e-Questions and submit papers to the online writing lab and expect a response within 48 hours.

The Math Learning Center is located in the Library. The Math Learning Center (MLC) is an extra-help resource for MATH 060 through MATH 264. The MLC provides individual assistance on a drop-in basis from qualified tutors devoted to student’s success.

**Advising**

We provide advising for students who need assistance with course selection. Advising is a process based on a close student-advisor relationship intended to help students achieve their educational, career, and personal goals through the use of the college and community resources.

**Financial aid**

We help students with financial aid in a number of ways. We help students fill out the FAFSA and WAFSA applications for financial aid. We ensure that students who are eligible for Workforce funding receive assistance. This includes Basic Food Employment & Training (BFET) services, and staff can help student see if they’re eligible for the Opportunity Grant, Worker Retraining, or WorkFirst Programs. Shoreline’s Workforce program helps qualifying student pay for tuition, fees, books, parking or ORCA bus passes.

Through our emergency assistance funds, we also provide direct financial assistance to students. We currently have at least 3 sources of emergency assistance funding in which students can receive up to \$2,500 to help with expenses associated with school and living. The funding comes from Shoreline Community College Foundation fund, United Way, and Student Emergency Assistance Grant (SEAG), a grant from the SBCTC.

**Mentoring**

Shoreline’s Toyota students are mentored on-site at dealerships with well-experienced automotive technicians. At Shoreline, we also offer students access to Success coaching, which provides a supportive environment for self-reflection and challenges students to achieve their goals. Success Coaches meet one-one-one or in small groups with students. Coaching is a student-centered approach that introduces students to resources and tools and helps them explore strategies for success in college and in life.

**A-R4. Number of postsecondary credits provided and / or credential earned upon completion of program.**

<b>Postsecondary Credential</b>	<b>Shoreline credits</b>
Automotive service Technical: AAAS Degree	139 - 144 credits
Automotive Brakes Specialist Certificate	38 credits
Automotive Drivetrain Specialist Certificate	35 credits
Automotive Electrical Specialist Certificate	35 credits

Automotive Engine Specialist Certificate	38 credits
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**A-R5. Demonstrated curricular alignment with relevant professional and / or academic standards associated with coursework and credential, when applicable.**

The T-TEN program requires 32 hours per week in the classroom for instructional components and 40-hours per week at the dealer during work-based learning components.

Work-based learning students receive an hourly wage of \$15.00 to \$18.00 per hour (depending upon individual dealer or dealer group pay scales). Some dealers will increase pay rates according to ASE certification tests that the student passes while attending school and beyond. Students are required to take all 8 ASE tests over the course of the two-year Toyota T-TEN program. Students must pass at least two of any of the 8 tests to complete the T-TEN program. For alignment to positions with specific job descriptions, please see tables in questions IR-4 and AR-2. Students with fewer ASE certifications will generally start in an Express Maintenance Technician position upon graduation (see answer to question above for specific job description), whereas a student with all 8 certs will start as a certified Toyota/Lexus Technician at a higher rate of pay (see answer to question above for specific job description).

**A-R6. Details of potential for current or future partnerships and/or scalability of the program within and across sectors and/or geographic locations (e.g. articulation, degree pathways), when applicable.**

The demand for dealer-trained technicians should remain strong over the next decade. According to ESD, Growth in King county will remain robust (.7%) through at least 2027. Employment opportunities exist as a Toyota or Lexus Service Technician. Potential employers include: all Toyota and Lexus Dealerships.



MICHAEL'S  
**Toyota of Bellevue**



Washington State Board for Community and Technical Colleges:

Michael's Toyota of Bellevue would like to offer this letter of endorsement to Shoreline Community College's Technician Training and Education Network (T-TEN) program for Career Launch Endorsement. We have a long-standing relationship with Shoreline's program, and we've hired numerous students who have completed the program. We are excited about the State Board for Community and Technical Colleges' initiatives to support paid, work-based learning opportunities.

Michael's Toyota of Bellevue is a partner of the paid, work-based learning component for Shoreline's T-TEN program. We provide these students paid, on-the-job training experience throughout the course of the program, and while working on site at the dealership, they also receive mentorship with experienced automotive technicians. Not only do Students who participate in this program receive a starting wage of \$15.00 with potential increases up to \$18.00 while earning college credits, but upon completion, they will have earned an AAAS degree and have accrued valuable on-the-job experience, which makes them competitive job-seekers upon graduation.

Michael's Toyota of Bellevue is committed to the continued development of Shoreline's program. We are a member of Shoreline's Automotive Program Advisory Committee. In this capacity, we review curriculum discuss best practices for the field, and advise on general operation of the T-TEN program. Both students and dealerships benefit from our partnership. Shoreline students receive an associates' degree and go on to earn a high wage. In turn, we depend on graduates from the program to fill vacant positions at our dealership. From our experience, Shoreline students go on to be successful, knowledgeable employees.

We will continue to provide paid, work-based learning opportunities for students of Shoreline's T-TEN program. For successful graduates who meet our employment qualifications, we are prepared to offer interviews for open positions. The dealership will work Shoreline to maintain compliance with required federal, state, and local regulations."

Please feel free to contact me for questions or more information regarding our support of Shoreline's T-TEN program for Career Launch Endorsement.

Sincerely,

Russ McDuffie

Service Director

[rmcduffie@toyotaofbellevue.com](mailto:rmcduffie@toyotaofbellevue.com)

425.818.3149



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6969 Tyee Dr. SW • Tumwater, WA 98512 • 360-539-3939

Washington State Board for Community and Technical Colleges:

[TOYOTA OF OLYMPIA] would like to offer this letter of endorsement to Shoreline Community College's Technician Training and Education Network (T-TEN) program for Career Launch Endorsement. We have a long-standing relationship with Shoreline's program, and we've hired numerous students who have completed the program. We are excited about the State Board for Community and Technical Colleges' initiatives to support paid, work-based learning opportunities.

[TOYOTA OF OLYMPIA] is a partner of the paid, work-based learning component for Shoreline's T-TEN program. We provide these students paid, on-the-job training experience throughout the course of the program, and while working on site at the dealership, they also receive mentorship with experienced automotive technicians. Not only do Students who participate in this program receive [\$16.00 to \$20.00 per hour] while earning college credits, but upon completion, they will have earned an AAAS degree and have accrued valuable on-the-job experience, which makes them competitive job-seekers upon graduation.

[TOYOTA OF OLYMPIA] is committed to the continued development of Shoreline's program. We are a member of Shoreline's Automotive Program Advisory Committee. In this capacity, we review curriculum discuss best practices for the field, and advise on general operation of the T-TEN program. Both students and dealerships benefit from our partnership. Shoreline students receive an associates' degree and go on to earn a high wage. In turn, we depend on graduates from the program to fill vacant positions at our dealership. From our experience, Shoreline students go on to be successful, knowledgeable employees.

We will continue to provide paid, work-based learning opportunities for students of Shoreline's T-TEN program. For successful graduates who meet our employment qualifications, we are prepared to offer interviews for open positions. The dealership will work Shoreline to maintain compliance with required federal, state, and local regulations."

Please feel free to contact me for questions or more information regarding our support of Shoreline's T-TEN program for Career Launch Endorsement.

Sincerely,

TERRY McCoy

Service and Parts Director

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Washington State Board for Community and Technical Colleges:

Toyota Motor North America (TMNA) would like to offer this letter of endorsement to Shoreline Community College's Technician Training and Education Network (T-TEN) program for Career Launch Endorsement. We have a long-standing relationship with Shoreline's program, and our dealers have hired numerous students who have completed the T-TEN program. We are excited about the State Board for Community and Technical Colleges' initiatives to support paid, work-based learning opportunities.

TMNA is a partner of the paid, work-based learning component for Shoreline's T-TEN program. Our dealers provide these students paid, on-the-job training experience throughout the course of the program, and while working on site at the dealership, they also receive mentorship with experienced automotive technicians. Not only do Students who participate in this program receive intern wages while earning college credits, but upon completion, they will have earned an AAAS degree and have accrued valuable on-the-job experience, which will reflect positively in their future earning potential.

TMNA is committed to the continued development of Shoreline's program. We are a member of Shoreline's Automotive Program Advisory Committee. In this capacity, we review curriculum discuss best practices for the field, and advise on general operation of the T-TEN program. Both students and dealerships benefit from our partnership. Shoreline students receive an Associates' Degree and go on to earn a high wage. In turn, we depend on graduates from the program to fill vacant positions at our dealerships. From our experience, Shoreline T-TEN students go on to be successful, knowledgeable employees.

Our dealers will continue to provide paid, work-based learning opportunities for students of Shoreline's T-TEN program. Virtually all completers of the T-TEN program continue employment with their interning dealer. The Toyota and Lexus dealerships will continue to work with Shoreline to maintain compliance with required federal, state, and local regulations.

Please feel free to contact me for questions or more information regarding our support of Shoreline's T-TEN program for Career Launch Endorsement.

Sincerely,



Lawrence K. Booth  
Field Manager  
Technician Training & Education Network (T-TEN)  
Toyota Motor North America, Inc.  
6565 Headquarters Drive  
Plano, Texas 75024  
310 701-6429 Cell  
469 292-6586 Office  
[lawrence\\_booth@toyota.com](mailto:lawrence_booth@toyota.com)