MINNESOTA WEST COMMUNITY & TECHNICAL COLLEGE
COURSE OUTLINE

Faculty is required to have the outline submitted to the Academic Affairs Office. The course outline is the form used for approval of new courses by the Academic Affairs and Standards Council.

DEPT. Powersports Technology  COURSE NUMBER: PRSP 1145

NUMBER OF CREDITS: 3 credits (1 lecture - 3 lab)

COURSE TITLE: Performance Technologies

CATALOG DESCRIPTION: This capstone course will provide students the opportunity to hone their skills developed through the program and incorporate those skills and business principles to manage the service center concept from customer check-in to finished product. New vehicle prep will be included here as well as service advisor skill development to determine customer needs and the processes to meet those expectations.

AUDIENCE: Powersports Technology Students

FULFILLS MN TRANSFER CURRICULUM AREA(S) (Leave blank if not applicable)

PREREQUISITES OR NECESSARY ENTRY SKILLS/KNOWLEDGE:
- Passing grade in TRAN 1100 Introduction to Transportation
- Basic Mechanical Aptitude
- Capable of Reading and Writing
- Communication Skills.

LENGTH OF COURSE: 3 credits (1 lecture – 3 lab) Spring Semester

THIS COURSE IS USUALLY OFFERED: Spring Semester

Four goals emphasized in course:

1) ACADEMIC CONTENT: The academic objectives of this course are:
   a) Reading
   b) Writing
   c) Basic math

2) THINKING SKILLS: This course will help students improve the effectiveness of their thinking skills through:
   a) Problem Solving
   b) Diagnosing
   c) Analyzing
   d) Researching
3) **COMMUNICATIONS SKILLS**: This course will help students improve their oral and written communication skills through:
   a) Participation in class discussion.
   b) Completing written assignments.
   c) Improving oral communications skills through class and lab interaction.

4) **HUMAN DIVERSITY**: This course will help students recognize, understand, and appreciate human diversity through:
   a) To understand the roles of the technician in communicating with a diverse population.
   b) To work effectively in teams comprised of diverse backgrounds.
   c) To express personal philosophies on diverse issues.

**TOPICS TO BE COVERED:**
- Customer relations
- Customer satisfaction
- Dealerships expectations for new technicians
- Review the principal responsibilities of the service manager, service advisor, parts department.
- Being a team player
- Productivity and flat rate times
- Review paper work responsibilities
- Prepare and set up new equipment for resale
- How to handle all variations of customer’s wants and needs
- Work on live customer equipment

**LIST OF EXPECTED COURSE OUTCOMES**: Students will incorporate their acquired knowledge and skills into being a hardworking responsible technician. In the lab, students will be doing different repair scenarios which will show them why being efficient and responsible with their time is important. Students lab efficiencies will be compared to flat rate times given by our Powersports industry, as a way to encourage improvement. Customer interaction will be a part of all aspects of our lab projects.

**STUDENT LEARNING OUTCOMES (SPECIFIC):**
*Upon completion of this course, the student will be able to:*
   a) Exhibit appropriate shop safety practices
   b) List the various job positions and the role they play in the service department.
   c) List and describe what paperwork a technician will use.
   d) Apply improved mechanical knowledge and mechanical aptitude
   e) Identify the proper tooling needed to complete the repair.
   f) Exhibit the attitude necessary to be an efficient and responsible technician.
   g) Demonstrate the ability to order the correct parts needed for the repair.
   h) Describe and illustrate that they know how to use service manuals to troubleshoot and diagnose what needs to be repaired.
   i) Apply the correct repair sequence during disassembly and reassembly.
   j) Explain the importance of following the set up instructions during pre-delivery set up and inspections.
   k) Demonstrate proper technique when dealing with customers’ concerns so they can leave feeling confident with the work performed.
LEARNING/TEACHING TECHNIQUES used in the course are:

- Collaborative Learning
- Problem Solving
- Interactive Lectures
- Individual Coaching
- Lectures
- Films/Videos/Slides
- Demonstrations
- Other (describe below)
- Student Presentations
- Interactive Lectures
- Creative Projects
- Individual Coaching
- Lecture
- Films/Videos/Slides
- Demonstrations
- Other (describe below)
- Lab

ASSIGNMENTS AND ASSESSMENTS FOR THIS CLASS INCLUDE:

- Reading
- Tests
- Individual Projects
- Oral Presentations
- X Worksheets
- Collaborative Projects
- Textbook Problems
- Papers
- Portfolio
- Group Problems
- Term Paper
- Other (describe below)

Veteran Services: Minnesota West is dedicated to assisting veterans and eligible family members in achieving their educational goals efficiently. Active duty and reserve/guard military members should advise their instructor of all regularly scheduled military appointments and duties that conflict with scheduled course requirements. Instructors will make every effort to work with the student to identify adjusted timelines. If you are a veteran, please contact the Minnesota West Veterans Service Office.

The information in this course outline is subject to revision.

To receive reasonable accommodations for a documented disability, please contact the campus Student Services Advisor or campus Disability Coordinator as arrangements must be made in advance. In addition, students are encouraged to notify their instructor.

This document is available in alternative formats to individuals with disabilities by contacting the Student Services Advisor or by calling 800-658-2330 or via your preferred Telecommunications Relay Service.

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