

## Auto-Servicing Needs Assessment

Meeting with Cheryl Krakow, Auburn Hills, 9/16/93:

### Background to the Assessment:

a) Enrollment decline over past 10 years 67%, 38% drop over last five, cf. Data Book. However, current enrollment in courses being offered is healthy; classes filled quickly, more so than comparative courses. Cheryl has the feeling from reviewing enrollment that a lot of it is personal interest rather than job training. Student survey should help clarify this but it would be consistent with previous findings for VBT.

b) It is an expensive program to run. Currently, both evening and morning classes are held, with the afternoon for set-up and preparation. Two full-time faculty are involved, Tony Hildebrandt and Larry Bennett. The latter only teaches a few classes in this program and there is extreme tension between the two. Tony was asked to attend the meeting but did not do so. Cheryl took note of information we would like to obtain from him. In addition, there are two para-professionals who provide support, one has to be tool crib attendant for safety reasons. Overtime alone for these two last year was \$26,000. (Confidential information) Equipment, its maintenance and lab supplies are also all extremely expensive. Tuition at \$60 is as high as they believe it can go but does not fully cover the cost of supplies and maintenance.

### Purpose of Assessment:

a) The major question to be answered is whether the program merits an extensive revamping process.

b) If the program is revamped should it be credit or non-credit?

c) If revamping is needed are there any resources available which would help pay for the process? Possibilities of link with Chrysler to train for their dealerships. The belief is that training for computerized systems for example would be expensive to provide.

### Process:

a) Tony Hildebrandt should be supplying additional information, expert sources and so on.

b) Cheryl supplied Advisory Committee member list.

c) They would like us to include at least two other employer groups beside dealers. These would be brake shops, transmissions etc. and K-Mart, Sears type operations. These are the areas where their co-op students are being placed currently and they believe may be good sources of employment.

Questions they would like to see addressed:

- a) Scheduling; do they need to maintain the evening and morning schedule? Could it be changed to be more cost efficient? Issue for both employers and students.
- b) Contractual training; is there a market for this (not BPI) ?
- c) Skills; computerized systems training?
- d) Potential link for support; Chrysler is their target.