



MERCER
COUNTY COMMUNITY COLLEGE

COURSE OUTLINE

Course Number	Course Title	Credits
AUT 221	Internship in Automotive Technology III	1
Hours: Lecture/Lab/Other	Co- or Pre-requisite	Implementation Semester & Year
0/320	Co: AUT 213, AUT 224	Spring 2022

Catalog description:

On-the-job learning experience where students apply knowledge from lecture and lab instruction to repair vehicles in a commercial automotive service facility. The students work under the supervision of an experienced automotive professional at the business. Internship is required in terms three through six of the automotive technology degree program.

General Education Category:
Not GenEd

Course coordinator:

Jason Evans, 609-570-3776, evansj@mccc.edu

Required texts & Other materials: Students are not required to purchase printed learning materials for this course. All internship forms necessary to complete the internship assignments are available in the Blackboard shell for the course.

Students should have access to:

- A personal computer, laptop, Chromebook, tablet, etc. to access and submit assignments electronically in Blackboard
- A printer to print internship forms from Blackboard
- A scanner to save their internship forms electronically as a PDF file for submission

Students may need to purchase:

- Tools and tool storage
- Personal protective equipment
- Proper clothing in compliance with their internship employer's business policies

Students should discuss the materials necessary for employment with the business's hiring manager.

Respectively, the following is provided at no charge to students enrolled in Mopar CAP, Subaru University, or Audi AEP:

Vehicle service information provided by Stellantis, Subaru of America, and Audi of America

Accreditation Statement:

The Automotive Technology, Mopar CAP, Program is Master Automotive Service Technology (MAST) accredited by Automotive Service Excellence Education Foundation.

<https://www.aseeducationfoundation.org/>

Course Student Learning Outcomes (SLO):

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

1. Demonstrate effective diagnosis, service, and repair skills when working on vehicle systems during the internship period. [Supports ILG # 2, 3, 4, 10, 11; PLO # 1, 2, 3, 4]
2. Compose documentation of service and repair work performed on customers' vehicles, in compliance with automotive industry standards. [Supports ILG # 1, 4 ; PLO # 4]
3. Demonstrate sound theoretical knowledge of automotive systems when working in a commercial automotive repair setting. [Supports ILG # 1; PLO # 3, 4]
4. Recognize the importance of researching service and repair procedures while working in a commercial automotive repair setting. [Supports ILG # 10, 11; PLO # 1, 3]
5. Show a great understanding of customer, co-worker, and employer expectations. [Supports ILG # 1, 9; PLO # 2, 4]
6. Demonstrate effective communication skills at work, at school, and in their personal life. [Supports ILG # 1, 4; PLO # 2, 4]
7. Demonstrate and maintain a proper attitude while working with others. [Supports ILG # 1, 8, 9; PLO # 2, 4]
 - a. Understand the importance of being a positive team member regardless of individual differences.
 - b. Recognize attitudes and behaviors that contribute to absenteeism and tardiness at work.
 - c. Respond positively to constructive criticism and recognize the positive side of making mistakes.
 - d. Be courteous while performing assigned duties.
 - e. Respect the property of customers, co-workers, and employers.
 - f. Be accountable for personal actions.

Course-specific Institutional Learning Goals (ILG):

Institutional Learning Goal 1. Written and Oral Communication in English. Students will communicate effectively in both speech and writing.

Institutional Learning Goal 2. Mathematics. Students will use appropriate mathematical and statistical concepts and operations to interpret data and to solve problems.

Institutional Learning Goal 3. Science. Students will use the scientific method of inquiry, through the acquisition of scientific knowledge.

Institutional Learning Goal 4. Technology. Students will use computer systems or other appropriate forms of technology to achieve educational and personal goals.

Institutional Learning Goal 8. Diversity and Global Perspective: Students will understand the importance of a global perspective and culturally diverse peoples

Institutional Learning Goal 9. Ethical Reasoning and Action. Students will understand ethical frameworks, issues, and situations.

Institutional Learning Goal 10. Information Literacy: Students will recognize when information is needed and have the knowledge and skills to locate, evaluate, and effectively use information for college level work.

Institutional Learning Goal 11. Critical Thinking: Students will use critical thinking skills understand, analyze, or apply information or solve problems.

Program Learning Outcomes for Automotive Technology (PLO)

1. Diagnose, service, and repair current automotive technologies.
2. Demonstrate desirable attitudes and work habits while working individually or with others.
3. Obtain service repair information and procedures from online websites and electronic databases.
4. Communicate effectively and professionally with customers and fellow technicians.

Units of study in detail – Unit Student Learning Outcomes:

Unit I Fulfillment of the Internship [Supports Course SLO # 1, 2, 3, 4, 5, 6, 7]

Learning Objectives

The student will be able to:

- *(The first bullet point must be completed prior to the start of the term – the student must be working in their internship by no later than the first day of the term)* Secure part-time employment at an approved automotive service facility, which may include the following:
 - Searching for one or more potential internship employment locations
 - Applying for one or more internship positions
 - Completing one or more interviews for an internship position
 - Passing a background check at the request of a potential internship employer
 - Passing a drug test at the request of a potential internship employer
 - Having reliable transportation
 - Having a valid driver's license
 - Having a clean driver-history abstract
- Demonstrate compliance with the employment policies enforced the student's their internship employer.
- Demonstrate continuous part-time employment at a commercial automotive service facility for the entire college term (14-weeks during the fall and spring terms; 10-weeks during the summer terms).
- Produce a minimum of 320 hours of hands-on automotive service work related to material covered in current or previously taken automotive courses, within the time limits of the college term (14-weeks during the fall and spring terms; 10-weeks during the summer terms).
- Produce a weekly document for his or her daily work experience each week during internship period, and submit the form each week by the deadline(s) given.
- Explain the daily operation of a commercial automotive repair facility.
- Recognize when he or she must research vehicle service information to locate proper procedures and important vehicle specifications.
- Survey numerous diagnosis, service, and repair jobs on customers' vehicles as assigned by his or her manager or supervisor, by working individually or with co-workers.
- Demonstrate properly documentation techniques of service and repair work performed in accordance to industry, vehicle manufacturer, and business standards.
- Demonstrate concern for the property of customers, co-workers, and his or her employer.
- State foreseen work absence and tardiness to his or her manager or supervisor in advance of the beginning of their scheduled work shift.

Evaluation of student learning:

Students' internship course grades are based off the percentage of internship logs the student turns in during the term. This assumes that the student is working the minimum number of hours each week throughout the term and that their employer rates his or her work performance and attendance as acceptable or better.

Each internship course requires the student to work a minimum of 320 hours in their internship position. The internship is designed to be a part-time position, and it is not recommended that student work more than the minimum number of hours required each term. Students should distribute the minimum number of internship hours evenly over each week of the term. Doing so requires students to work a minimum of 23 hours each week in the fall and spring terms, and 32 hours each week in the summer terms.

Fall and spring internships require 14 weekly log submissions to earn 100% (A) in the course. Summer internships require 10 weekly log submissions to earn 100% (A) in the course. Logs must be completed in full, with no fields left blank to be awarded credit for the submission.

Students who submit less than the maximum number of logs in a given term must still work the minimum 320 hours during the term. In this case, his or her final course grade is calculated from the percentage of logs turned in, compared to the maximum number of logs assigned in the course. For example, if a student submits 12 out of 14 logs in a spring semester, his or her grade for the internship would equal $(12/14) \times 100 = 86\%$ or a letter grade of B.

Please note that:

- Any student who scores below a 60% (D) in the course must repeat the internship.
- The automotive program option chosen by the student will restrict the location at which he or she may complete the internships.
 - a. Mopar CAP students must intern at any Dodge, Chrysler, Jeep, RAM, or Fiat dealership.
 - b. Subaru University students must intern at any Subaru dealership.
 - c. Audi AEP students are encouraged to seek internship opportunities at an Audi dealership, although it is not required. Audi AEP students may choose to complete their internship at locations approved for Comprehensive Automotive Program students.
 - d. Comprehensive Automotive Program students may complete internships at any approved, full-service, commercial automotive repair facility. Before a student accepts a position at a facility, the program coordinator must be notified of the location so he or she can research the location and either approve or reject the location. Students who work at an unapproved location cannot enroll in an automotive internship course.

The program coordinator or automotive faculty may survey internship employers formally or informally during the term. The purpose of the survey is to discover the condition of the working relationship between the student and employer. The employer may provide information related to a student's performance on the job and their attendance at work. The program coordinator discusses positive employer feedback with the student. Similarly, the program coordinator discusses negative employer feedback with the student, in an attempt to determine the cause and improve the internship outcomes for the student and employer.

While feedback from a student's employer does not directly influence the student's internship course grade, students are expected to maintain a positive relationship with his or her internship employer while working at the business. If problems arise between the internship employer and the student, the student should discuss a resolution plan with their employer and consult the program coordinator for assistance.

Students are employees of their internship employer and can be terminated for a myriad of reasons. If students are unable to maintain employment throughout the term, it may not be possible for the student to pass the internship course, due to the loss of the internship experience and number of working hours required.

Lastly, students should plan to complete the four program required internships with the same employer. Doing so helps build a stronger student-employer relationship and helps enhance a student's resume.

MERCER COUNTY COMMUNITY COLLEGE

AUTOMOTIVE TECHNOLOGY PROGRAM

INTERNSHIP IN AUTOMOTIVE TECHNOLOGY III

STATEMENT OF UNDERSTANDING FOR INTERNSHIP RESPONSIBILITIES

I, _____, understand my responsibilities for my internship experience as outlined in the course outline, which is accessible to me online. The work schedule that I am submitting for approval reflects my goal of achieving the minimum 320 hours of work at my sponsoring repair facility this semester. The completed Weekly Internship Logs will be submitted each week by their respective deadline, and will serve as proof of actual working hours achieved. I understand that all fields of the Weekly Internship Log must be completed for the log to be counted for credit towards my grade.

I understand that I must maintain part-time employment with my internship employer throughout the duration of the academic term, and that I should divide the minimum number of internship hours over each week of the term. I must submit a minimum of 23 hours each week during the fall and spring terms, and a minimum of 32 hours each week during the summer terms.

I understand that I must provide my signature below and submit this form to the program coordinator by the end of the first week of the term.

Signed,

NAME: _____

DATE: _____