

# **Automobile Servicing Program Assessment Plan**

**Last Revised 3/12/2010**

## **Catalog Description**

The Automobile Servicing associate in applied science degree and certificate programs are designed to prepare students for entry-level servicing operations in the automotive field. This program consists of eight specialized courses designed in accordance with the mandatory Auto Mechanic Certification tests required for state licensure. Completion of the program should prepare the student to become certified by the state of Michigan in up to eight areas of specialization. A large portion of class time will be spent in the laboratory allowing the student to gain work experience in an automobile servicing situation.

# Automobile Servicing Program Assessment Plan

## Learning Outcome

Use safe practices related to the performance of diagnostic and repair procedures, with emphasis on environmentally sound methods.

<b>Benchmark</b>	<b>Assessment Method</b>	<b>Assessment Date</b>
36.1A 100% of sampled tests have scores of 100%.	Sample of students' safety tests in each course.	5/1/2010

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### Learning Outcome

Be proficient with all tools and diagnostic equipment required for the licensed area, and use manufacturers' recommended procedures.

Benchmark	Assessment Method	Assessment Date
36.2A In 90% of the sample of completed student assignments, components, parts, and systems function as they would normally in field operations and students demonstrate their knowledge of manufacturers' recommended procedures.	Sample of completed student assignments covering student implementation of manufacturers' recommended procedures in less than 200% of manufacturers flat rate time.	5/1/2010

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### Learning Outcome

Will be able to locate both specifications and lifetime service modifications.

<b>Benchmark</b>	<b>Assessment Method</b>	<b>Assessment Date</b>	
36.3A	In 90% of the sample of completed student assignments, students will accurately locate specifications and service bulletins and identify appropriate parts 90% of the time.	In a random sampling of students, appropriate repair/replacement parts will be identified 90% of the time.	5/1/2010
36.3B	In 90% of the sample of completed student assignments, students will accurately locate specifications and service bulletins and identify appropriate parts 90% of the time.	In a random sampling of students, 90% will accurately locate specifications and service bulletins and attach them to their work orders.	5/1/2010

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### Learning Outcome

Will be able to select and utilize replacement parts and components that have the highest level of reliability and durability, at a reasonable cost.

Benchmark	Assessment Method	Assessment Date
36.4A In 90% of the sample of completed student assignments, students will accurately locate specifications and service bulletins and identify appropriate parts 90% of the time.	Sample of completed student assignments to locate specifications and service bulletins through the computer automotive information systems and identify appropriate parts.	5/1/2010

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### Learning Outcome

Provide proof of competence to pass the Michigan licensing and national Automotive Service Excellence (ASE) certifications.

<b>Benchmark</b>	<b>Assessment Method</b>	<b>Assessment Date</b>
36.5A 90% of students who complete courses with a B or better will be able to pass state and national tests (ASE) related to their field of study.	Collecting information about passage of licensing and certifications within the present student body.	5/1/2010
36.5B 90% of students who complete courses with a B or better will be able to pass state and national tests (ASE) related to their field of study.	Students would be sampled 2 to 10 years after leaving the program to assess passage rates regarding licensing and certifications.	5/1/2010

## Automobile Servicing Program Assessment Plan

### Learning Outcome

Use safe practices related to performing diagnostic and repair procedures, with emphasis on environmentally sound methods.

Benchmark	Assessment Method	Assessment Date
36.6A 100% of sampled tests have scores of 100%.	20% of students' safety tests in each course.	5/1/2010

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### Learning Outcome

Will be able to test, diagnose, adjust or replace motor vehicle components and locate both specifications and lifetime service modifications.

Benchmark	Assessment Method	Assessment Date
36.7A In ATA1400, students will accurately test and diagnose vehicle failures, then locate specifications and service bulletins and identify appropriate parts 90% of the time.	In 25% of the sample student assignments, students will locate specifications and service bulletins through the computer automotive information systems and identify appropriate parts 90% of the time.	5/1/2010

## Automobile Servicing Program Assessment Plan

### Learning Outcome

Students will obtain competencies to pass the Michigan licensing and national Automotive Service Excellence (ASE) certifications and maintain institutional NATEF certification.

Benchmark	Assessment Method	Assessment Date
36.8A 90% of students who complete courses with a B or better will be able to pass state and national tests (ASE) related to their field of study.	Students will be required to present verification of three licenses / certifications prior to graduation.	5/1/2010

## Automobile Servicing Program Assessment Plan

### Learning Outcome

Students will prove their ability to select and utilize replacement parts and components that have the highest level of reliability and durability, at a reasonable cost.

Benchmark	Assessment Method	Assessment Date
36.9A In 25% of the sample of completed student assignments, students will accurately locate specifications and service bulletins and identify appropriate parts 90% of the time.	Sample of completed student assignments to locate specifications and service bulletins through the computer automotive information systems and identify appropriate parts.	5/1/2010