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PRESS

Automotive Service Management

2021

ASM1 - PRESS 2021

Fanshawe College

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ASM1 - PRESS (Program Excellence Self-Assessment) 2020/21

Automotive Service Management - Transportation Technology and Apprenticeship

Questions	Answers
1. Reflecting on 2020/21, list program and faculty accomplishments.	Since the ASM program was first launched in 2021, the following are some of the program accomplishments: <ul style="list-style-type: none">- Increased admissions in the program. Students admissions have doubled since launch.- Provided guest speakers from the industry to give students opportunity to network and relate to real-world experiences.
2. Reflecting on 2020/21, list student accomplishments.	In the first year of this new program, student accomplishments include: <ul style="list-style-type: none">- Network and communicate with current employees within the industry of Automotive Service.- Complete projects and case studies similar to real world environment.- Connected with the member of parliament, Peter Fragiskatos, to discuss the importance of leadership and professionalism in the workplace- Out of the 13 enrollments, 12 students succeeded in graduating the program
3. Comment on the process used by your team in 2020/21 to review program outcomes and the program map, and describe any changes to program outcomes and the program map.	Program outcomes and mapping are discussed at the end of each semester through zoom team meetings. CLOs and course outline changes are discussed with professor for individual courses. For this year, the only change for the ASM program is the acceptance of domestic students and international students for ASM.
4. Confirm the Job Skills for the Future prioritized for your program (minimum three).	Social Intelligence;#Complex Problem Solving;#Implementation Skills

Questions	Answers
<p>4a) Describe any progress made on implementation of the Job Skills for the Future</p>	<p>Job Skills for the future is heavily focused throughout the program. The following are used to enhance student job skills within ASM:</p> <ul style="list-style-type: none"> - Group discussions are used in several courses to brainstorm and to solve real world challenges. The ASM program has had opportunities to discuss real world challenges with several guest speakers who are current employees in the field. - Case studies are used to support student's problem-solving skills. Providing as close of a similar environment for students does promote the use of applying various approaches to solve problems and thinking skills. - Self reflections assignments are used to evaluate a student's strengths and weakness. This is done through a mock interview and a Myers & Briggs personality test which students do complete during their Level 1.
<p>5. Describe the Signature Innovative Learning Experience (SILEx) in your program, specifically noting how the SILEx supports achievement of program learning outcomes.</p>	<p>SILEx is implemented through the Level 2 course, MGMT-6154: Service Advisor. Through this, students are assigned multiple case studies that deal with real world issues within the industry. With that being said, once ASM returns to a blended format, the program is working towards bringing in live clients for students to work with to solve common challenges that are faced everyday in the field. The SILEx in the ASM program provides opportunity for students to implement customer service strategies by scheduling services and repairs, using various technologies to manage environment, and utilize leadership skills to solve customer problems.</p>
<p>5a) Indicate the SILEx category.</p>	<p>Live Client Interactions (Live Client Projects)</p>

Questions	Answers
5b) Indicate the implementation term for SILEx (e.g., Fall 2022).	Every term (Fall, Winter, and Summer)
5c) Indicate/estimate the number of students currently participating in the SILEx .	30
5d) Indicate the type of community partner that engages with students in your SILEx (indicate all that apply).	TBD
6. Is indigenous knowledge and/or content embedded in your program?	No
6a) If yes, please explain.	
7. Comment on how research is integrated into the teaching and learning activities of your program – for both students and faculty. What supports would enable further integration of research into your program?	<p>Research in the program is integrated from the following ways:</p> <ul style="list-style-type: none"> - Students are given case studies with real world scenarios. Students research articles and new principles, in which they apply to determine a solution. - Students are provided with a discussion topic. Through this, students are engaged in a group discussion and provide references to articles they research supporting their points. - Students are given a topic in which guest speakers will be presenting. Students are given the topics weeks prior to the guest speaker’s presentation. Students’ are then assigned to research questions related to the topic for guest speakers to answer.
8. Comment on progress made in 2020/21 on the most recent Program Review Action Plan.	Since ASM is a newly launched program in 2021, Program Review Action plan is not available.

Questions	Answers
<p>9. Comment on program-level actions that were implemented in 2020/21 based on the most recent Program Health Tool results.</p>	<p>Since ASM is a newly launched program in 2021, Program Health Tool results are not available.</p>
<p>10. Reflecting on your responses to last year's PRESS, what changes were made to improve program health?</p>	<p>Last year's PRESS not available since ASM was launched in 2021.</p>
<p>11. Comment on the impact of flexible delivery options available for your program (e.g., modular, part-time, accelerated, fast track, weekend) on program health, including student needs, in 2020/21.</p>	<p>ASM program is currently online/blended format. Students do have an option for part time enrollments if courses need to be redone.</p>
<p>12. Comment on facility, equipment, and/or technological infrastructure needed to support program health, specifically student achievement of the program learning outcomes.</p>	<p>Since the program is planned to go from online to blended in the future, reasonable lab space will be needed to accommodate students.</p>
<p>13. Comment on opportunities for faculty professional development to support program health, specifically student achievement of the program learning outcomes.</p>	<p>Regular training on new technologies, softwares, and program updates</p>
<p>14. Did you have a Program Advisory Committee Meeting in 20/21?</p>	<p>Yes</p>
<p>14a) What date was the PAC meeting</p>	<p>12/15/2021</p>
<p>14b) Were PAC minutes archived in FIRST?</p>	<p>Yes</p>
<p>14c) Comment on the Program Advisory Committee (PAC) recommendations in 2020/21.</p>	<p>Since the ASM program was launched during 2021, the PAC meeting was an introduction to the program and it's goals. Recommendation for the program included to provide students with real world problems and live client presentations.</p>

Questions	Answers
15. Is the program accredited / regulated?	No
15a) If your program is accredited, regulated, or externally reviewed, comment on recommendations and requirements in 2020/21.	
16. Reflecting on adaptations made for program delivery due to COVID-19, comment on challenges, changes, and impact.	<p>During curriculum development, the ASM program was intended to be blended delivery, providing students with both online and face to face interactions. Due to COVID-19, programs were forced fully online. This required all materials and information to be transferred to FOL and a learning curve for professors on the use of FOL, Zoom, Kaltura, etc.</p> <p>Due to the quick turnaround, this has provided some challenges for professors on delivery of material and course plans.</p>
17. Reflecting on adaptations made for program delivery due to COVID-19, comment on any adaptations to be retained going forward.	<p>The greatest adaption to be retained is the use of FOL communication. FOL will be used to provide secondary information for students to access presentations and learning materials used in class. Also, online software, such as zoom, BONGO, and Kaltura will be used to provide flexible communication for students to use through office hours or class time.</p>

