



PROGRAM OUTCOMES

AUTOMOTIVE TECHNOLOGY

1. Preliminary Processing. Read repair orders, write service recommendations, obtain pertinent vehicle information, and document all problems.
2. Self Management. Work independently and professionally and as a member of an automotive team.
3. Basic Technical. Use basic math and appropriate tools and equipment to perform maintenance and basic repair services according to industry standards in a safe manner.
4. Advanced Technical. Assist in diagnosis and perform mechanical repairs using appropriate tools and equipment according to industry standards in a safe manner.
5. Diagnostic. Diagnose and perform complex mechanical and electrical repairs using appropriate tools and equipment according to industry standards in a safe manner.
6. Service Management. Apply basic business and management practices (marketing, inventory control, accounting, customer relations, and employee relations) to the automotive environment.
7. Communication. Identify, interpret and document customer concerns and determine necessary actions. Listen and respectfully communicate with customers, co-workers and managers.