VICTOR VALLEY COLLEGE SYLLABUS

Fall 2017

# COURSE NO.:AUTO77.1 COURSE TITLE: AUTO LEADERSHIP & TEAMBUILDING UNITS: 3

# SECTION NO.:63112 CLASS HOURS: ON-LINE DAYS: ON-LINE ROOM NO.: ON-LINE

# INSTRUCTOR NAME: LEE BENNETT OFFICE NO: 8 TEL. EXT.:2403

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## FALL CALENDAR

**FALL Term Begins August 28**

**Labor Day Holiday (college closed) September 4**

**Veteran’s Day Holiday (college closed) November 10- 11**

**Thanksgiving Holiday (college closed) November 23-25**

**FALL Term Ends December 16**

**Sixteen (16) week term August 28 – December 16**

**Off-Campus Sixteen (16) week term August 28 – December 16 (Does not follow VVC calendar,**

**see that site’s calendar for holidays)**

**First Twelve (12) week term August 28 - November 18**

**Second Twelve (12) week term September 25 – December 16**

**First Eight (8) week term August 28 – October 21**

**Second Eight (8) week term October 23 – December 16**

## WITHDRAWAL POLICY

**NOTE** – **CAMPUS IS CLOSED and** **CLASSES WILL NOT BE HELD ON CAMPUS THE FOLLOWING DATES:**

**September 4th, November 10th, 11th, 23rd, 24th, 25th**

STATEMENT OF ACCESS: Students with special needs are encouraged to meet with instructors to discuss the opportunity for academic accommodation and referral to Disabled Students Programs and Services (DSPS) and services per Administrative Procedure (AP 3440)

**Visit Victor Valley College online at** [**www.vvc.edu**](http://www.vvc.edu/)

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**Prerequisite:**

None

**Textbook:**

1. **Automotive Service Management Series - Building a Team**

Delmar Learning, 0, ISBN: 1401826601

**Course Description:**

This course provides the student with the knowledge necessary to successfully build a functional automotive team and be an effective automotive team leader. Topics covered will include automotive industry team development, recruitment and retention of team members. The course will also cover automotive industry motivation and compensation and the creation and maintenance of employee policies and procedures handbook.

**Course Objectives:**

1. Recognize and distinguish the differing motivational needs of automotive industry personnel

2. Identify and distinguish automotive industry team member acquisition and retention techniques

3. Recognize and effectively communicate needs and style within the automotive industry

4. Recognize and assess the changing leadership needs of the automotive industry

**Student Learning Outcomes:**

Upon completion of the course the student should be able to:

1. Safely and responsible perform automotive repairs while minimizing the negative impact on the environment.

2. Apply automotive leadership styles and techniques necessary to acquire and retain team members in an effective team in the automotive industry

3. Apply leadership principles to group change and respond to these changes to maintain an effective and cohesive automotive work group

**Grading Policy:**

**Grading Scale**

100% thru 90% = A

89% thru 80% = B

79% thru 70% = C

69% thru 60% = D

59% or below = F

Interactive Discussion Board Posting 30%

Quizzes 40%

Final Exam 30%

**Assignments and Due Dates**

**A**

**Interactive Discussion Board Posts**

Every couple of weeks a question will be posted to the “Discussions” area and you will have until that first Sunday by 11:59PM to post your response.  A substantive response to a fellow classmates post is also required and must be completed by the following Sunday evening by 11:59PM. Chapter reading assignments from the text and discussion board postings

**Quizzes- can be taken anytime, but all must be completed by December 15th at 11:59 PM**

The book that is required for the course is Building a Team ISBN 1-4018-2660-1 it is 10 chapters and only 116 pages.

The chapters on average are about 15 pages and you should be covering about one chapter every week and a half. At the end of the chapter, you will need to go on-line an answer a question in the quiz link.

**Final Exam due December 15th at 11:59 PM**

Your response must be at least a two-page double spaced type paper, three citations and be no greater than 12 point font.

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* **Communicating with Instructor and Students**

Considering that, this is an online class the preferred way for you to communicate with me or any other students in the class is through Blackboard.

**Why?**

Reason #1

When you e-mail through Blackboard you are identified as a student in the class and given priority. If you send an e-mail directly to my college e-mail account, your e-mail is tossed in with about 100 other e-mails that I get daily and your e-mail might be blocked by the colleges spam filters. The quickest way to get an answer to a question is to communicate through Blackboard. I will usually get back to you within about 24 hours, however if it is on the weekend it may be a little longer.

Reason #2

All communications through Blackboard are a part of the permanent record for the class. Additionally you may not be the only student with the same question. If your question is not of a personal nature, please post it for the whole class to see in **Class Questions under the Discussion Board**. In addition, you should look in **Class Questions** for the answer before posting a duplicate post.

Reason #3

It is a big world out there and there are some scary people in it… If you communicate with other students through **Messages under Communications** in Blackboard those scary people will not get your e-mail address. All kidding aside, please only communicate with me and the other students through Blackboard. Do not give out your e-mail, telephone number or personal address to any other student. This course requires no collaborative work that requires that type of communication.

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* **Online Etiquette**

**Disembodied Discussions**

**A key Brave New Electronic World**

Welcome to the world of online, Web-based courses. If you're like many people, this is your first experience with an online course. You may have taken some courses before, and you may also have had experience with some form of electronic communication, but a Web-based course is a new area of social interaction, and as such it has its own rules for interacting with others. This guide is intended to be an overview of appropriate etiquette for interaction in this new environment.

A Distinguishing feature of an online course is that communication occurs solely via the written word. Because of this, the body language, voice tone, and instantaneous listener feedback of the traditional classroom are all absent. These facts need to be taken into account both when contributing messages to a discussion and when reading them. Keep in mind the following points:

1.             **Tone down your language**. Given the absence of face-to-face clues, written text can easily be misinterpreted. Avoid the use of strong or offensive language and the excessive use of exclamation points. If you feel particularly strongly about a point, it may be best to write it first as a draft and then to review it, before posting it, in order to remove any strong language.

2.             **Keep a straight face**. In general, avoid humor and sarcasm. These frequently depend either on facial or tone of voice cues absent in text communication or on familiarity with the reader.

3.             **Be forgiving**. If someone states something that you find offensive, mention this directly to the instructor. Remember that the person contributing to the discussion is also new to this form of communication. What you find offensive may quite possibly have been unintended and can best be cleared up by the instructor.

4.             **The recorder is on**. Think carefully about the content of your message before contributing it. Once sent to the group, there is no taking it back. Also, although the grammar and spelling of a message typically are not graded, they do reflect on you, and your audience might not be able to decode misspelled words or poorly constructed sentences. It is a good practice to compose and check your comments in a word-processor before posting them.

5.             **Test for clarity**. Messages may often appear perfectly clear to you as you compose them, but turn out to be perfectly obtuse to your reader. One way to test for clarity is to read your message aloud to see if it flows smoothly. If you can read it to another person before posting it, even better.

**Net speak.**

**Although electronic communication is still young, many conventions have already been established. DO NOT TYPE IN ALL CAPS. This is regarded as shouting and is out of place in a classroom. Acronyms and emoticons (arrangements of symbols to express emotions) are popular, but excessive use of them can make your message difficult to read.**

**A Course is a Course**

You may be familiar with many of the previous points if you have participated in other forms of electronic communication in the past. But Web-based courses have some added constraints not present in other arenas. Keep in mind these additional four points:

1.             **Remember your place**. A Web-based classroom is still a classroom, and comments that would be inappropriate in a regular classroom are likely to be inappropriate in a Web-based course as well. Treat your instructor and your fellow students with respect.

2.             **Brevity is best**. Be as concise as possible when contributing to a discussion. Web-based courses require a lot of reading, and your points might be missed if hidden in a flood of text. If you have several points that you want to make, it might be a good idea to post them individually, in several more focused messages, rather than as a single, lengthy, all-encompassing message.

3.             **Stick to the point**. Contributions to a discussion should have a clear subject header, and you need to stick to the subject. Don't waste others' time by going off on irrelevant tangents.

4.             **Read first, write later**. Don't add your comments to a discussion before reading the comments of other students unless the assignment specifically asks you to. Doing so is tantamount to ignoring your fellow students and is rude. Comments related to the content of previous messages should be posted under them to keep related topics organized, and you should specify the person and the particular point you are following up on.

5.             **Do not Forget**. All of the rules for student behavior still apply in a online course. If you’re in doubt about what they are please consult the VVCC student handbook or your instructor.

**Citations and Other Etiquette Sources**

Many of the points made here were taken from **The Core Rules of Netiquette**, excerpted from the book **Netiquette**, by Virginia Shea. The Core Rules of Netiquette can be accessed at <http://www.albion.com/netiquette/corerules.html>.

Further information was taken from Arlene H. Rinaldi's **The Net: User Guidelines and Netiquette**, which can be found at <http://www.rdc.com.au/Netiquette.html>.

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**Victor Valley College Automotive Technology Department**

**Student Policies and Procedures**



In addition to the following policies and procedure, students are governed by and expected to abide by the general rules, code of ethics and conducts of Victor Valley College. Please refer to the student handbook for complete information.

**General Rules**

1. All repairs must be supervised by an instructor or qualified assistant designated by the instructor. The shop may not be used outside of regular scheduled class time or without the permission and presence of an instructor.
2. If a student needs to leave the shop area during regular scheduled class time they are asked to inform the instructor.
3. Student are encouraged and in some courses required to bring tools to lab sessions, however VVCC or its employees are not responsible for the theft of your tools. VVCC will provide an open top, unmonitored, locked tool storage area, however you are leaving locked toolboxes at your own risk. If you do not feel comfortable leaving your tools under these conditions you are encouraged to store them elsewhere.
4. Only students that are currently enrolled in a class are permitted to be in a classroom, the auto shop library, parking area or in the auto shop work area.
5. All hazardous waste including oil, brake fluids, oil filters, gasoline, solvents and any other substance generally considered by the State of California to be of a hazardous nature must be stored and disposed of properly, if you have questions contact the Automotive Instructional Assistance
6. Students are encouraged to review the (MSDS) Material Safety Data Sheets before contacting any material or chemical in the shop. MSDS are located in the auto shop library.

**Service Order Procedures and Lab Rules**

1. The instructor must approve all lab projects before work has begun.
2. Students will not be permitted to work in the lab area until they have passed both SP2 automotive safety and pollution training courses and tests with a score of 80% or higher.
3. All vehicles entering the auto shop parking area must have a current work order.
4. Keys will be given to the service advisor and kept in a locked storage area for the duration of the vehicles stay in the automotive department. Keys can be checked out during lab sessions from the tool crib with a washer from the tool crib.
5. Only vehicles with a current repair order will be permitted in the shop or rear parking areas. Student parking is provided in designated parking areas only.
6. All vehicles must have steering wheel covers, seat cover, floor mats and fender covers applied before repair work is started.
7. Students will be giving a technician work sheet and must document all work that is performed and all needed additional work on that sheet.
8. An instructor must verify all repairs and the technician worksheet must be signed by the instructor before the repair order can be closed and the vehicles can leave the lab area.
9. After repairs have been completed and repair orders have been closed vehicles must be removed from the shop and rear parking areas. Vehicle left without permission may be subject to impound.
10. The instructor will have the ability to stop any project, assignment, repair or operation at anytime and for any reason if he or she feels that is being conducted in an unsafe manner, a safety rule is being violated, or it poses a hazard to anyone.
11. The internet may be accessed in the computer lab of the automotive department during scheduled class time and only with the permission of the instructor. The following web sites are the only sites that may be accessed. Students found in violation of the internet rules or procedure will be subject to the following procedures or may be subject to immediate dismissal depending on the severity of the infraction.
12. Respiratory protection is required whenever in the presence of vapors or airborne particulate matter of any kind
13. Students are not permitted to use any piece of shop equipment without being properly trained on its usage and safety practices.
14. Students are not permitted to drive or road test a vehicle without being accompanied by the instructor or Instructional Assistant. If the road test is with the instructional Assistant the student must acquire permission from the instructor.
15. When road testing a vehicle all laws must be obeyed and the vehicle may not be operated in an unsafe manner.
16. Students who do not possess a valid California driver’s license may not operate or sit in the driver’s seat of a vehicle.
17. Before starting any vehicle ensure that both feet are in the vehicle, all doors are closed, seat belt is on and you are prepared to operate the vehicle.
18. Wheels must be chocked on all vehicles before repair work is started.
19. A shop exhaust ventilation hose must be connected to the exhaust pipe of any vehicle running in the auto shop.
20. If a student doesn't understand the complete and safe operation of a piece of equipment, service operation or procedure it is not only their right but the responsibility of the student to stop and ask for proper training from an Instructor and Instruction Assistant before proceeding.

**Personal Conduct and Behavior**

1. Profanity and inappropriate conversation is unprofessional and will not be permitted.
2. In the Automotive Industry it is very important that you not only behave in a professional manner, but that you also look professional. Therefore the following mandatory dress policy must be followed:
   1. The Victor Valley College Automotive Department Shirt must be worn to all lab and class sessions.
   2. The designated department shirt must be clean, unwrinkled and worn properly at all times.
   3. You must be bathed, clean, free of malodor, properly groomed and attired before coming to class. This determination will be made by the instructor and should be consistent with what an employer would expect during working hours.
   4. Your hair must be neat and clean.
   5. Fingernails must be clean and cut short. For Safety reasons acrylic are not allowed.
   6. Students not abiding by these policies will be dismissed from class for the day and will not be allowed to make up missed work.
   7. Any student who fails to conduct themselves in a professional manner will be removed from the class and forwarded to the Dean for corrective action.
   8. Students are required to conduct themselves in a safe and professional manner when in the classroom, lab area and when on the VVCC campus.
   9. Victor Valley College is a smoke-free institution. Smoking or the use of any tobacco products **or smokeless devices such as e-cigarettes,** is prohibited at all campus sites. Students, staff members and visitors to the campuses of Victor Valley College are permitted to use tobacco products or smokeless devices in their personal vehicles only.
   10. Students are not permitted to take breaks in the rear parking area
   11. Eating or drinking is not permitted in the shop, library/computer lab, or the rear parking area.
   12. Thievery of any kind is against department and college rules.
   13. Safety glasses are required when in the shop, whether working on a lab project or not. Smoked colored glasses, sunglasses, and some tinted glasses do not meet the auto shop standard. Please see instructor before purchasing glasses for proper identification. The instructor will have final say on what is or is not safe and appropriate. Some operations may require the additional use of a complete safety shield or tinted lenses for welding or cutting.
   14. Proper close-toed shoes are required in the lab area.
   15. Short pants are not permitted in the lab area.
   16. Loose or baggy clothing is not recommended and may be unsafe. The instructor will have final say on what is or is not safe and appropriate.

**Shop Cleanup and Maintenance**

1. Students are responsible for keeping and maintaining a clean lab area while working in lab.
2. Students are to ensure that all lab areas are thoroughly cleaned before leaving the lab area.
3. Cleaning up oil spills from the shop floor:
   1. Apply oil absorbent to oil spill and allow sufficient time for oil absorbent to absorb fluid.
   2. Sweep up an either recycle or dispose of absorbent in oil absorbent disposal container.
   3. Wipe up remaining residue with shop rags and recycle shop rags.
   4. After determining floor is free of oil, mop floor with hot soapy water.
   5. After ensuring mop water is free of contaminates, dispose of mop water in shop sink.
   6. After disposing of used mop water thoroughly clean mop head and bucket and return empty bucket and clean mop to storage rack. Ensure that mop is returned to the hanging position to ensure that it dries.
   7. (Please note that complete shop cleaning instructions are contained the in Shop Maintenance guide, however due to the legality of waste oil disposal a brief explanation was given here.)
4. All vehicle must be removed from the shop and work areas, parked and locked at the end of the lab session.
5. All benches must be cleaned and returned to the proper area at the end of the lab session.
6. Food and drinks are not allowed in the computer or service advisor areas.
7. Please notify your instructor and the instructional assistant in the event of a large hazardous materials spill.

I have read, fully understand and agree to be abide by the Victor Valley College Departments Policies and Procedures.

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**After signing and dating above, please return the entire packet. Your copy of this document is included in the course syllabus of record of all Victor Valley College Automotive Courses.**