HIBBING COMMUNITY COLLEGE
COURSE OUTLINE

COURSE NUMBER & TITLE: ASES 2014: Customer Auto 1
CREDITS: 3 (0 Lec/3 Lab)
PREREQUISITES: Instructor approval

CATALOG DESCRIPTION:
The Customer Auto 1 course allows the student to work in a supervised shop environment on vehicles that have been scheduled for actual repairs. The course is designed to increase skills needed for an entry-level position in the automotive technology repair field.

OUTLINE OF MAJOR CONTENT AREAS:
1. Perform shop safety practices
2. Exhibit proper work ethic
   A. Properly repaired on the first visit
   B. Finish the job in a timely manner
   C. Be on time
3. Proper diagnosis of customer complaints
4. Proper repair procedures using proper equipment
5. Verify proper repair
6. Gain knowledge of employee productivity and it’s monitoring

COURSE GOALS/OBJECTIVES/OUTCOMES:
1. Students will research; find information and specifications in service information.
2. Students will read and interpret vehicle-wiring diagrams.
3. Students will apply Ohm’s law to electrical circuits and calculate values.
4. Students will use measuring tools to measure components, compare readings to specifications.
5. Students will diagnose electrical concerns on vehicle circuits, determine issues, document diagnosis, and recommend repairs.

MNTC GOALS AND COMPETENCIES MET:
N/A

HCC COMPETENCIES MET:
Communicating Clearly & Effectively
Thinking Creatively & Critically
Social/Civic Responsibility
STUDENT CONTRIBUTIONS:
The student will:
1. Attend all class sessions.
2. Participate in class activities and discussions.
3. Request assistance when needed.
4. Complete and hand in assigned work when due.

Attendance is critical: if the student is not present, they cannot participate in or contribute to the learning process.

STUDENT ASSESSMENT SHALL TAKE PLACE USING INSTRUMENTS SELECTED/DEVELOPED BY THE COURSE INSTRUCTOR.

ADDITIONAL INFORMATION:
Tasks lists, handouts, and other materials will be provided.
Safety glasses are required in the lab.

Curriculum Committee Approval Date: April 3, 2018

AASC APPROVAL DATE: April 18, 2018
REVIEW DATE: April 2023