



South Portland, Maine 04106

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Title: **Automotive Business Operations**

Catalog Number: **AUTO-160**

Credit Hours: **2**

Lecture (or Lab): **2 hours lecture**

Instructor: **Joseph Moore**

Total Contact Hours: **30**

Office: **207-741-5859**

Email: **jmoore2@smccme.edu**

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## **Course Syllabus**

### **Course Description**

This course introduces students to basic business operations, such as: introduction to key roles in the business system, automotive team interaction, and understanding how to manage time, materials, and supplies. The course will also introduce students to basic business operations and include such things as: OSHA regulations, cash flow, and risk management issues. Case studies and simulation activities may be included.

### **Course Objectives**

Upon successful completion of this course, the student will be able to:

- Determine how an automotive business achieves Net Profit.
- Identify systems for the operation of automotive repair facility.
- Create a positive customer relations environment.
- Apply a basic understanding of the factors that influence customer satisfaction index.
- Apply a basic understanding of the factors that influence Technician's Fix It Right Score.
- Identify financial issues surrounding an automotive service facility.
- Examine a technicians role in automotive business system.

### **Topical Outline of Instruction**

Automotive facilities and their business structure.

Understanding financial operations and theories.

Customer communications.

Internal relationships.

Understanding paperwork and systems used in a repair facility.

### **Student Evaluation and Grading**

- ✓ Homework, reading assignments, and review questions: 10%
- ✓ Discussion boards 25%
- ✓ Quizzes on course work and lecture: 15%
- ✓ Tests: 30%
- ✓ Reports: 20%

### **Late Work Policy**

This course has no late work accepted. All work is expected upon the due day as discussed in class and on your weekly assignment section of Blackboard. If problems are experienced which will cause your work to be late (such as website not working, etc) email the instructor for help if necessary. Your computer is not an excuse for late work as computer labs are available on campus.

### **Attendance**

Your attendance in this class is contributing to the discussion board. 25% of your grade will come from participating in the discussion board. The rubric is attached below to show how your discussions will be graded. You will be expected to post early in the week (by Tuesday evening 11:59 at the latest) and respond to two classmates (by Friday evening 11:59 at the latest). Points will not be given if postings are late.

# Auto 160 Automotive Business Operations Discussion Board Rubric

This grading rubric for Discussion Boards includes criteria such as Promptness and Initiative, Mechanics of Writing, Relevance of Post, Creating Community and Critical Thinking/Analysis. For those using this for evaluations, the levels of achievement are Below Expectations, Proficient and Exemplary which are worth 0, 12 or 20 points respectively for a potential total of 100 points.

<b>Criteria</b>	<b>Level of Achievement</b>		
	<b>Below Expectations</b>	<b>Proficient</b>	<b>Exemplary</b>
<b>Promptness and Initiative</b>	<b>0 Points</b> No posting credit at all for postings outside of the date range.	<b>12 Points</b> Contributes but doesn't meet the requirement of responding to two peer postings, and /or posts all requirements on the same day of the week.	<b>20 Points</b> Posts original contribution, responds to at least two peers postings, and posts on at least two different days of the week.
<b>Mechanics of Writing</b>	<b>0 Points</b> Poor spelling and grammar in posts; format is extremely hard to read would be deemed as unprofessional documentation by common business standards.	<b>12 Points</b> An error in spelling and grammar, yet overall format is clear.	<b>20 Points</b> Submissions are grammatically correct, posts with rare misspellings, format is easy to read/ professional delivery.
<b>Relevance of Post</b>	<b>0 Points</b> Posts topics which do not relate to the discussion; remarks are not backed up by a reference; rehashes or summarizes other postings; unclear connection to topic; minimal expression of opinions or ideas.	<b>12 Points</b> Most posts are short in length and offer no further insight into the topic; opinions and ideas are stated clearly with occasional lack of connection to topic, and/or provides limited citations (from text, website, etc) for the community to reference.	<b>20 Points</b> Consistently posts topics related to assigned topic; cites at least one but preferably several credible references related to topic (text, website, or other credible / scholarly references); expresses opinions and ideas in a clear and concise manner with obvious connection to topic.
<b>Creating Community</b>	<b>0 Points</b> Argumentative or abrasive. No peer interaction.	<b>12 Points</b> Displays an effort to become involved with group; interacts with others. This category is concerned with quality of interactions.	<b>20 Points</b> Frequently attempts to motivate the group discussion; presents creative approaches to topic, can differ or counter peers points with diplomacy, if applicable. Refers to peer contributions. Creates community in the discussion. This category is concerned with quality of interactions.

## Text, Tools and/or Supplies

- Auto 160: Automotive Business Operations 2<sup>nd</sup> ed. Ronald A Garner & C. William Garner (ISBN 10-9781133612353).
- Three-ring binder for notes and materials

## Virtual Office Hours

Appointments by email can be made to accommodate student needs.

## Course Requirements

- Students should maintain a 3 ring binder of all hand outs, notes, quizzes, and tests.
- Students will successfully complete homework, quizzes and tests.
- Students will successfully complete class projects as assigned and approved by instructor and maintain documentation of completion.
- Students will participate in classroom discussions.

### **End-of-Course Evaluation**

Students complete evaluations for each course attended at SMCC. Evaluations are submitted online and can be accessed through the student portal. Students can access the course evaluations beginning one week before the end of classes. The deadline for submission of evaluations occurs Monday at 5 PM following the last day of the class. You will receive an email to your student email account when course evaluations are available.

### **ADA Syllabus Statement**

Southern Maine Community College is an equal opportunity/affirmative action institution and employer. For more information, please call 207-741-5798. If you have a disabling condition and wish to request accommodations in order to have reasonable access to the programs and services offered by SMCC, you must register with the Disability Services Coordinator, Sandra Lynham, who can be reached at 741-5923. Further information about services for students with disabilities and the accommodation process is available upon request at this number. Course policies about online testing are modified to suit each individual's accommodations.

### **SMCC Pay-for-Print Policy**

#### **Per Page Costs**

Each semester students receive a \$20 printing credit. The balance resets at the end of the semester and any remaining credits are removed. The cost varies depending upon page size and whether printing is done in black and white or color.

- a. There is a \$0.10 per page fee for standard 8.5" by 11" black and white documents. The reverse sides of duplex (double-sided) documents are free.
- b. There is a \$.50 per page fee for standard 8.5" by 11" color documents.
- c. There is a \$.20 per page fee for 8.5" by 14" (legal) or 11" by 17" (tabloid) black and white documents.
- d. There is a \$1.00 per page fee for 8.5" by 14" (legal) or 11" by 17" (tabloid) color documents.
- e. Duplex charges (printing on both sides of a page) work in the following fashion: One page is \$0.10, two pages are \$0.10, three pages are \$0.20, and four pages are \$0.20, etc. The flipsides are free, but another

sheet of paper is \$0.10. Please be aware that a document with any color at all (when printed to a color printer) will by default be printed in color. You are responsible for setting the print job to print black and white if you do not need color. For directions, please go to the IT Help tab in My SMCC.

### **How does it work?**

The College's pay-for-print system monitors printing on all printers (including those in general access labs, library printers, the Academic Achievement Center, Noisy Lounge and technology labs). Students can check the number of pages they have printed by using the Printing Balance tool available on SMCC computers (located in the lower right corner of the screen, near the clock). Departments with work study students who need to print documents for the department should contact the Help Desk at 741-5696 to have a special account set up.

### **Refunds**

Print jobs are eligible for a refund in the event of mechanical or electronic error on the part of the printer, print server, or software used to submit the job. Jobs are not eligible for a refund in cases where the job was not set up correctly, was submitted multiple times, or the student is not satisfied with the result. To request a refund, please bring the offending print to the IT Department in the basement of the Ross Technology Center. Refunds will be granted in the form of a credit to the student's account.

### **Why is SMCC charging for printing?**

The pay-for-print system is an effort to control escalating printing costs. Charging for printing helps offset the increasing cost of supplies and encourages students to conserve resources. To find ways to reduce your printing charges, please go to the IT Help tab on My SMCC. If you have questions about the pay-for-printing policy or your printing charges, please contact the Help Desk at 741-5696 or send an email to [helpdesk@smccme.edu](mailto:helpdesk@smccme.edu). Be sure to log OUT of the system when you've finished your printing, to prevent unauthorized access to your account.

### **Add-Drop Policy**

Students who drop a course during the one-week "add/drop" period in the fall and spring semesters and the first three days of summer sessions receive a 100% refund of the tuition and associated fees for that course. Please note any course that meets for less than the traditional semester length, i.e., 15 weeks, has a pro-rated add/drop period. There is no refund for non-attendance.

### **Withdrawal Policy**

A student may withdraw from a course only during the semester in which s/he is registered for that course. The withdrawal period is the second through twelfth week of the fall and spring semesters and the second through ninth week of twelve-week summer courses. This period is pro-rated for shorter-length courses. To withdraw from a course, a student must complete and submit the appropriate course withdrawal form, available at the Enrollment Service Center (no phone calls, please). The designation “W” will appear on the transcript after a student has officially withdrawn. A course withdrawal is an uncompleted course and may adversely affect financial aid eligibility. Failure to attend or ceasing to attend class does not constitute withdrawal from the course. There is no refund associated with a withdrawal.

### **Plagiarism Statement**

Adherence to ethical academic standards is obligatory. Cheating is a serious offense, whether it consists of taking credit for work done by another person or doing work for which another person will receive credit. Taking and using the ideas or writings of another person without clearly and fully crediting the source is plagiarism and violates the academic code as well as the Student Code of Conduct. If it is suspected that a student in any course in which s/he is enrolled has knowingly committed such a violation, the faculty member should refer the matter to the College’s Disciplinary Officer and appropriate action will be taken under the Student Code of Conduct. Sanctions may include suspension from the course and a failing grade in the course. Students have the right to appeal these actions to the Disciplinary Committee under the terms outlined in the Student Code of Conduct.