



OAKLAND
COMMUNITY
COLLEGE

Auburn Hills Campus
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**AUTOMOBILE SERVICING
ADVISORY COMMITTEE MEETING**

November 5, 1997

5:30-7:30 p.m.

Room T-6

AGENDA

1. Dinner
2. Welcome and Introductions
3. Review of Minutes of Last Advisory Committee Meeting
4. Review of Minutes of Follow-Up Meeting: Progress Report
5. Current and Future Trends: Feedback from Industry
6. Open Discussion



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AUTOMOBILE SERVICING ADVISORY COMMITTEE MEETING

November 5, 1997

Present: Charles R. Barrett, Saturn Corp.
Lawrence Carter, General Motors Proving Grounds
Alice DeGrandchamp, Paraprofessional, OCC
Barbara Dursum, Oakland Schools
Ron Harkness, Automotive Service Association of Michigan
Tony Hildebrandt, Faculty, OCC
Warren Hildebrandt, Rochester High School
El Huntington, Penske Auto Centers, Inc.
Mark B. Murphy, Snap-On Tools, Inc.
Dr. Carlos Olivarez, Dean, Academic and Student Services, OCC
Anthony D. Rainero, Chrysler Corporation
Ruth Springer, Secretary, OCC
Chadd M. Yagiela, Rochester Hills Chrysler Plymouth

Preliminary Matters

Dr. Carlos Olivarez welcomed the group and asked the members to introduce themselves.

Mr. Tony Hildebrandt distributed copies of a plan for a proposed new curriculum. He explained that classes needed for state certification would continue to be offered, and additional courses would be included which are needed for NATEF certification.

Mr. Hildebrandt suggested that, since most OCC Automobile Servicing classes are offered at night, perhaps Mr. Warren Hildebrandt could come here and use OCC's Auto Lab to teach his Rochester High School classes while the high school is being housed temporarily in another building with no auto lab. Mr. Warren Hildebrandt and Ms. Barbara Dursum agreed that was a good idea.

The minutes of the Automobile Servicing Advisory Committee meeting held on May 22, 1997, were reviewed and approved as written. The minutes of the follow-up meeting of OCC members of the advisory committee held on July 10, 1997, were reviewed, and a progress report was given on each committee recommendation, as follows:

Progress Report on Advisory Committee Recommendations

- 1. That ENG 135, Business Communications, and SPE 129, Interpersonal Communication, be added to the Automobile Servicing Program.**

Mr. Tony Hildebrandt reported that these courses will be included in the new curriculum that is being developed.

Dr. Olivarez asked whether there is still a concern that graduates of this program be able to read and write properly. Mr. Warren Hildebrandt agreed that more technical writing background is needed. Mr. Lawrence Carter also stated that writing is important. His apprentices work with engineers and need to be able to file reports as a part of their job.

- 2. That Automotive staff meet with the ENG 135 instructors to make suggestions as to how that course could be taught with an application to the Automotive area.**

Dr. Olivarez explained that there has been a problem because, in most cases, English classes are taught in isolation, not necessarily in a way that is related to the students' field of study. At a recent Technology Department meeting, it was agreed that several faculty from the department will meet with someone from the English Department to see how assignments might be given in ENG 135 classes that would relate to the field of study of each student. Students need to learn how to write technical reports in relation to their automotive field, not in isolation. Also, when any class is taught, there should be a speech and writing component, so that speech and writing are taught as a part of the technical classes, not just in separate English and Speech classes. We are trying to bring instructors from the Technology Department and the liberal arts areas together to work on these kinds of changes. We will attempt to have something done by Fall 1998 to report back to the advisory committee.

Ms. Dursum asked how this would relate to the NATEF certification. Mr. Tony Hildebrandt responded that certain academic areas must be included as a part of the NATEF requirements. However, this was being worked on even before we became involved with seeking NATEF certification, because those who go on for a degree need to communicate more effectively.

- 3. That the importance of reading comprehension be stressed by finding ways to make reading a fundamental part of what is done in each class.**

Mr. Tony Hildebrandt explained that this has always been done. Students are given performance objectives to complete. They must use a manual or computer system to look up what procedure to use. They have a four-part sheet to complete on which they must define the problem, procedures,

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conclusion, and how they repaired the problem. This recommendation has been completed and will not appear in future minutes.

4. That an applied physics class be added to the curriculum.

APP 815, Applied Technology I, and APP 816, Applied Technology II, will be included as required supportive courses in the proposed new curriculum.

5. That instruction in math, science, and written and oral communication be integrated into each Automotive class, so that each course would include a performance objective in math, science, and written and oral communication. Performance objectives in those areas would be written in such a way that, as students advanced from basic to more advanced Automotive courses, they would also advance in their math, science, and communication skills.

Mr. Tony Hildebrandt reported that instruction in math, science and written and oral communication has always been included in the Automotive curriculum. For example, students must do math calculations related to various kinds of repairs to be done.

In the new curriculum, Mr. Hildebrandt will designate for each course specific performance objectives in the areas of math, science, and oral and written communication skills.

6. That two or more computer stations be set up in the Automotive area and that, using modular learning units, writing projects for students be developed that would be applicable to that area.

Mr. Tony Hildebrandt reported that he still does not have the computers he would like to have for use in the Automotive area. They have old 386's. He would like to have 486's, so they would work faster. Dr. Olivarez reported that he has sent an e-mail message to all administrators asking that, when new computers are purchased, they keep the Technology Department in mind for possible placement of usable older computers.

7. That the curriculum include instruction and experience in teams and team building, perhaps using material available from SAE.

Mr. Tony Hildebrandt reported that he is considering adding QAT 102, Statistical Process Control, to the new curriculum as a recommended elective, as it is a course which includes instruction in team building.

- 8. That IND 100 be listed as a recommended elective, rather than as a required course, in the Automotive Program.**

The paperwork has been done to make IND 100 an elective rather than a requirement. The change was approved by the College Curriculum Committee last month. This means that students in the program are no longer required to take IND 100. This recommendation has been completed.

- 9. That the equipment in the Automotive Lab be updated.**

Ms. Alice DeGrandchamp reported that she is in the process of ordering the repair of the hoist, as well as a new Monitor 4000 Enhance Version, and carts for the lab. This is being done with funding received through OCC's capital equipment process.

- 10. That scan tools for the various auto companies be obtained for the lab.**

Capital equipment funding has been approved for a DBR 3. However, they are having problems ordering it directly. It was suggested that, since it is Chrysler equipment, perhaps Mr. Chadd Yagiela and Mr. Tony Rainero could assist in obtaining it.

- 11. That e-mail capability be made a high priority for the Automotive Program.**

Mr. Tony Hildebrandt reported that the computer used by Ms. DeGrandchamp is tied into the College e-mail system. Perhaps it could be used for external e-mail as well.

- 12. That if QAT 102, Statistical Process Control, is added to the program, it be made an optional course by including it on a list of required supportive courses from which students would be required to select courses equaling a specified number of credit hours.**

This was discussed under no. 7 above.

- 13. That, once the needed equipment is in place in the lab, OCC consider promoting the program through such things as an annual seminar for high school auto shop teachers, and an annual open house.**

- 15. That OCC consider holding a career day for high school students during which they could be exposed to a number of the vocational lab programs.**

Mr. Tony Hildebrandt reported that he has had phone conversations with people from the Society of Automotive Engineers (SAE). As soon as a night is selected, there will be a meeting at OCC of people from the tri-county area. They may begin meeting here on a regular basis.

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Mr. Hildebrandt also called the Automotive Service Association of Michigan (ASA) while Mr. Ron Meyer was still working there about the possibility of holding one of ASA's tool shows at OCC. Mr. Hildebrandt would like to invite high school students to campus, but we are still lacking equipment, so it would be embarrassing to have them see our Auto Lab at this time.

14. That OCC consider offering a "how to take care of your car" class as a way of attracting potential students to the program.

Mr. Tony Hildebrandt stated that he believes Mr. Joe Burdzinski of OCC's Manufacturing & Technological Services (MTS) may be involved with this type of course. He has talked about trying to run special courses in small engines or motor repair. Mr. Hildebrandt believes the Sun/Snap-On partnership helps us, because people come into our facility for Sun/Snap-On training programs. Our literature is available to them, and they may later come back and take classes.

16. That OCC attempt to work with the Automotive Service Association of Michigan and/or other industry organizations to inform people about possible careers in the automotive field.

Mr. Tony Hildebrandt had expected that a meeting of the Service Technicians Society would be held at the Auburn Hills Campus in September, 1997. However, that did not take place. He is trying to arrange for a meeting to be held here in the future.

17. That OCC consider putting together a video to be sent to high school automotive instructors which would give students an introduction to automotive careers and also provide information about OCC.

Ms. DeGrandchamp reported that Bob Ladd, OCC Media Services Assistant, took a video of the Automotive area, but it was not very lengthy. Mr. Hildebrandt explained that each discipline in the Technology Department will have a brief segment on a video tape that is being put together. It can also be broken out so each area can have a short tape to show.

Current and Future Trends: Feedback from Industry

Dr. Olivarez asked the group to provide feedback on current and future trends in the industry.

Mr. El Huntington reported that at Penske they are having the same problems as OCC is having trying to attract people into the business. Penske is using career pathing through other Penske companies to attract new workers. The income potential in the automotive servicing industry versus other industries and careers is good. Penske has many resources to train people internally. He believes

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they are attracting good people; turnover has been reduced. Turnover is quite low in the higher level jobs, but there is more turnover at entry level. Mr. Huntington believes that as they expand and open new facilities, it will be a real struggle to get employees. In the non-technical, management end of the business, they need people with technical skills who want to go into management. The management skills are harder to find. It is especially difficult to find people in their early 20's with management skills.

Mr. Tony Hildebrandt pointed out that there is a problem with the image of the job. Parents and counselors do not encourage young people to become auto mechanics. Mr. Huntington agreed, stating that the industry also has a high level of complaints with the states' attorney generals. It has a reputation as a dirty industry. There is a need to publicize its good earning potential.

Mr. Warren Hildebrandt stated that his program at Rochester High School exists because past students have told others about it by word-of-mouth. He has basic level classes to teach students how to maintain their own car. Only a few take the more advanced vocational class. The students in those classes are taking that course of study on their own, because they want to do it. Their parents are usually not involved.

Mr. Lawrence Carter reported that the Department of Labor and the legislature are getting involved with school-to-work programs. Apprentice committees are being asked to go into the middle schools, and even elementary schools, to sell the program. They are trying to let everyone know there are alternative paths for young people to take, and that people can make a good salary in the skilled trades.

Dr. Olivarez pointed out that young people in school don't have enough information about the choices available to them. There is a need to get more information out to young people and parents about tech prep, school-to-work, and registered apprenticeships. Most of these technical careers are not talked about, so there is a huge gap and many job openings. Young people get into these careers by accident rather than by choice, because the information is not readily available to them.

Mr. Carter agreed, stating that there will be more of a push in the future to get union and management teams into the schools to inform the young people about these careers.

Mr. Mark Murphy asked whether the Auto Body Career Day that was held at OCC earlier in the year was successful and whether OCC plans to do others for other parts of the automotive sector.

Dr. Olivarez reported that Mr. Rick Driscoll worked with Collex Collision to put together that program, which was very successful. Mr. Driscoll is now working with the owner of Collex and other body shop owners to attempt to find ways to obtain state funding for Auto Body training. The Vehicle Body classes are going well this term. This may be at least partly a result of the Auto Body

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Career Day. There has been discussion about doing that sort of thing for other programs. OCC needs to do a better job of informing the rest of the county about our programs.

Mr. Yagiela mentioned that he was in Mr. Warren Hildebrandt's program at Rochester High School. Mr. Yagiela would be willing to talk to high school students about the opportunities in the automotive field.

Dr. Olivarez suggested that we should identify people like Mr. Yagiela who are still young themselves and would be willing to talk with high school students. We need to find a way to reach a wider group of high school students with information about career opportunities.

Mr. Warren Hildebrandt reported that the previous day at Rochester High School a staff in-service was held in which the entire staff of 150 people were sent out to visit industry. Teachers said it was the best in-service they had experienced in 20 years. Teachers were helped to realize that young people do not need a college education to make good money. Unfortunately, they were unable to send anyone to an automotive facility because the one they had scheduled canceled out.

Mr. Yagiela suggested that he could arrange for a group to visit Rochester Hills Chrysler Plymouth where he works. Chrysler frequently sends international visitors to tour their facility.

Mr. Warren Hildebrandt added that they may try to get a grant to provide substitutes so that teachers can spend an entire day out in industry, perhaps following one person around to see the business as it really works.

Ms. Dursum mentioned that grants of \$1000 are available through Oakland Schools and Tech Prep for teachers to spend three-five days in the workplace and then prepare classroom materials based on their work experience. OCC faculty are also eligible for these grants.

Mr. Tony Hildebrandt pointed out that OCC hopes to have the program be NATEF certified. He must first take the new courses through OCC's curriculum process, and then equipment must be obtained. He is attempting to have the new automotive curriculum be recognized as a new program, so that new program funding might be available to get the required equipment.

Mr. Warren Hildebrandt commented that he hopes OCC becomes NATEF certified. He would like to have an articulation agreement between his school and OCC so students can take classes at OCC that he is unable to teach at the high school.

Respectfully submitted,



Ruth Springer
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