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 1140

NUMBER OF CREDITS: 2 credits (1 lecture - 1 lab)

COURSE TITLE: Principles of Shop Operations

CATALOG DESCRIPTION: This course will prepare students for the day-to-day operation of a service center. Manufacturer’s service procedures, record management, work order processing, warranty service, new vehicle preparations, and customer relations will all be focal points of this course.

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: 2 credits (1 lecture – 1 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:**
- Transition to workforce diversity
- New technicians’ expectations at dealership
- Jobs available at a dealership
- Working under an experienced technician
- Work ethic
- Paperwork associated with job
- Liability for your work performed
- Warranty work
- Set up of new equipment
- Customer relations

**LIST OF EXPECTED COURSE OUTCOMES:** Inform the students on what options and responsibilities they are going to be encountering when they go out to their first job at a real dealership. Discussions will be covering customer relations, being a team player, and what it takes to be a hardworking responsible technician. Students will cover work orders, the warranty process, and the paperwork that is involved in the new product set up. We are going to identify the liabilities that come with being a technician. Students will also be interacting with customers during projects in the lab.

**STUDENT LEARNING OUTCOMES (SPECIFIC):**
*Upon completion of this course, the student will be able to:*
  a) Exhibit proper safety habits.
  b) Demonstrate the skills to be able to work with others as a team player.
  c) Describe the multiple positions that make up a dealership and roles of each.
  d) Illustrate skills learned on the various paperwork involved in day-to-day work.
  e) Students will be able to take constructive criticism from senior technicians.
  f) Students will have the necessary skills to do various types of new product setup.
  g) Identify the liability of being a technician.
  h) Demonstrate the ability to be able to communicate with customers in the beginning, during the repair, and after the job is complete.
LEARNING/TEACHING TECHNIQUES used in the course are:
X Collaborative Learning  X Problem Solving
[] Student Presentations  [] Interactive Lectures
[] Creative Projects  [] Individual Coaching
X Lecture  X Films/Videos/Slides
X Demonstrations  [] Other (describe below)
X Lab

ASSIGNMENTS AND ASSESSMENTS FOR THIS CLASS INCLUDE:
X Reading  X Tests  X Individual Projects
[] Oral Presentations  X Worksheets  [] Collaborative Projects
X 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.

A Member of the Minnesota State Colleges and Universities System
An Affirmative Action Equal Opportunity Educator/Employer

Revised 1/11/18