



# AUTOMOTIVE TECHNICIAN (HITECC) CAREER LAUNCH PROGRAM PROPOSAL

Clark College & Dick Hannah Dealerships Partnership

## Partners

Clark College

Dick Hannah Dealerships



## Program Checklist

**P1. Program description including length of program in years and total hours (including split between classroom and worksite).**

Program Description: Automotive Technology and highly-trained automotive technicians are in serious demand for the Southwest Washington region. The Hannah initiative for Technician Education with Clark College, or HiTECC automotive program, prepares students for maintenance and repair employment opportunities in automotive dealerships. This program provides a broad overview of technology used in modern vehicles. This partnership between Clark College and the largest automotive dealer in Southwest Washington provides students a cooperative work experience at a dealership while attending school. The two-year program leads to an Associate's Degree and employment throughout the program and upon graduation. Participants are employees of Dick Hannah Dealerships and students at Clark College in the Automotive Program at the same time. Students split time between on-campus training and working alongside automotive technicians at the dealerships.



Automotive Service Technicians perform a wide variety of tasks. Typical activities are the following: (1) Identify mechanical problems, often by using computerized diagnostic equipment; (2) Test parts and systems to ensure that they are working properly; (3) Follow checklists to ensure that all critical parts are examined; (4) Perform basic care and maintenance, including changing oil, giving tune-ups, checking fluid levels, and rotating tires; (5) Repair or replace worn parts, such as brake pads and wheel bearings; (6) Disassemble and reassemble parts; (7) Use testing equipment to ensure that repairs and maintenance are effective; and (8) Explain to clients their automotive problems and the repairs done on their vehicles.

Length of Program: 8 quarters, 24 months.

Total Hours: 3,430 Hours.

- 1,440 hours of technical instruction on-campus
- 150 hours of non-technical instruction on-campus
- 400 hours of Managed internship at worksite
- 1,440 hours of non-managed internship at worksite.

**P2. Estimated number of hours per week at worksite and in classroom (this approach may shift throughout the program).**

Hours per week at worksite: 25 hours.

Hours per week in classroom: 5 hours in classroom; 17 hours in structured lab environment.

**P3. Demonstration of labor market demand for specified skills/career in local region**

The Automotive Technician (HiTECC) Career Launch Program addresses the occupations within Automotive Service Technicians and Mechanics occupation.

Within Clark College’s three county service district (Clark, Skamania, and Klickitat counties), there were 793 jobs in 2019, which is anticipated to grow by 7% in the next 10 years. Historically, the average number of completions are not keeping up with the demand, with only 64 total annual completions, for 74 annual openings. This has increased in 2019, where during January – November 2019, there were 306 unique job postings for Automotive Technicians – indicating a significant competition for high-quality applicants due to expansion of existing businesses.

Clark College is located within the Portland-Hillsboro-Vancouver metropolitan area, which means that the economic region includes a broader six county region (Clark, Skamania, Klickitat, Multnomah, Washington and Clackamas). Within this economic region, there were 4,019 jobs in 2019. There are 373 annual openings, with only 192 annual completions in this broader region; this creates an annual workforce shortage of 181.

Therefore, the Automotive Technician (HiTECC) Career Launch Program creates intentional career pathways for new and incumbent workers to address this workforce shortage.

**P4. Projected count of student enrollment, student completion, and anticipated employer participation for 5 years, post-pilot.**

	<b>Baseline</b> (2019-2020)	<b>Year 1</b> (2020-2021)	<b>Year 2</b> (2021-2022)	<b>Year 3</b> (2022-2023)	<b>Year 4</b> (2023-2024)	<b>Year 5</b> (2024-2025)
<b>Student Headcount</b>	24	29	30	31	32	33
<b>Full-Time Equivalent Student (FTES)</b>	28	33	34	35	36	37
<b>Completion</b>	7	12	14	15	16	17
<b>Employer Participation</b>	6	7	8	8	9	9

With increased recruitment and student support in the program and redesigned curriculum schedule, which allows students to take classes and work at the dealership during the same quarter (rather than the prior alternating quarter schedule). This increases dependability of funding for students and dealership staffing levels. Through increased partnerships and continuous improvement of recruitment and scheduling, the increased headcount and FTES will be achieved.

**P5. Concise description of development process to create the Career Launch program (e.g., who was involved, when, how was the program piloted, etc.)**

Clark College's HiTECC Dealer-Ready Program was initially offered in 2015. This program was modeled after the successful implementation of the T-TEN (Toyota Technician & Education Network) Program at Clark College. Due to the T-TEN Program focus only on Toyota, industry focus groups and advisory committees who identify the needs of our regional employers, the need for a program that addresses non-Toyota dealership employer needs was identified as a high-priority.

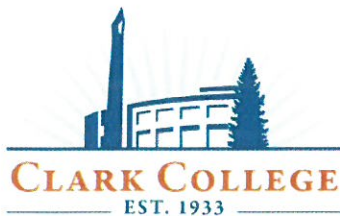
Based on evidence-based research, deep engagement with industry partners, and informed by previous students, the program was designed to meet student and regional employer needs. Automotive Department Head, Tonia Haney, Dick Hannah Dealership representatives, and other Clark College automotive faculty led the curriculum development for the program. The curriculum was initially vetted by the Automotive Advisory Committee, and is continuously reviewed and improved through Program Outcomes assessment and review by the advisory committee.

**P6. Signed letter of endorsement from all relevant partners, stakeholders and regional networks (including employers, labor organizations, academic institutions, community-based organizations, individuals, and other relevant stakeholders in support of the proposed Career Launch program). Regional network endorsement preferred.**

Letters enclosed on subsequent pages are from the following partners:

- Clark College
- Educational Service District 112 (Regional Network)
- Workforce Southwest (Program Intermediary)
- Southwest Washington STEM Network

Dick Hannah Dealerships endorsement of the Career Launch Program are included in Employer Commitment Letters for I-R9 on Page 14.



February 5, 2020

To the Career Launch Endorsement Review Team:

I write this letter to affirm Clark College's institutional commitment to the Automotive HiTECC Career Launch Program, with partnership with local dealerships. This program provides students with industry-defined curriculum and meaningful, high-quality on-the-job experience.

I am proud to say that this program also supports Clark College's strategic plan in the core themes of academic excellence, social equity and economic vitality as well as the values of social justice, partnerships, and innovation. The Automotive HiTECC Career Launch Program exemplifies this commitment through implementation of this creative and agile strategy to enhance student learning, and alignment of the Automotive program to meet regional workforce needs.

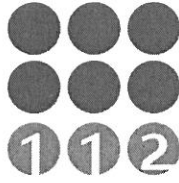
The Automotive HiTECC Career Launch Program is applying for endorsement between Clark College and local dealerships. Students concurrently enroll in the Clark College Automotive program and work 25 hours per week at a local dealership. To ensure that all students have the resources to address academic and non-academic issues, Clark College provides dedicated wrap-around student support to meet their individualized needs. This comprehensive program, with intentional integration of course curriculum and work-based learning opportunities, prepares students to enter the workforce with the knowledge, skills and abilities to be successful as an automotive technician.

The Associate Vice President of Instruction, Genevieve Howard and the Dean of Workforce Professional Technical Education, Armetta Burney have been closely involved in the development of this program with the Automotive Department Head and lead faculty member, Tonia Haney. Upon endorsement, all levels of leadership here at Clark College are confident that the implementation will continue to support the region's need for automotive technicians well into the future.

Sincerely,

A handwritten signature in blue ink that reads "Sandra Fowler-Hill". The signature is fluid and cursive, with the first name "Sandra" being the most prominent.

Dr. Sandra Fowler-Hill  
Interim President  
Clark College



## EDUCATIONAL SERVICE DISTRICT 112

COUNTIES

CLARK  
COWLITZ  
KLICKITAT  
PACIFIC  
SKAMANIA  
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SUPERINTENDENT

TIM MERLINO

2/12/2020

To the Career Launch Endorsement Review Team:

ESD 112 is excited to support the Automotive Technician HITECC Career Launch Project, with partnerships between Clark College and regional automotive dealerships.

At ESD 112, we recognize the need for

- Private/public partnerships that provide students with a career pathways that also provide competitive candidates to meet our business needs
- Meaningful, high-quality on-the-job experience, with defined competencies and skills gained through experience.
- Curriculum developed in partnership with employers and industry, to ensure state-of-the-art curriculum is aligned with occupations in-demand.
- Dedicated wrap-around student support to ensure students have the resources to be successful in academic and non-academic issues.
- Alignment of pathways from K-12 through postsecondary education and career trajectory.
- Career pathways for incumbent workers to upskill for career trajectory.

The Automotive Technician HITECC Career Launch Project is an exemplary program, providing students with meaningful, high-quality on-the-job experience that is concurrent with aligned academic curriculum.

- On behalf of ESD 112, we commit to working with the Automotive Technician HITECC Career Launch Project to make this program successful in the following specific ways:
- Convene and support Career Connect Intermediaries and other local partners in the region
- Help them achieve their outcomes related to Career Launch endorsement and participation of young people in Career Launch activities
- Ensure equitable inclusion of youth of color, low income youth, youth from rural communities and youth with disabilities.

The impact of this program is vital to meeting our regional workforce needs and we support endorsement of this exemplary program.

Tim Merlino  
Superintendent  
Educational Service District 112



2/12/2020

To the Career Launch Endorsement Review Team:

The Southwest Washington STEM and Career Connected Learning Network is excited to support the Automotive Technician HiTECC Career Launch Project, with partnerships between Clark College and regional automotive dealerships.

At SWWA STEM, we recognize the need for:

- Private/public partnerships that provide students with career pathways that also provide competitive candidates to meet our business needs
- Meaningful, high-quality on-the-job experience, with defined competencies and skills gained through experience.
- Curriculum developed in partnership with employers and industry, to ensure state-of-the-art curriculum is aligned with occupations in-demand.
- Dedicated wrap-around student support to ensure students have the resources to be successful in academic and non-academic issues.
- Alignment of pathways from K-12 through postsecondary education and career trajectory.
- Career pathways for incumbent workers to upskill for career trajectory.

The Automotive Technician HiTECC Career Launch Project is an exemplary program, providing students with meaningful, high-quality on-the-job experience that is concurrent with aligned academic curriculum.

On behalf of SWWA STEM, we commit to working with the Automotive Technician HiTECC Career Launch Project to make this program successful in the following specific ways:

- Support to analyze labor market
- Develop K-16 guided pathway aligned to jobs
- Recruiting and engaging private and public sector organizations
- Raise students' awareness of different career options
- Ensure equitable inclusion of youth of color, low income youth, youth from rural communities and youth with disabilities.

The impact of this program is vital to meeting our regional workforce needs and we support endorsement of this exemplary program.



Vickei Hrdina  
Executive Director  
SW WA Career Connected Learning Network





**workforce**  
SOUTHWEST WASHINGTON

To the Career Launch Endorsement Review Team:

Workforce Southwest Washington is excited to support the Automotive Technician HITECC Career Launch Project, with partnerships between Clark College and regional automotive dealerships.

At WSW, we recognize the need for public-private partnerships that provide students with career pathways that also provide employers with competitive candidates to meet their business needs. Through curriculum developed in partnership with employers and industry, combined with meaningful, high-quality on-the-job experience, the Automotive Technician HITECC Career Launch Program is an exemplary program serving our students and community.

WSW brings together stakeholders from business, economic development, education, labor, government, nonprofit and community organizations in the Clark, Cowlitz, and Wahkiakum counties. WSW brings these groups together to identify the regional workforce needs of specific industries and job seekers.

As a Career Launch Program Intermediary, WSW commits to working with the Automotive Technician HITECC Career Launch Program to make this program successful in the following specific ways:

- Provide advising for a scaling plan for this program to develop articulation agreements between regional high schools and the Clark College Automotive program;
- Provide strategic guidance for enrolling youth or young adults in the program, with an emphasis on underserved populations (e.g., youth from low income families, youth of color, youth from rural areas, out of school youth, English language learners, youth with disabilities, foster children, homeless youth, single parents, and other populations that face barriers to employment);
- Assist in identifying best practices that could support sustainable and inclusive practices to continuously improve and build sustainability for this partnership; and
- Assist in coordinating the distribution of curriculum through Career Connect Washington statewide system for other regions, if applicable.

The impact of this program is vital to meeting our regional workforce needs and we support endorsement of this exemplary program.

Sincerely,

Kevin Perkey

Workforce Southwest Washington - Chief Executive Officer

*Serving businesses, job seekers and youth in Clark, Cowlitz and Wahkiakum counties.*

**P7. Description of resources, supports, or other processes to recruit and support students from underserved backgrounds; or create an implementation plan to do so.**

For each of the initial two years of the HiTECC program between Dick Hannah Dealerships and Clark College, there have been recruitment plans to supply trained entry-level HiTECC graduates to the maximum number of Dick Hannah dealerships within the Clark College defined market area. This has included a collaborative effort between the Clark College Automotive Department Student Recruitment and Retention Specialist (ASRRS) and the Dick Hannah Recruiting Manager as well as the dealership service managers/directors.

With the high-touch recruitment process, the Clark College Automotive Department Student Recruitment and Retention Specialist (ASRRS) can develop individualized relationships with potential applicants to identify barriers to student participation and/or success in the program for students from underserved backgrounds. Student recruitment in the program – especially students from underserved backgrounds – has been a significant challenge for the program.

With the next cohort and potential program expansion, the program will intentionally recruit students from underserved backgrounds with specific support from ESD 112 (Career Launch Regional Network), Workforce Southwest Washington (Career Launch Program Intermediary), as well as the NEXT Center (a comprehensive center serving young adults ages 16-24 that do not have a clear pathway to work, training or post-secondary education). These intentional partnerships aim to recruit participants that reflect the diversity in the community.

Once students enroll in the program, Clark College offers a variety of supports to assist students from marginalized populations in achieving their educational and professional goals – including the following:

- Appreciative Advising Model that supports students in a holistic manner. All new students are assigned an Academic Advisor who assists with academic and non-academic supports throughout their journey at Clark College.
- Workforce Education Services provides a variety of supports to assist low-income students to include, alternative financial aid, access to subsidized childcare, maintenance of public benefits while in school, emergency grants, and assistance in preventing homelessness. Students receive assistance in barrier removal and connections to internal and external resources.
- Disability Support Services (DSS) office assist students with disabilities in pursuing their educational goals. Clark College is committed to assuring that its services, programs, and activities are accessible to individuals with disabilities.
- The Office of Diversity and Equity is committed to serving marginalized populations. The Diversity Center, is a safe space for students to study, meet new people and experience a sense of belonging.
- The Penguin Pantry supports a healthy college community by reducing hunger on campus and connecting students to essential resources.
- Career Services provides a wide array of resources that can assist students with job search skills and securing full-time employment and internships. There are a variety of Student Success Workshops that are offered throughout the academic year to assist students with their professional development, academic success and personal development.

## Industry-Related Checklist

### **I-R1. Address of worksite(s) where Career Launch students will complete supervised training.**

#### Dick Hannah Dealerships

- Dick Hannah's Acura of Portland: 12030 SE Stark St, Portland, OR 97216
- Dick Hannah's Volkswagen/Hyundai of Portland: 12345 E Burnside St, Portland, OR 97233
- Vancouver Auto Mall: 3500 NE Auto Mall Dr, Vancouver, WA 98662
  - Dick Hannah Collision Center
  - Dick Hannah Chrysler Jeep Dodge Ram
  - Dick Hannah Honda
  - Dick Hannah
  - Dick Hannah Subaru
  - Dick Hannah Volkswagen
- Dick Hannah Toyota: 2632 Coweeman Park Dr, Kelso, WA 98626
- Dick Hannah Nissan: 19505 McLoughlin Blvd, Gladstone, OR 97027

### **I-R2. Hourly wage for Career Launch participants.**

Participants start at \$14.50-16.00/hour, depending upon individual dealer or dealer group pay scales. Dealers usually increase pay rates as skills advance, as evidenced by ASE certification tests.

### **I-R3. List of entry-level positions and associated job descriptions for which a Career Launch student would be eligible for upon completion.**

#### HiTECC Student/Entry Level Technician

Department: Service // Reports To: Service Directors

**SUMMARY:** Employee must regularly attend class for Technician Education with Clark College (HiTECC) program, splitting time between dealerships and on campus training at Clark College. Learn to perform light maintenance and repairs which include lube, oil, and filter changes, balancing and rotation of tires, and flushing cooling systems, multi-point systems check and is an entry-level position.

#### **ESSENTIAL DUTIES:**

- Performs work as outlined on repair order with efficiency and accuracy, in accordance with dealership and factory standards.
- Sells lubrication, safety inspection, and other related services.
- Inspects vehicle fluid levels, replenishes as necessary.
- Checks tire pressure and adds air if needed.
- Communicates with Parts Department to obtain needed parts.
- Saves and tags parts of the job if under warranty or if requested by the customer.
- Examines assigned vehicle to determine if further safety or service work is required or recommended.
- Communicates with service advisor immediately if additional work is needed, if work outlined is not needed, or if repairs cannot be completed within the promised time.
- Documents all work performed and recommended on the repair order.
- Road tests vehicles.
- Participates in manufacturer-sponsored training programs, schools, and events.

### **I-R4. List of specific skills and competencies required for completion of Career Launch**

**program, with demonstrated alignment to entry-level positions, job descriptions, and average local salary ranges.**

Specific skills and competencies for the Career Launch program are aligned with the Automobile Service Excellence competencies, which are the professional standard for entry-level positions:

Course	Description	ASE Test
Electrical I	Introduction to basic electrical properties, circuits and testing. Major focus will be placed on the proper use of the DVOM in voltage drop diagnosis. Will also offer an introduction to Chassis Electrical Systems operation and testing.	A6 – Electrical/ Electronic Systems
Electrical II	Second in a series exploring electrical properties, circuits and testing. Major focus will be placed on the proper use of the DVOM in voltage drop diagnosis of multiplexed circuits used in Modern Automotive applications. Will also include an introduction to computer controlled electrical systems operation and testing using a DSO.	A6 – Electrical/ Electronic Systems
Brakes	Provides theory and hands-on training in the operation, diagnostics, and service of vehicle braking systems. Specific emphasis will be placed on the correct diagnostic strategies to locate and repair faults in ABS, VSC and VDIM systems. Initial focus will be placed on performing basic brake service procedures and diagnosis.	A5 – Brakes
Steering and suspension	Provides theory and hands-on training in the operation, diagnosis, and service of vehicle steering and suspension systems with specific emphasis on the correct diagnostic strategies to locate and repair faults in TPMS and EPS systems. Initial focus will be placed on performing basic tire, suspension and steering service procedures and diagnosis.	A4 – Suspension & Steering
Engine performance I	Instruction related to the operation, diagnosis, service and repair of engine management systems. Initial focus is on the operation and testing of the internal combustion engine then progress to engine and fuel management systems. Emphasis will be placed on ignition, fuel delivery, and computer input sensor diagnosis. Students will gain necessary knowledge of diagnostic strategies and tools used daily in the dealership to repair drivability and/or engine performance related issues.	A8 – Engine Performance
Engine performance II	Instruction regarding the operation, diagnosis, service and repair of engine management systems. Focus on advanced level diagnostics including fuel trim, no DTC's drivability, mode \$06 scan tool usage, and emissions control system diagnosis and repair.	A8 – Engine Performance
Climate control	Instruction in automotive heating and air conditioning systems used in vehicles. Covers refrigerant handling, climate control system components, temperature system controls, refrigerant system diagnosis, recovery-recycling-recharging a/c systems, safety requirements for hybrid vehicles and dealership service.	A7 – Heating & Air Conditioning
Engine mechanical	Instruction regarding the operation, diagnosis, service and repair of internal combustion engines. Focus on the tear down and inspection of internal engine components. Emphasis will be placed on precision measurements and components failure identification.	A1 – Engine Repair

Manual transmission	Instruction in automotive manual transmissions and drivetrains. Students will explore the principles of torque multiplication, engine braking, and gear ratios. Emphasis will be placed on the diagnosis and repair of clutch assemblies, manual transmissions, transfer cases, and vehicle drivetrains.	A3 – Manual Drive Train & Axles
Automatic transmissions	Theory and hands-on training in the operation, diagnostics, and service of automatic transmissions and transaxles. Specific emphasis will be placed on the correct diagnostic strategies to locate and repair faults in automatic transmission control systems. Initial focus will be placed on performing basic automatic transmission service procedures and diagnosis.	A2 – Automatic Transmission/ Transaxle
Introduction to dealership operations	Introduction to safety, service procedures and responsibilities as a dealership automotive service professional. Initial focus will be soft skills used in daily customer interactions and will continue with technical skills needed to be successful in the current dealership environment. Finally, emphasis will be placed on performing minor, intermediate and major maintenance operations.	Soft Skill Development

For the aligned positions, the entry-level hourly wage (10<sup>th</sup> percentile for occupation) is \$16.85 for the Clark, Skamania, and Klickitat counties region. The wage progression includes \$20.09 (25<sup>th</sup> percentile) and \$26.68 (median hourly wage).

**I-R5. Employer attests that Career Launch program is in compliance with required federal, state, and local regulations.**

Attestation is included in Dick Hannah Dealerships (See I-R9, page 14).

**I-R6. Employers will outline a student supervision and mentorship model.**

Participating dealers agree to provide exemplary supervision of participating student employees, modeled after the Toyota T-Port Evaluation Manual:

1. Provide job orientation concerning dealership and service department procedures during scheduled work hours.
2. Provide training, guidance and supervision of the intern/extern.
3. Assign sufficient quality work (based on technical evaluation areas) to occupy the intern during scheduled hours.
4. Accurately complete time sheets and list accomplishments of the intern/extern on a regular basis.
5. Adhere to all health and safety codes.
6. Evaluate the intern's/extern's progress at appropriate points during his or her workbased learning/externship using the In-Dealership Evaluation and Completion Evaluation.
7. Comply with the requirements of and assist the intern/extern in successfully completing the required tasks in the Automotive Professional Technician Portfolio.

**I-R7. Description of common career pathway(s) beginning with entry-level position specified with demonstration of likely salary growth over specified time period.**



For students interested in pursuing a management position (e.g., Team Service Manager; Parts Manager), Clark College offers a Bachelor of Applied Science in Applied Management degree. This degree builds on the Associate of Applied Technology (AAT) degree to provide the managerial knowledge and expertise to meet industry demand. This includes, but is not limited to the following: Foundations of Management; Social Media in Business; Organizational Communication; Organizational Behavior; Business Principles; and Accounting Principles for Managers.



**I-R8. Demonstrated competency alignment with relevant professional standards for specified entry-level positions when applicable.**

Professional standards for Automobile Technicians is based on the Automobile Certification Tests (A1-A8) by the Automobile Service Excellence certification. These tests have the objective of identifying and recognizing technicians who can demonstrate knowledge of the skills necessary to diagnose, service, and repair cars, and SUVs. Individuals who become certified in A1-A8 are recognized as “ASE-Certified Master Automobile Technicians”:

- A1 – Engine Repair
- A2 – Automatic Transmission/Transaxle
- A3 – Manual Drive Train & Axles
- A4 – Suspension & Steering
- A5 – Brakes
- A6 – Electrical/Electronic Systems
- A7 – Heating & Air Conditioning
- A8 – Engine Performance

**I-R9. Signed letter from employer partner.**

Displayed on Page 14.



PO Box 1679 | Vancouver, WA 98668 | 360-256-5000 | 503-252-4868 | dickhannah.com

To the Career Launch Endorsement Review Team:

Dick Hannah Dealerships is pleased to collaborate with Clark College and its Automotive program to join as an employer partner in the Automotive HiTECC Technician Career Launch Program. This partnership between Clark College and Dick Hannah Dealerships will provide students with meaningful, high-quality on-the-job experience that is concurrent with aligned academic curriculum.

Serving the Portland-Vancouver metropolitan area, Dick Hannah Dealerships collaborate with the Clark College Automotive HiTECC Program through our 9 locations:

Dick Hannah's Acura of Portland  
Dick Hannah Collision Center  
Dick Hannah Honda  
Dick Hannah Volkswagen  
Dick Hannah Nissan Gladstone/Portland

Dick Hannah's Volkswagen/Hyundai of Portland  
Dick Hannah Chrysler Jeep Dodge Ram  
Dick Hannah Subaru  
Dick Hannah Toyota

Like other dealerships in the region, we find it challenging to find employees with the education, skills, and abilities needed to grow our company. We believe that this Automotive HiTECC Technician Career Launch partnership will produce an additional workforce with needed skills and hands-on experiences.

Within the endorsed program, Dick Hannah Dealerships commit to partnering in the Automotive HiTECC Technician Career Launch Program to make this program successful in the following specific ways:

Compliance with required federal, state, and local regulations for the Automotive HiTECC Technician Career Launch Program;

Recruitment of students into the program through community partnerships with K-12, Clark College, and community-based organizations;

Provide exemplary student supervision and mentorship that allows program participants to gain confidence and skills needed to successfully transition into the workforce;

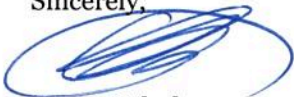
Completers of the program will have the knowledge, skills, and abilities for the Automotive Service Technicians;

Consider using the program as an option to skill up our own employees; and

Provide program participants with the career advancement opportunities, as applicable.

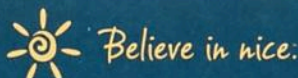
Regional industry needs employees with fundamental automotive technician competencies. We stand as partner with Clark College to expand the best Automotive HiTECC Technician Career Launch Program that will fully support industry and future workforce needs. This program clearly supports our mission, too. By helping to provide students with the knowledge and exposure to industry needs and an early awareness of educational and career pathways, support of this Career Launch program offers Dick Hannah Dealerships an opportunity to identify high-quality potential graduates with work-ready automotive technician skills.

Sincerely,



Gary J Schuler

Corporate Director/Fixed Operations



## Academic-Related Checklist

### A-R1. List of academic institution(s) providing career-aligned instruction for Career Launch program.

Clark College

### A-R2. Curriculum scope and sequence aligned to skills and competencies provided in employment checklist.

Program outcomes are overarching skills that are emphasized and reinforced throughout several courses in a specific program; they are measurable statements that define what students should know or be able to do by the end of a certificate or degree at Clark College. After successful completion of this program, students will be able to:

- Articulate well-considered ideas and written claims to an academic audience, using effective rhetorical techniques, properly credited evidence, and a command of Standard English. (GE)
- Demonstrate and clearly explain an effective strategy to solve a quantitative problem. (GE)
- Demonstrate interpersonal/human relations skills. (GE)
- Use a 6-step process to verify customer vehicle concern, determine related symptoms, analyze symptoms, isolate cause of concern, correct the concern, and verify proper vehicle operation.
- Represent sponsoring dealers by being competent, highly trained, and ethical dealership technicians.
- Achieve, maintain, and advance in the ASE technician certification process.
- Work as an effective team member in a dealership environment.

### Automotive Technology HiTECC Course Sequence, Endorsed by Advisory Committee

General Education Requirements		
<b>Communication Skills</b>		
<a href="#">ENGL&amp;101</a>	ENGLISH COMPOSITION I <sup>1</sup>	5
<b>Computational Skills</b>		
<a href="#">Course Options</a>		5
<b>Human Relations</b>		
<a href="#">SOC&amp; 101</a>	INTRO TO SOCIOLOGY <sup>1</sup>	5
<b>Major Area Requirements</b>		
<a href="#">AUTO 160</a>	INTRODUCTION TO DEALERSHIP OPERATIONS	7
<a href="#">AUTO 161</a>	ELECTRICAL I	7
<a href="#">AUTO 162</a>	ELECTRICAL II	7
<a href="#">AUTO 163</a>	BRAKES	7
<a href="#">AUTO 164</a>	INTERNSHIP I	8
<a href="#">AUTO 165</a>	STEERING AND SUSPENSION	7
<a href="#">AUTO 166</a>	ENGINE PERFORMANCE I	7
<a href="#">AUTO 167</a>	ENGINE PERFORMANCE II	7
<a href="#">AUTO 260</a>	CLIMATE CONTROL	7
<a href="#">AUTO 261</a>	INTERNSHIP II	4
<a href="#">AUTO 262</a>	ENGINE MECHANICAL	7
<a href="#">AUTO 263</a>	MANUAL TRANSMISSION	7
<a href="#">AUTO 264</a>	AUTOMATIC TRANSMISSIONS	7
<b>Total Credits/Units</b>		<b>104</b>

**A-R3. Demonstration of student supports (e.g. mentoring, advising, financial aid, tutoring) available for Career Launch students enrolled in the course.**

There are a number of supports available to Career Launch students to assist them in achieving academic success at Clark College:

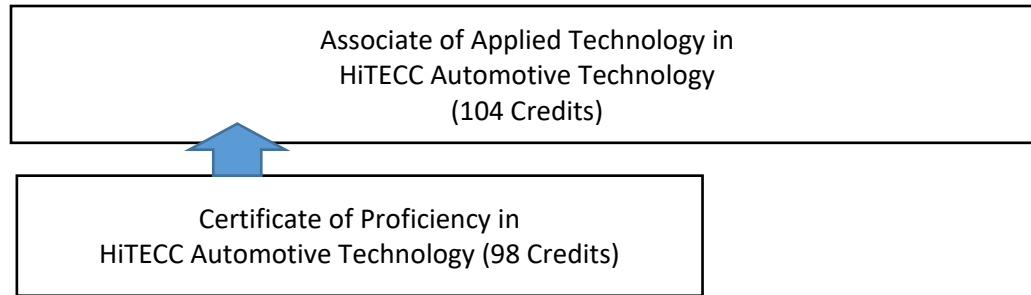
- Clark College has implemented the Appreciative Advising Model that supports students in a holistic manner. This is an intentional collaborative practice of asking positive, open-ended questions that help students optimize their education experiences and achieve their dreams, goals, and potentials. All new students are assigned an Academic Advisor who assists with academic and non-academic supports throughout their journey at Clark College.
- Peer Mentors Clark College Peer Mentor Programs provide an opportunity for students to help others connect to Clark College and community resources, navigate the college, and work toward academic goals.
- Student Success Programs offers a variety of supports to students to include: strategies for balancing classes, work and personal responsibilities, access to college and community resources, assistance with developing and achieving academic goals, and one-on-one support from the Clark College Student Success Coach.
- Tutoring Services is designed to provide individualized attention that facilitates student learning and academic success. Tutors will help students develop skills and confidence to become a stronger, more independent learner. Students who come in for tutoring may also access computers, software, handouts, reference materials, and other resources.
- Financial Aid is available to provide students with a variety of funding supports to help cover the cost of education expenses to include tuition, fees, books and supplies. The Financial Aid Office is available to assist students in understanding financial aid options, to include student loans, grants, work study and scholarships.

**A-R4. Number of postsecondary credits provided and / or credential earned upon completion of program.**

Upon completion of the Associate of Applied Technology (AAT) HiTECC Automotive Technology degree, students will have earned two stackable academic postsecondary credentials:

- Certificate of Proficiency, 98 credits
- Associate of Applied Technology, 104 credits

**A-R5. Demonstrated curricular alignment with relevant professional and / or academic standards associated with coursework and credential, when applicable.**



Upon completion of the Associate of Applied Technology (AAT) HiTECC Automotive Technology degree, students will have completed 15 credits of General Education Requirements, as required by accreditation through the Northwest Commission on Colleges and Universities (NWCCU):

- 5 credits of Technical Writing,
- 5 credits of Technical Math, and
- 5 credits of Human Relations.

In addition, students complete 89 credits of Automotive theory and lab skill development. As part of the degree pathway students master the skills for the 8 industry certification exams to become an ASE-Certified Master Automobile Technician:

- A1 – Engine Repair
- A2 – Automatic Transmission/Transaxle
- A3 – Manual Drive Train & Axles
- A4 – Suspension & Steering
- A5 – Brakes
- A6 – Electrical/Electronic Systems
- A7 – Heating & Air Conditioning
- A8 – Engine Performance

**A-R6. Details of potential for current or future partnerships and/or scalability of the program within and across sectors and/or geographic locations (e.g. articulation, degree pathways), when applicable.**

Once endorsed, this program plans to expand capacity with additional employer partnerships – particularly if expanded capacity (e.g., space and resources) were available.

Although the curriculum was developed in collaboration with Dick Hannah Dealerships, the inclusivity on the types/brands of automobiles (Acura, Volkswagen, Hyundai, Chrysler, Jeep, Dodge, Ram, Honda, and Toyota) provides extensive framework for future partnerships with other dealerships.

Clark College is willing share lessons learned and partnership structure to other community colleges in the state interested in offering this program.