MINNESOTA WEST COMMUNITY & TECHNICAL COLLEGE
COURSE OUTLINE

Faculty are 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 College-wide Curriculum Committee.

DEPT. Diesel Technology COURSE NO. DSL2131

COURSE TITLE Service Department Operations & Procedures

CATALOG DESCRIPTION This course covers the operation of service department how to deal with customers, and employs how to properly charge for the work that they have done and proper ways to fill out all of the different forms like work orders and warranty claims. They will each have the opportunity several times during the semester to be in charge of the shop operation and be responsible for the day to day way in which the a shop foreman or service manage must perform their jobs.

This program allows students to place advanced theory into practical application in the laboratory setting. Students are assigned projects, which will require them to disassemble, inspect, evaluate, repair, reassemble and test diesel equipment components that they feel they need help in.

3cr. (1 lect./pres 2 lab. 0 other)

AUDIENCE: Second year diesel students

FULFILLS MN TRANSFER CURRICULUM AREA(S) (Leave blank if not applicable)
Area : by meeting the following competencies:
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PREREQUISITES OR NECESSARY ENTRY SKILLS/KNOWLEDGE:

LENGTH OF COURSE : Semester

THIS COURSE IS USUALLY OFFERED:
Every year X Every other year □
Fall X Spring □ Summer □ Undetermined □

Four goals are emphasized in course at Minnesota West Community & Technical College:
1. ACADEMIC CONTENT:
   A. To learn how a shop operates.
   B. To learn what it is like to be in charge of shop.
   C. To learn how to deal with customers.
   D. To work on projects that the student needs more time to understand.

2. THINKING SKILLS:
   A. To learn to make decisions on what is to be work on in the shop.
   B. To decide how to set up the shop for the most effective operation and best performance.
   C. To be able to realize what areas they need to improve on in their education.

3. COMMUNICATIONS SKILLS:
   A. Participation in class discussion.
   B. Complete written reports and assignments
   C. To improve oral communications skills through class presentations.

4. HUMAN DIVERSITY:
   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: Shop operation, being the boss, what comes in to be work on.
How to deal with customers and employees. How to charge for the work that is being done
in the shop. What is a fair shop labor rate. The students will be able to bring in projects to help improve their mechanical abilities.

LIST OF EXPECTED COURSE OUTCOMES: How to run a service department. How to deal with customer. The student will have a opportunity to work on projects that they need help improving their knowledge.

LEARNING/TEACHING TECHNIQUES used in the course are:

- Collaborative Learning
- Student Presentations
- Creative Projects
- Lecture
- Demonstrations
- Lab

- Problem Solving
- Interactive Lectures
- Individual Coaching
- Films/Videos/Slides

ASSIGNMENTS AND ASSESSMENTS FOR THIS CLASS INCLUDE:

- Reading
- Oral Presentations
- Textbook Problems
- Group Problems
- Other (describe below)

- Tests
- Worksheets
- Papers
- Term Paper

- Individual Projects
- Collaborative Projects
- Portfolio
EXPECTED STUDENT LEARNING OUTCOMES: The student will complete projects in the lab as they are assigned. The students will complete a paper and or a worksheet on the project as they do their lab project. Each assignment will be given a point value. Accumulative points will be converted to a percentage. The grading scale will be as follows: 90-100% = A, 80-89% = B, 70-79% = C, 60-69% = D.

"This course will cover the characteristics of hazardous wastes and its safe handling, storage, and disposal."

The information in this course outline is subject to revision

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.

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 Minnesota Relay Service at 800-627-3529 or by using your preferred relay service.

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