

Automotive Service Management Degree: Program Outcomes

Upon successful completion of this program, graduates will be prepared to:

1. Diagnose, repair and overhaul each of the following systems on domestic/import, new/used cars and light trucks:
 - Engine
 - Automatic Transmission/Transaxle
 - Manual Drivetrain and Axles
 - Suspension and Steering
 - Brakes
 - Electrical/Electronic Systems
 - Heating and Air Conditioning
 - Engine Performance
2. Demonstrate an understanding of safe work habits.
3. Demonstrate an understanding of employment attainment skills.
4. Develop an understanding of information resources available.
5. Demonstrate an understanding of professionalism within the service organization.
6. Be aware of legal and ethical responsibilities in service industry.
7. Understand the potential for personal and professional growth in the industry.
8. Achieve professional certification.
9. Understand the communications process within the service organization.
10. Demonstrate an understanding of the automotive business environment.