

**STATE UNIVERSITY OF NEW YORK
COLLEGE OF TECHNOLOGY
CANTON, NEW YORK**



MASTER SYLLABUS

**COURSE NUMBER – COURSE NAME
AUTO 230 – SERVICE MANAGEMENT AND OPERATIONS**

Created by: Brandon Baldwin

Updated by: Brandon Baldwin

Canino School of Engineering Technology

Department: Automotive Technology Program

Semester/Year: Spring 2018

A. **TITLE:** Service Management and Operations

B. **COURSE NUMBER:** AUTO 230

C. **CREDIT HOURS:** (Hours of Lecture, Laboratory, Recitation, Tutorial, Activity)

Credit Hours: 1

Lecture Hours: 1 per week

Lab Hours: per week

Other: per week

Course Length: 15 Weeks

D. **WRITING INTENSIVE COURSE:** Yes No

E. **GER CATEGORY:** None: Yes: GER !
If course satisfies more than one: GER !

F. **SEMESTER(S) OFFERED:** Fall Spring Fall & Spring

G. **COURSE DESCRIPTION:**

This seminar type course will meet to discuss topics such as satisfaction, shop management, management techniques, equipment purchase/utilization and dealership structure. Students will perform interviews and write about their findings. Each student will write five research papers from a list of topics concerning the automotive repair business. Weekly summaries from trade journals will be completed. These will relate to topics in Automotive Service Management.

H. **PRE-REQUISITES:** None Yes If yes, list below:

AUTO 230

CO-REQUISITES: None Yes If yes, list below:

I. STUDENT LEARNING OUTCOMES: (see key below)

By the end of this course, the student will be able to:

<u>Course Student Learning Outcome</u> <u>[SLO]</u>	<u>Program Student Learning Outcome</u> <u>[PSLO]</u>	<u>GER</u> <i>[If Applicable]</i>	<u>ISLO & SUBSETS</u>	
Demonstrate an understanding of the flat rate pay system	ALO2	N/A	2-Crit Think 3-Found Skills ISLO	CA IA PS IM
Interpret a capital equipment profit and loss chart	ALO2	N/A	2-Crit Think 3-Found Skills 5-Ind, Prof, Disc, Know Skills	CA IA PS IM
Be conversant about current automotive topics	ALO2	N/A	2-Crit Think 3-Found Skills 5-Ind, Prof, Disc, Know Skills	CA IA PS IM
Set up an efficient job search plan	ALO2	N/A	2-Crit Think 3-Found Skills 5-Ind, Prof, Disc, Know Skills	CA IA PS IM
		N/A	ISLO ISLO ISLO	Subsets Subsets Subsets Subsets
		N/A	ISLO ISLO ISLO	Subsets Subsets Subsets Subsets

			ISLO ISLO ISLO	Subsets Subsets Subsets Subsets
			ISLO ISLO ISLO	Subsets Subsets Subsets Subsets
			ISLO ISLO ISLO	Subsets Subsets Subsets Subsets
			ISLO ISLO ISLO	Subsets Subsets Subsets Subsets

KEY	<u>Institutional Student Learning Outcomes [ISLO 1 – 5]</u>
ISLO #	ISLO & Subsets
1	Communication Skills Oral [O], Written [W]
2	Critical Thinking <i>Critical Analysis [CA] , Inquiry & Analysis [IA] , Problem Solving [PS]</i>
3	Foundational Skills <i>Information Management [IM], Quantitative Lit./Reasoning [QTR]</i>
4	Social Responsibility <i>Ethical Reasoning [ER], Global Learning [GL], Intercultural Knowledge [IK], Teamwork [T]</i>
5	Industry, Professional, Discipline Specific Knowledge and Skills

*Include program objectives if applicable. Please consult with Program Coordinator !

J. **APPLIED LEARNING COMPONENT:** Yes No

If YES, select one or more of the following categories:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Classroom/Lab | <input type="checkbox"/> Civic Engagement |
| <input type="checkbox"/> Internship | <input type="checkbox"/> Creative Works/Senior Project |
| <input type="checkbox"/> Clinical Placement | <input type="checkbox"/> Research |
| <input type="checkbox"/> Practicum | <input type="checkbox"/> Entrepreneurship |
| <input checked="" type="checkbox"/> Service Learning | (program, class, project) |
| <input type="checkbox"/> Community Service | |

K. **TEXTS:**

None

L. **REFERENCES:**

Trade Journals

M. **EQUIPMENT:** None Needed:

N. **GRADING METHOD:** A-F

O. **SUGGESTED MEASUREMENT CRITERIA/METHODS:**

Class participation and 5 written reports

P. **DETAILED COURSE OUTLINE:**

1. Introduction:

a. Class procedures and policies and assignments

b. Shop management

c. Tool Equipment Purchase and Utilization

d. Customer Satisfaction e. Dealership Structure

f. Independent Repair Shop Structure

g. Current Industry Issues

h. Technician Compensation: Flat Rate Pay vs. Hourly Wage

Q. **LABORATORY OUTLINE:** None Yes