



AUMT 2301 Automotive Management

Course Syllabus: Spring 2025

“Northeast Texas Community College exists to provide responsible, exemplary learning opportunities.”

Instructor: Zachary Strawbridge
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Office Hours	Monday	Tuesday	Wednesday	Thursday	Friday	Online
	TBD	TBD	TBD	TBD	TBD	TBD

The information contained in this syllabus is subject to change without notice. Students are expected to be aware of any additional course policies presented by the instructor during the course.

Catalog Course Description:

Study of human and customer relations, and customer satisfaction in the automotive service industry. Emphasis on management and building relationships between the service department and the customer.

Credit hours 3

Lecture/Lab/Clinical

Three hours of lecture each week

Note: Additional course fee(s) required.

Required Textbook(s):

Ford ACE Accelerated Career Education- will be provided access

Recommended Reading(s)

See: Blackboard

Student Learning Outcomes:

Explain current management practices; describe customer relation techniques; and explain the importance of customer satisfaction in the automotive industry.

Exemplary Educational Objectives:

N/A

SCANS Skills:

6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 8.1, 8.2, 8.3, 8.4

Evaluation/Grading Policy:

Grading will be represented by a **Grade Value Points System. 500 points** is the target goal for the course and would be equal to a 100% or an “A” grade. **The course Black board Gradebook display point’s assignments.**

1. Theory (Knowledge) includes completion of Assigned Ford ACE modules **100 points**, must complete all areas with a passing score of 80 %.
2. Students will participate in weekly discussions participation is mandatory and weekly points will be awarded **100 points**
3. Course Final will be **100 points**

4.

Essential Elements are assignments or tasks that are mandatory for course completion. EE’s are graded by Pass/Fail. Any incomplete EE equals an incomplete grade (I) for the course. If not completed with permission from the instructor the **Incomplete** will become a **Failure** for the course.

Standard Grades:

A=	Superior	(90-100)
B=	Above Average	(80-89)
C=	Average	(70-79)
D=	Below Average	(60-69) (May not be suitable for advancement)
F=	Failing	(59-00) (Not suitable for advancement)

Note: A “C” or better is required in your declared major.

Note: The Work Ethics grade is based on the characteristics listed below under Professionalism. The instructor may grade on a weekly or daily basis depending on their preference. If you are absent you will receive a zero for the day for all daily criteria. 3 tardies of less than 14 minutes can equal an absence. A tardy of over 15 minutes may be counted as a double offence. More than 4 absences during any 4 week period may result in course failure, at the discretion of the instructor and the Program Director.

Note: The Work Ethics grade is based on the characteristics listed by below under Professionalism. The instructor may grade on a weekly or daily basis depending on their preference. If you are absent you will receive a zero for the day.

Note: The following things will result in a zero for the day.

- **Failure to participate in discussions**
- **Failure to submit ACE progress in a timely manor**
- **Failing to answer emails and or class correspondence**

Lectures & Discussions, Tests/Exams and Assignments:

Other Course Requirements:

Type or insert other important components of your syllabus here: For example: Supplies or Calendar

Student Responsibilities/Expectations:

Attendance Policy

Regular and punctual attendance at all scheduled classes is expected. Attendance is necessary for successful completion of course work. If you are absent, you are responsible for initiating procedures for make-up work. All course work missed, regardless of cause, is to be completed to the satisfaction of the instructor. Please see the schedule of classes for the last day to withdraw. Religious Holy Days: please refer to the current Northeast Texas Community College Student Handbook

The Carroll Shelby Automotive Program has 90% required attendance policy for all courses! After exceeding the allowed absences you will receive either an F or Incomplete for the course. It is up to you to initiate a drop in the Office of Admissions and Records. (At the discretion of the instructor, a student with no more than one absence and with an "A" average will be exempt from the final exam.)

Note: Coming to class late three times will be considered an absent.

Professionalism

The Mechanical Power Technology program, like most other vocational programs, has policies that must be followed. These policies will give you, the student, a better opportunity to learn the mechanical power trade. *The general classroom and lab policies are listed in this syllabus and are to be abided by.* The instructor may have additional policies for their class. If required the instructor will choose partners for assignments as required.

NTCC Academic Honesty Statement:

"Students are expected to complete course work in an honest manner, using their intellects and resources designated as allowable by the course instructor. Students are responsible for addressing questions about allowable resources with the course instructor. NTCC upholds the highest standards of academic integrity. This course will follow the NTCC Academic Honesty policy stated in the Student Handbook."

Academic Ethics:

The college expects all students to engage in academic pursuits in a manner that is beyond reproach. Students are expected to maintain complete honesty and integrity in their academic pursuit. Academic dishonesty such as cheating, plagiarism, and collusion is unacceptable and may result in disciplinary action. Refer to the student handbook for more information on this subject.

ADA Statement:

It is the policy of NTCC to provide reasonable accommodations for qualified individuals who are students with disabilities. This College will adhere to all applicable federal, state, and local laws, regulations, and guidelines with respect to providing reasonable accommodations as required to afford equal educational opportunity. It is the student's responsibility to arrange an appointment with a College counselor to obtain a Request for Accommodations form. For more information, please refer to the NTCC Catalog or Student Handbook.

Family Educational Rights And Privacy Act (Ferpa):

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children's educational records. These rights transfer to the student when he or she attends a school beyond the high school level. Students to whom the rights have transferred are considered "eligible students." In essence, a parent has no legal right to obtain information concerning the child's college records without the written consent of the student. In compliance with FERPA, information classified as "directory information" may be released to the general public without the written consent of the student unless the student makes a request in writing. Directory information is defined as: the student's name, permanent address and/or local address, telephone listing, dates of attendance, most recent previous education institution attended, other information including major, field of study, degrees, awards received, and participation in officially recognized activities/sports.