SOUTHERN
MAINE
COMMUNITY
envision a future COLLEGE

South Portland, Maine 04106

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**

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 managing 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:

- Understand how an automotive business achieves Net Profit.

- Identify systems for the operation of automotive repair facility.

- Create a positive customer relations environment.

- Have a basic understanding of the factors that influence customer satisfaction index.

- Have a basic understanding of the factors that influence Technician's Fix It Right Score.

- Have a basic understanding of financial issues surrounding an automotive service facility.

- Understand technician 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%
- ✓ Attendance: 10%
- ✓ Quizzes on course work and lecture: 20%
- ✓ Tests: 30%
- ✓ Reports: 30%

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 Policy

Students will be dropped a letter grade from their final grade for 10% of total hours. Students will be dropped an additional letter grade at 13%. (For example: Received A for class but 10% absences now translates to a B for the final grade. 13% absence would translate to a C.)   Students missing 15 % of the total hours for the course, tardy or absent will result in an administrative failure (AF) for the class. For this course meeting 3 hours per day twice a week, means 15% is 13.5 hours. Tardies will count as .5 hours no matter time missed unless greater than .5 hours which then will be counted as time missed. Tardies are considered not seated at the time of the start of class. Tardies will add up. Students will be removed with an AF if 3 consecutive absences.

Example A final grade

10%	3 hours	B final grade
13%	3.9 hours	C final grade
15%	4.5 hours	AF

Telephones and Computers

The use of computers, cell phones, smart phones, or other mobile communication devices is prohibited during lecture, unless the instructor indicates a special circumstance. In case of emergency, phones should be silenced, and answered outside the classroom. Special requests to use a computer for note taking will be considered by the instructor on a case by case basis. Violations of this policy will result in dismissal from the class period and an absence recorded. Repeat problems may result in a sanction from the Dean of Students.

Text, Tools and/or Supplies

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

Office Hours

Appointments can be made to accommodate student needs.

Course Requirements

- Students will 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 shop projects as assigned and approved by instructor and maintain documentation of completion.

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. 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.