



DEM232 Service Department Implementation (Internship)

Course Information

Credits	3
Campus	Washburn Institute of Technology
Address	5724 SW Huntoon
City/State/Zip	Topeka, Kansas 66604
Office Fax	785-273-7080

Description

After receiving the approval of the instructor(s), the students are responsible for applying for and successfully completing an approximate six-week internship with an approved employer. Typical service department operations, including diagnostics, disassembly, repair and assembly on various equipment. Students will be introduced to the sales, parts, rental, and service departments operations.

Textbooks

Online Training Materials

Prerequisite

Successful completion of one semester and Instructor Approval

Student Learning Outcomes:

- A. Communicate effectively
- B. Integrate technology
- C. Learn effectively
- D. Demonstrate cooperative teamwork skills
- E. Apply safety in the workplace
- F. Think critically and creatively
- G. Demonstrate responsible work ethics

Competencies

Rating	Tasks Covered in this Course	Source
	1. Demonstrate ability to utilize service department website	WTech
	2. Demonstrate ability to record time punches	WTech
	3. Demonstrate ability to research parts	WTech
	4. Research machine repair history	WTech
	5. Use service department specific programs	WTech
	6. Search online databases	WTech
	7. Demonstrate appropriate replies to requests for information	WTech
	8. Demonstrate effective use of service bulletins	WTech
	9. Research installation recommendations	WTech
	10. Access service and parts manuals	WTech
	11. Use quoting service maintenance pricing software	WTech

Guidelines for Success *(See Program Syllabus for additional information.)*

Assessment Plan

Assessment is an integral part of the educational process at Washburn Tech and accurate feedback is an important tool in continuously improving the institution's technical programs. Students can expect to participate in assessment activities prior to entry into programs, within specific courses and following program completion for specific fields of study.

Grading Rationale

Student progress is evaluated by means that include, but not limited to:

- Lab Work (40%)
- Professional Behavior (30%)
- Classroom Activities/Homework (10%)
- Quizzes & Tests (10%)
- Final Exams (10%)

Grading Scale

90-100% A
80-89% B
70-79% C
60-69% D
59% or less F

Attendance

Attendance is a key part of success in the program and in the workplace. Students are to arrive for class on time and be prepared to learn. Absences or tardiness will negatively impact grades. Missed time cannot be made up. Many assignments and labs cannot be "made-up" if missed. The options to make-up missed work or to accept late work is at the discretion of the instructor.

Disability

The Americans with Disabilities Act (ADA) Office is responsible for assisting in arranging accommodations and for identifying resources at Washburn Institute of Technology for persons with disabilities. Qualified students with disabilities MUST self-identify by completing an application. In addition students must provide appropriate medical documentation to the ADA coordinator to be eligible for accommodations. New requests for accommodations should be submitted at least two months or more prior to the date the accommodations are needed. However, please contact the ADA office as soon as a need may arise. Depending on the accommodation request, four to eight weeks lead time may be needed for timely and effective provision of accommodations.

The ADA Office coordinates and assists in arranging accommodations it deems appropriate for eligible students on a case-by-case basis. If you are a student with a disability that may substantially limit your ability to participate in any of our classes and you believe that you will need accommodations, it is your responsibility to contact:

ADA Coordinator

Phone: 785-670-3365 Email: gloria.christian@washburn.edu

It is the policy of Washburn Institute of Technology to assure equal employment and educational opportunity to qualified individuals without regard to race, color, sex, age, ancestry, marital or parental status, disability, religion, national origin, or sexual orientation/gender identity. Contact Pam Foster, Morgan Hall, Room Washburn University (785-670-1509), and pam.fosterel@washburn.edu