



OAKLAND
COMMUNITY
COLLEGE

Auburn Hills Campus
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AUTOMOBILE SERVICING ADVISORY COMMITTEE MEETING

May 22, 1997

Present: Roger L. Baran, EDS
Jim Bastin, Samhat Tire Center
Susan Dean Christophersen, General Motors Service Parts Operations
Alice DeGrandchamp, Paraprofessional, OCC
Michael Goldman, Wide Track Automotive
Tony Hildebrandt, Faculty, OCC
Warren Hildebrandt, Rochester High School
El Huntington, Penske Auto Centers, Inc.
Charles A. Keberly, Chrysler Corporation
Dr. Carlos Olivarez, Dean, Academic and Student Services, OCC
Ruth Springer, Secretary, OCC
Chadd M. Yagiela, Rochester Hills Chrysler Plymouth

Preliminary Matters

Dr. Carlos Olivarez welcomed the group and asked the members to introduce themselves. Mr. Tony Hildebrandt distributed a brochure regarding the Service Technicians Society (STS), which he is attempting to promote among the students.

The minutes of the Automobile Servicing Advisory Committee meeting held on November 21, 1996, were reviewed and approved as written. The minutes of the follow-up meeting of OCC members of the advisory committee held on February 13, 1997, (see attachment) were reviewed, and a progress report was given on each committee recommendation, as follows:

Progress Report on Advisory Committee Recommendations

- 1. That ENG 135, Business Communications, and SPE 129, Interpersonal Communication, be added to the Automobile Servicing Program.**
- 2. That Automotive staff meet with the ENG 135 instructors to make suggestions as to how that course could be taught with an application to the Automotive area.**

Mr. Tony Hildebrandt reported that the curriculum is currently being updated to meet NATEF requirements. The new curriculum will have these two courses included as required supportive classes. At present, students can take whatever English or Speech courses they wish.

Mr. Roger Baran asked whether the English class will be geared toward preparing students for work in technical industry situations. Dr. Olivarez responded that he would like to work out a way to incorporate topics for the students' fields of study into the English class. He wants to talk with the ENG 135 instructors to see if they would be willing to incorporate into their current syllabi topics related to various technical fields of study. The class would be open to anyone, but students could choose the topics of greatest interest to them. He believes the English instructors would be open to adapting their classes to the needs of students in other departments. Dr. Olivarez and Mr. Hildebrandt will continue to work with the English and Speech instructors to achieve this goal.

- 3. That the importance of reading comprehension be stressed by finding ways to make reading a fundamental part of what is done in each class.**

Mr. Hildebrandt reported that books are required in every class, and the students have reading to do. In addition, students must read the service manual or computer screen to figure out what to do for their projects. Students are required to write out on performance objective sheets what the problem was and how they fixed it. Most tests are multiple choice because Mr. Hildebrandt attempts to give students the same type of test they will face for State or ASE certification.

- 4. That an applied physics class be added to the curriculum.**

Mr. Hildebrandt reported that he will be including APP 815, Applied Technology I, and APP 816, Applied Technology II, as required supportive courses in the proposed new curriculum.

- 5. That instruction in math, science, and written and oral communication be integrated into each Automotive class, so that each course would include a performance objective in math, science, and written and oral communication. Performance objectives in those areas would be written in such a way that, as students advanced from basic to more**

advanced Automotive courses, they would also advance in their math, science, and communication skills.

Mr. Hildebrandt reported that all these areas will be addressed as part of the new performance objectives in the new curriculum.

Dr. Olivarez explained that this is part of a drive by the College to begin to identify in every course performance objectives beyond the specific topic of the class. Reading, math, and other subjects are being taught in automotive courses, but it has never been specifically stated how it is being done. The new courses will be designed with specific performance objectives in math, reading, writing, and science, so when anyone reviews the curriculum, it will be obvious how this is being done.

- 6. That two or more computer stations be set up in the Automotive area and that, using modular learning units, writing projects for students be developed that would be applicable to that area.**

Mr. Hildebrandt reported that computers in the Mac Lab are available to students on a walk-in basis to be used on writing assignments. He would like to have more computers available in the Automotive area, preferably laptops so they could be used on the automobiles. There are five computers in the Electronics Lab which belong to OCC's Business and Professional Services, but are not currently being used. Dr. Olivarez will contact Ms. Bonnie George to see whether they could be used in the Automotive Lab.

- 7. That the curriculum include instruction and experience in teams and team building, perhaps using material available from SAE.**

Mr. Hildebrandt reported that QAT 102, Statistical Process Control, includes instruction in teamwork, its importance, effective group brainstorming, consensus decision-making, and how to measure progress. He is considering incorporating this course into the new curriculum, as it is the only course available which deals with these important subjects which are needed by technicians.

Ms. Susan Christophersen commented that instruction in teamwork could be good for training technical people to work in a plant environment. However, such instruction would probably be less applicable to those working in a dealership or as independent technicians. The group agreed that in situations where workers see themselves as being in competition with one another, there is probably less occasion for working in teams.

Ms. Christophersen asked whether QAT 102 would be an additional required class, and Mr. Hildebrandt responded that it would be a required supportive course. Students would choose a specific number of credit hours of classes from a list of several options.

Ms. Christophersen stated that what we need to do in the curriculum is prepare students for the workplace in this field. She believes that the instruction provided in QAT 102 is not needed in the skills set for this occupation. Training in teamwork is a good idea, and students could be encouraged to take the course by making it a recommended elective. However, she does not believe it should be a required course.

Dr. Olivarez and Mr. Hildebrandt agreed that this could be accomplished by including QAT 102 on a list of required supportive courses from which students could choose those which were applicable to their career track.

8. That IND 100, Introductory Seminar in Industrial Sciences, be listed as a recommended elective, rather than as a required course, in the Automotive Program.

Dr. Olivarez reported that he and Mr. Hildebrandt are in the process of doing the paperwork to remove IND 100 from the list of required courses in the Automotive Program. Beginning in Fall 1997, students will not be required to take this course, but they would have the option of taking it if they so desire.

9. That the equipment in the Automotive Lab be updated.

Mr. Hildebrandt reported that they have received a new rim clamp tire changer (\$3,500) and an Ammco on-car disk-brake lathe (\$2,400). Snap-On/Sun has provided four-wheel, laser alignment equipment for ATA 120, Front Suspension and Steering Service. They are also donating 15 roll-around tool boxes. These will be used as work benches which can be rolled out to work on the cars.

Ms. Alice DeGrandchamp reported that \$3,600 has been spent on new hand tools. This money came from student lab fees.

Mr. Hildebrandt is currently pursuing the possibility of developing new and expanding ongoing training partnerships with Penske Automotive, Goodyear, Firestone, Cummins, American Transmission, Belle Tire, Metro 25 Tire, Michigan Motor Rebuilders, Amoco, Chrysler, General Motors, Ford, Saturn, Nissan, and Toyota. He is willing to talk with anyone who has ideas or people they would like to bring in about setting up a training program customized to specific needs, not just limited to the regular catalog courses.

10. That scan tools for the various auto companies be obtained for the lab.

Mr. Hildebrandt reported that he is currently talking to a company called Gen. Rad. regarding generic O.B.D. II diagnostic equipment which is designed to work on four major vehicles.

Ms. Christophersen mentioned that Vetronix has a scan tool which can be used for all makes of vehicle. She can provide Mr. Hildebrandt with more specific information about this tool. She mentioned that OCC would need to purchase a subscription to the software update service to support the tool.

11. That e-mail capability be made a high priority for the Automotive Program.

Mr. Larry Bennett was to check on the disposition of five computers which were being removed from the BIS Lab to see if they could be reallocated to the Auto Lab. Ms. DeGrandchamp reported that she had not heard anything from Mr. Bennett about this.

Mr. Hildebrandt mentioned that there is a web site for technicians that is very popular. Mr. Huntington added that a person must be ASE certified to join. More than 7000 technicians are now on line. It is possible to obtain many responses to problems in this way.

Automotive Program Update

Mr. Hildebrandt distributed copies of an Automotive Program Update, which he reviewed with the group.

Mr. Hildebrandt reported that Degusa, a new German catalytic converter coating company located near Oakland University, needs automotive technicians. They are interested in putting together a special training program for their employees similar to the special degree program OCC currently has with Dana Corporation in which their employees from around the country come to campus twice a year and take intensive training for three weeks at a time. Degusa is also willing to donate equipment.

Mr. Hildebrandt is working with Ms. Karen Pagenette of OCC's Workforce Preparation Services on an accelerated Automotive program in light repair for displaced workers and regular students. Each of the five courses would be completed in three weeks. Students would be in class for three eight-hour days and would have the other days to study or work part-time. A new course would be started every three weeks, and new students could be added at the beginning of each new course. The entire program would require 15 weeks to complete. Employers involved in this program must pay the entry level employee \$8.00 to \$10.00 per hour to meet state guidelines for the program. Penske and Belle Tire are committed to the program, and Goodyear is interested. If 15 people were interested in taking this training, Mr. Hildebrandt would like to begin the program in September.

The group agreed that there is a great demand for technicians. Companies are unable to find people to hire, whether trained or untrained.

Mr. Warren Hildebrandt commented that he finds it difficult to get students to take his automotive program at Rochester High School and have parents approve the program for their children. Ms. Christophersen commented that there is a need to change the attitudes of parents and school counselors toward this type of career choice. Parents do not realize that being an automotive mechanic is a good way to make a living.

Dr. Olivarez agreed that parents do not have enough information to help them realize that there are other valid occupational choices for their children besides those which can be attained by attending a four-year college. He asked the group what can be done to change the image of the other occupations in the parents' minds.

Mr. Charles Keberly suggested that high school auto shop teachers be invited to OCC once a year to attend seminars presented by vendors to update them in their area. This would allow them to see the program and facility and would, hopefully, encourage them to refer students to OCC.

Mr. Tony Hildebrandt responded that he would like to do that sort of thing, but first we need to have more equipment in the lab. If instructors see that they have better equipment at the high school level than is available at OCC, they will not be anxious to send their students here.

Mr. Chadd Yagiela agreed that OCC must have updated equipment and all the necessary tools, because a person's first impression as to the equipment available plays a major role in determining whether that person wants to come here to study. He suggested that, once the needed equipment is in place, OCC have an open house, such as they have at Macomb Community College every spring.

Mr. Warren Hildebrandt mentioned that he offers a basic "how to take care of your car" class. Some who take the class decide they would like to pursue auto mechanics as a career. Perhaps OCC could offer a similar type of class.

Ms. Christophersen suggested that OCC hold a career day for high school students during which they could be exposed to a number of the vocational lab programs. She also suggested that a colorful brochure that would be attractive to high school students be mailed to homes or sent home with the students to provide them with information on career options.

Dr. Olivarez asked whether there is an organization that would help to do something like that. Mr. Tony Hildebrandt and Ms. Christophersen suggested that the Automotive Service Association of Michigan (ASA) would be an ideal organization to spearhead that kind of effort. Mr. Keberly suggested that Mr. Dennis Liphardt of the ASA has a wealth of knowledge about these kinds of things.

Mr. Roger Baran suggested that dealer associations and small business associations should be involved in an information campaign that everyone contributes to in an effort to promote the industry and change people's mind set about it.

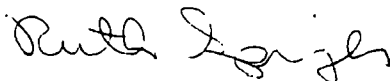
Mr. Warren Hildebrandt suggested that OCC put together a video and send it to automotive instructors. It could give the high school students an introduction to automotive careers, and then provide information about OCC. Mr. Hildebrandt has one like that which he uses with his high school students.

Dr. Olivarez stated that he will contact OCC's new Director of Marketing to see if he has ideas about how OCC could join forces with industry to inform people about possible careers in the field and the possibility of receiving training at OCC.

New Advisory Committee Recommendations

12. That if QAT 102, Statistical Process Control, is added to the program, it be made an optional course by including it on a list of required supportive courses from which students would be required to select courses equaling a specified number of credit hours.
13. That, once the needed equipment is in place in the lab, OCC consider promoting the program through such things as an annual seminar for high school auto shop teachers, and an annual open house.
14. That OCC consider offering a "how to take care of your car" class as a way of attracting potential students to the program.
15. That OCC consider holding a career day for high school students during which they could be exposed to a number of the vocational lab programs.
16. That OCC attempt to work with the Automotive Service Association of Michigan and/or other industry organizations to inform people about possible careers in the automotive field.
17. That OCC consider putting together a video to be sent to high school automotive instructors which would give students an introduction to automotive careers and also provide information about OCC.

Respectfully submitted,



Ruth Springer



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