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:

<table>
<thead>
<tr>
<th>Course Student Learning Outcome [SLO]</th>
<th>Program Student Learning Outcome [PSLO]</th>
<th>GER [If Applicable]</th>
<th>ISLO &amp; SUBSETS</th>
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</thead>
<tbody>
<tr>
<td>Demonstrate an understanding of the flat rate pay system</td>
<td>ALO2</td>
<td>N/A</td>
<td>2-Crit Think 3-Found Skills ISLO CA IA PS IM</td>
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<td>Interpret a capital equipment profit and loss chart</td>
<td>ALO2</td>
<td>N/A</td>
<td>2-Crit Think 3-Found Skills 5-Ind, Prof, Disc, Know Skills CA IA PS IM</td>
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<td>Be conversant about current automotive topics</td>
<td>ALO2</td>
<td>N/A</td>
<td>2-Crit Think 3-Found Skills 5-Ind, Prof, Disc, Know Skills CA IA PS IM</td>
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<tr>
<td>Set up an efficient job search plan</td>
<td>ALO2</td>
<td>N/A</td>
<td>2-Crit Think 3-Found Skills 5-Ind, Prof, Disc, Know Skills CA IA PS IM</td>
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<td>N/A</td>
<td>ISLO ISLO ISLO</td>
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<td>ISLO #</td>
<td>Institutional Student Learning Outcomes [ISLO 1 – 5]</td>
<td>ISLO &amp; Subsets</td>
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<td>1</td>
<td>Communication Skills</td>
<td>Oral [O], Written [W]</td>
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<td>2</td>
<td>Critical Thinking</td>
<td>Critical Analysis [CA], Inquiry &amp; Analysis [IA], Problem Solving [PS]</td>
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<td>3</td>
<td>Foundational Skills</td>
<td>Information Management [IM], Quantitative Lit./Reasoning [QTR]</td>
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<td>4</td>
<td>Social Responsibility</td>
<td>Ethical Reasoning [ER], Global Learning [GL], Intercultural Knowledge [IK], Teamwork [T]</td>
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<td>5</td>
<td>Industry, Professional, Discipline Specific Knowledge and Skills</td>
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*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:

- Classroom/Lab
- Internship
- Clinical Placement
- Practicum
- Service Learning
- Community Service
- Civic Engagement
- Creative Works/Senior Project
- Research
- Entrepreneurship (program, class, project)

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 ☐