Serving Southeastern Wisconsin since 1911

GATEWAY TECHNICAL COLLEGE

HORIZON CENTER

AUTOMOTIVE TECHNOLOGY,
AUTOMOTIVE MAINTENANCE TECHNICIAN,
DIESEL EQUIPMENT TECHNOLOGY &
DIESEL EQUIPMENT MECHANIC

STUDENT HANDBOOK

2010 - 2011

An Equal Opportunity/Access Educator/Employer

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MISSION STATEMENT

The mission of Gateway Technical College's transportation programs is to train the student for industry related, entry level knowledge and skills. These programs will encourage students who possess the drive and desire to succeed to develop a rewarding career opportunity in the transportation industry.

Graduates of the Automotive Maintenance Technician program will:

Possess ASE (Auto Service Excellence) entry level mechanical skills and knowledge.

Possess ASE (Auto Service Excellence) entry level electrical knowledge and skills.

Possess professional personal habits and work ethic.

Possess the understanding and desire to continue with the premise of "life long learning" within their professional career.

Graduates of the Automotive Technology Associate Degree program will:

Possess ASE (Auto Service Excellence) entry level mechanical skills and knowledge.

Possess ASE (Auto Service Excellence) entry level electrical knowledge and skills.

Possess professional personal habits and work ethic.

Possess the understanding and desire to continue with the premise of "life long learning" within their professional career.

WELCOME

Congratulations!! You are entering the exciting field of Automotive/Diesel Technology/Maintenance. The field has changed in many ways since the day of the back yard mechanic. Today's technician is no longer working in a dark and dirty environment fixing simple vehicles. Vehicles are a combination of complex electronic systems and advanced mechanical systems that required the technician to develop developed critical thinking skills along with advanced troubleshooting skills.

This handbook is designed to supplement the Gateway Technical College Student Handbook and provide you with information specific to the transportation programs and the Horizon Center. It is important to read the entire booklet and familiarize yourself with the contents. If you have further questions or need additional information, please contact the program counselor Eric Koster 262-564-2526.

Additional information about the college and the program can be found on Gateway's web page at www.gtc.edu.

PROGRAM ACCREDITATION

NATEF-Automotive Maintenance Technician	1 year diploma
NATEF-Automotive Technology	2 year associate degree

PROGRAM DESCRIPTION

Gateway Technical College has partnered with Snap-On Inc., to develop a state of the art high level training facility that focuses on high level job skills. You will find the program places a great deal of emphasis on "real world" experiences with the goal of developing the student into a highly competent, trained auto technician.

Automotive Maintenance Technician
This one year program has been developed to introduce the non skilled students in the basics of automotive maintenance. Emphasis is placed on

entry level skills that will prepare a student for a successful entry level career in the automotive industry.

Automotive Technology
This two year Associate Degree program is designed to develop the skills and knowledge of the entry level technician to a level of fully qualified high end diagnostic technician with advanced technical knowledge.

Students in both programs are given Curriculum sheets when they enroll in a program. When students sign up for each additional semester they are instructed as to which program course to take by the Automotive Counselor or Instructors. All students must take the Automotive Mechanical Fundamentals 602-107 course.

Diesel Equipment Technology
Diesel Equipment Technology is a two-year repair and maintenance program designed to prepare an entry level diesel technician. Program instruction will i road, off road and stationary applications. Emphasis will be placed on operatic fundamentals and repair of diesel engines, and diesel vehicle systems includin heating, and cooling systems. Technical skills will be developed in diagnosing advanced engine and system controls.

Diesel Equipment Mechanic
Diesel Equipment Mechanic is a one-year repair and maintenance program designed to prepare an entry level diesel technician. This program is the first year of the associate degree Diesel Equipment Technology program. Program instruction will include over the road, off road and stationary applications. Emphasis will be placed on the fundamentals and repair of diesel engines, and basic diesel vehicle systems including brakes, heating, cooling, and electrical/electronic.

PHILOSOPHY

Prior automotive/diesel maintenance experience is not necessary to enter these programs. Gateway Technical College instructors will teach all courses based on the building block method of instruction. The building block method of instruction assumes that students do not have any prior experience or knowledge beyond that required by the pre-requisite for the course.

Due to the highly technical nature of the material, instructors must be viewed as facilitators in your educational experience. The large amount information and skill abilities make it impossible for any individual instructor to personally "teach" all of the required knowledge for any given course or program.

Students are expected to assume responsibility for their own education. Students must attend class, participate in class, complete homework assignments and most importantly study!

Core Abilities

Core abilities are skills that all students of Gateway Technical College are expected to develop and master. Core abilities will be part of the student's academic evaluation in all courses.

ACT RESPONSIBILY

Among the skill and attitudes of acting responsibly are:

1. Exert a high level of effort and perseverance toward goal attainment.
2. Display high standards for attendance, punctuality, enthusiasm, vitality and optimism in approaching and completing tasks.
3. Maintain self control in difficult situations.
4. Judge accurately the amount of work he/she can accomplish
5. Take good care of tools and equipment.
6. Show up on time and ready to work.
7. Apply ethical work values, such as putting in a full day's work and following safety standards.
8. Assess personal values and use them to guide actions and decisions.
9. Recognize one's responsibility to personal, social, professional, educational and natural environments and make informed decision based on that responsibility.

COMMUNICATE CLEARLY AND EFFECTIVELY

Among the skill and attitudes essential to communicating clearly are:

1. Select appropriate means to convey a message.
2. Speak clearly so others can understand.
3. Write with clarity so others can understand.
4. Ask questions for clarification.

5. Participate in discussion and group presentations.
6. Interpret nonverbal communications.
7. Use active listening skills.
8. Apply standards of spelling, English, grammar and punctuation.
9. Read for content, structural analysis and word meaning.
10. Distinguish between fact and opinion.

DEMONSTRATE ESSENTIAL COMPUTER SKILLS

Among the skills and attitudes essential to demonstrating computer skills are:

1. Demonstrate Level 1 computer literacy skills as determined by District policy.
    a. Hands-on experience with machine operation.
    b. Data input
    c. Screen display
    d. Information updating
    e. Use of disk memory
2. Demonstrate ability to send and receive electronic mail.
3. Demonstrate ability to perform research utilizing the Internet.
4. Demonstrate ability to use a work processing software program.
5. Demonstrate the ability to use occupational specific software.

DEMONSTRATE ESSENTIAL MATHEMATICAL SKILLS

Among the skills and attitudes essential to demonstrating essential mathematical skills are:

1. Perform computations using appropriate methods.
2. Demonstrate knowledge and application of measurement.
3. Demonstrate knowledge and application of formulas.
4. Apply mathematical problem solving steps.

DEVELOP THE SKILLS REQUIRED TO SUCCESSFULLY SEEK AND OBTAIN EMPLOYMENT

Among the skills and attitudes essential to successfully seek and obtain employment are:

1. Identify job possibilities.
2. Write a resume
3. Prepare a professional qualifications portfolio.
4. Complete and application for a job.
5. Participate in an effective interview.
6. Accept or reject a job offer.
7. Develop a record keeping system for job search.

8. Research job clusters to determine possible careers.
9. Determine career choices and alternative using personal information and career research.
10. Set short and long range goals.
11. Develop a plan of action to achieve goals.
12. Network with peer groups and people in one's career field.

RESPECT SELF AND OTHERS AS MEMBERS OF A DIVERSE SOCIETY.

Among the skills and attitudes essential to respecting self and others as members of a diverse society are:

1. Communicate in a culturally sensitive manner.
2. Act with a sense of equity.
3. Work well with individuals and groups from diverse backgrounds.
4. Value individual and cultural differences.
5. Act consistently with a cultural context.
6. Take responsibility for won behavior.
7. Express ideas self-confidently.
8. Behave assertively.
9. Set personal goals.

THINK CRITICALLY AND CREATIVELY

Among the skills and attitudes essential to think critically and creatively are:

1. Apply the principles and strategies of organized thinking.
2. Practice analytical, explorative and innovative thinking.
3. Apply problem-solving steps.
4. Make decisions based on analysis.
5. Evaluate information, ideas and problems.
6. Accept all ideas during brainstorming sessions.
7. Collect data through probing questions and research.
8. Respect the contributions of others.
9. Use techniques such as brainstorming to acquire alternative solutions.
10. Make inferences and connections.
11. Demonstrate open mindedness.
12. Demonstrate comparison skills.
13. Persist in the search for truth.
14. Present ideas for critical evaluation.

WORK COOPERATIVELY

Among the skills and attitudes essential to think working cooperatively are:

1. Contribute to a group with ideas, suggestions and effort.
2. Complete one's share of tasks necessary to complete a project.
3. Encourage team members by listening and responding appropriately to their contributions.
4. Build on an individual team members' strengths.
5. Resolve differences for the benefit of the team.
6. Challenge existing procedures, policies, or authorities responsibility.
7. Participate as a member of a team (e.g., following instructions, providing feedback, cooperating with establishing team goals.)
8. Work to satisfy internal and external customer's expectations.
9. Appropriately respond to praise and criticism; accept advice.
10. Display a positive attitude.
11. Empathize with others.
12. Maintain a safe and healthy work environment for self & group.
13. Interpret nonverbal cues accurately.
14. Perform competent and effective leadership of a group.
15. Evaluate outcomes.

VALUE LEARNING

Among the skills and attitudes essential to value learning are:

1. Set personal learning goals.
2. Assume responsibility for life-long learning.
3. Identify own learning needs.
4. Access appropriate resources for learning.
5. Apply effective learning processes.
6. Help other to learn effectively.

STUDENT SUPPORT

Instructor Office Hours

All instructors have weekly office hours that are announced on the course syllabus. These office hours should be utilized by students who are experiencing difficulties meeting the requirements of the course. Students who are unable to meet with their instructor during these posted hours should speak with their instructor to check and see if other times may be

available. Every effort will be made to assist students with one-on-one assistance with any issues they may be having. Students are STRONGLY encouraged to meet with their instructor as soon as they experience any difficulties with their course work. Many students wait until the situation becomes critical and are not able to overcome the situation.

Library

The library is located on the Kenosha campus. A computerized on-line catalog named WISPALS is used to search for material in the library. Books, videocassettes and other audiovisual materials can be searched by topic, subject, author and/or title. Magazines and journals can be searched by journal title. A printed "periodical list" also lists the professional journals available in the library. Depending on the year and title the library also has selected journals on microfilms. Library personnel will assist you if you are unfamiliar with services.

Academic Support

The Academic Support Center, Located in Room A128 on the Kenosha Campus, is open, at no charge, to Gateway students on the following days and hours:

Monday & Thursday	8:30AM-5:30PM
Tuesday & Wednesday	8:00AM-7:00PM
Friday	9:00AM-12:00PM

Or call 262-564-2006

Professional instructors and student tutors are available in program courses, math, English, computer and other areas.

Study Suggestions

The following suggestions are designed to help students in the transportation program develop sound study habits for classroom and lab settings. Success in your career required self discipline and sensible work and study procedures. Your major goal or concern as a student cannot be just to achieve a good grade point average; but must be to excel as an

automotive/diesel technician. Your ability to safely apply material learned in a professional environment is the real test of your abilities.

How to study

Set up a student schedule

Create a schedule for one week. Record your normal activities for an average week. Include school, home and work demands. Then review the schedule to determine study times.

1. Block out regular hours each day for review of class notes.
2. Block out short by regular periods for a cumulative review of all material
3. Schedule time to prepare for the next class period (readings, written work, etc.)
4. Schedule enough free time so unexpected events or exam studying will not upset your total schedule.
5. Expect to spend a minimum of 2-3 hours per credit per week for study time.

Stick to your schedule for one week. At the end of the week assess how much time you actually spent studying versus how much time you had scheduled. Revise your schedule as needed.

Studying Class Notes:

Begin to study as soon as possible after the lesson. Look for the following:

1. The whole lecture. What was it about? Try to summarize it in three sentences.
2. Do you have all the details presented? Go back and fill in the missing parts (check with a friend or the instructor.) Highlight key points as you review your notes.
3. Try to identify the information related to the process/knowledge.
4. Read over your notes slowly.
5. Turn main points into questions and state or write your response. Check notes or text to see if you are correct.

Preparing for class:

Before class, determine the type of assignment as identified in your syllabus.

1. Scan-make a quick survey of the material to recognize general topics. Review broad competencies to help organize content. Look at bold-faced heading, pictures and charts in text.

2. Read-each section before class. After class go back and read throughout each major section.
3. Study-work with the assigned material so you learn the facts and principles presented. You should be able to discuss them in class and apply them in class without referring to the text.
4. Review-reread and recite facts and principles from materials previously assigned. You may need to refer to other course materials to enhance your understanding.

Preparing for labs

Before starting, determine the type and purpose of the assignment.

After assignment is know:

1. Scan the assignment for pertinent details.
2. Take notes in an organized manner. Make a plan of action, it may take a few minutes longer but a plan of action can increase your understanding and save time later.
3. Review your class notes or text concerning the assignment.
4. Proceed with the lab assignment, making notes concerning any important data and questions that may occur.

Study Groups

Establish a study group of your classmates. Group discussions of material often will clarify questions that you may have. If possible try to involve students who have already completed the course(s) you are currently in so that you may benefit from their experience.

Be aware of your own learning style. Use all measures that will help you become the best technician you can be. Remember that you are not just preparing to pass an exam or course in the program. You are preparing for a future as an automotive/diesel technician.

TABLET COMPUTER REQUIREMENT

Gateway Technical College requires all students enrolled in any of the transportation programs to purchase a tablet computer. These computers will be deeply integrated into the curriculum.

Technical

When you're physically located at any Gateway Technical College campus you will be able to log into the college's network utilizing the equipment. You will have network rights that will allow you to utilize the districts computing assets and internet access. Since the computer will be utilized for your courses you will be saving much of your coursework to the computer's hard drive. The college **strongly** recommends that you back-up your data to another medium (DVD, thumb drive, etc.). You are responsible for the maintenance of your tablet computer.

SECURITY

Student Identification Cards

Security is a major concern for the college. All students who are attending classes that involve working in secure areas of the Horizon Center are required to display their Gateway identification card at all times while in those areas. Students who do not have their cards will be asked to leave the class and will be marked absent for the day.

Key Fobs

All students are required to purchase a key fob so that they can gain access to prior approved secured doors. Students must get an approval form from the center secretary and then go to the cashier's office in Student Services on the Kenosha campus to pay the fee. Once the student gets a receipt from the cashier's office they will then return to the center's secretary and will be issued a fob.

GRADUATION

Placement Services

Placement services are available to you before, during and after earning your diploma or degree from Gateway. The placement counselor can assist you in finding full or part-time employment. The counselor has access to a wide variety of job opportunities from local and other employers.

Notice of job vacancies are on file with the Gateway Job Posting Service. These vacancies posted on a board on the Kenosha campus across from room A116, or on the web at www.wisconsintechconnect.com.

Graduating students are encouraged to visit their campus Student Services office to pick up a placement credential packet. Packets should be completed during the final semester.

Various job seeking skills workshops are scheduled throughout each semester to help you with resume writing, interviewing skills and techniques for obtaining current labor market information. Watch for posters announcing upcoming workshops.

ACADEMICS

Course Requirements

Each student is expected to attend class, read their assignments, complete all written assignments, satisfactorily complete all tests, and perform all Learning Plans and Learning Activities, & any required job sheets to the required level. At the start of each course the student will receive a course syllabus that will outline the following:

1. Course Title, Number, Credits
2. Semester Year
3. Gateway Technical College, Campus Address
4. Instructor's Name
5. Office Number and Phone Number
6. Office Hours
7. Textbook/Required Materials/Equipment
8. Course Description
9. Course Competencies

10. Core Ability Statement and List
11. Class Procedure/Requirements
12. Attendance Policy
13. Evaluation: Grading Scales/Weight Percentages
14. Course Outline Calendar
15. Special Needs Statement: If you have any special education needs or concerns, please contact your classroom instructor or the Special Needs instructor on your campus.

Safety

Before a student starts work on any vehicle in the shop, the student must complete the "Mechanical Safety and Pollution Prevention Course" on the SP2 website (http://www.sp2.org/.) Additionally the student is required to complete a set of safety related activities for the particular class that is being attended. "Safety is no accident." Safety is incorporated into the grading structure. This is not meant to be a disciplinary measure, rather a preventive measure. Many times we do things that are a risk and do not even realize it. It is the instructor's responsibility to bring those situations to light when viewed. District policy states that a student may be removed from class if the student fails to comply with safety standards. Please report all injuries and hazards to the Instructor.

EACH INFRACTION OF THESE POLICIES, A SAFETY POLICY OR A COURSE PROCEDURE WILL RESULT IN A WRITTEN CITATION. THREE CITATIONS WILL RESULT IN DISMISSAL FROM THE PROGRAM

Tools

Tools will be provided by Gateway Technical College for scheduled course work. They will be stored in rollaway tool boxes, cabinets & in the tool crib. Students are responsible to utilize all tools and equipment in the manner of which they were intended. If a tool is damaged during class the students is responsible for reporting the damage to the instructor. If it is determined the tool/equipment failed as the result of "normal" utilization the student will not be held responsible for its replacement. If the tool/equipment is lost or it is determined it was broke by improper utilization then the students will be held responsible for the replacement of the tool. If such a circumstance occurs then the student will reimburse the college for the replacement purchase. If a student does not reimburse the college then he/she will not be

allowed to enroll in the subsequent courses until the debt is paid.

Any student found stealing any Gateway property will be prosecuted to the fullest extent of the law.

When a student gains employment as an auto technician it is typically required that the technician has their own tools. As a result Gateway Technical College and Snap-On, Inc. have team together to assist the student with their professional goals. When an automotive student enrolls in 602-121 Instrumentation & Testing they will receive a Snap-On ETHOS that will be utilized in their course. When the automotive student enrolls in program capstone course, the student will receive a certificate for a complete starter set of Snap-On tools that they will be able to proudly utilize once they have gain their first employment as an automotive technician. If a student already has a set of tools then the certificate may be used to purchase other tools and equipment from Snap-On, Inc. All appropriate sales tax for the above equipment is included in the course tuition fees.

Shop Tool Procedures

1) The student's ID card will be required to open GTC shop toolboxes & also required to check out any items from the tool crib.
2) The student opening the box will be responsible for inventorying the toolboxes at the start & end of each class.
3) Students are also responsible for any tool or equipment checked out of the tool crib. All tools must be returned to the tool crib at the end of each class session.
4) Any tools found missing or damaged will be reported immediately at the start of class so the instructor can determine who was responsible for the missing or damaged tool(s) or equipment.
5) All tools must be used for their intended purposes only.
6) Students are expected to periodically participate as a tool crib monitor.

Clothing

In order to replicate the actual work environment and establish a sense of pride about our trade, work uniform shirts will be purchased and maintained by each student (available at Gateway Technical College bookstore.) Appropriate dress is required at all times, no sweats, shorts, sandals, flip-flops, slogan shirts, etc…, work pants or blue jeans (in good condition) are

allowed. Students who don't meet the clothing requirements will not be allowed to work in the shop and will be marked absent for the lab time. Students must maintain the cleanliness of the uniform.

Shop Practices

All students will participate in the cleaning of the lab area at the end of each lab period. Instructors will assign clean-up duties and all cleaning activities will be completed prior to any student leaving the lab area.

All vehicles that are brought into the shop must have a service order & wavier filled out prior to entering the shop.

Any person that requests service on their private vehicle must contact the designated service writer to schedule the job & receive a quote for parts & other service fees required.

Any parts required to perform service work will be obtained by Gateway through our designated parts supplier & billed on the work order.

The vehicle's owner must sign the work order before any work is started.

Any additional service that may be required to complete a job will be approved by the owner before the work is started.

The instructor running the class will assign the job to the students as required.

After the work is completed the owner will be supplied a completed work order with a list of parts & supplies used to repair the automobile, as well as any other fees that apply.

A Gateway instructor will check that the job is completed satisfactory prior to releasing the vehicle.

The owner will pay for the job with a credit or debit card at the cashier's window in Student Services on the Kenosha campus, before the car is released back to the owner.

Any work performed by a Gateway student is not covered by any warranty or guaranty.

Re-work may be accomplished, if required at an additional charge if appropriate.

Student Conduct

PLEASE REVIEW THE INFORMATION AS IT WILL BE ENFORCED AT THE HORIZON CENTER AS WELL AS ANY OTHER CAMPUS.

Students are required to abide by the student conduct policy outlined in Gateway Technical College student handbook. A copy of the handbook may be obtained at the start of the fall semester.

All students must participate in the lab clean-up at the end of each class.

Students who finish their lab work prior to the end of class must check in with the instructor who will give the student an additional assignment.

Students who leave the lab area without instructor approval will not be allowed back into the lab and will be marked absent for the class.

No private vehicles will be allowed to park in the fenced GTC auto storage yard.

Any private vehicle that requires service must receive permission from an instructor after a service order & wavier is filled out completely & signed by the vehicles owner.

No automotive/Diesel students will be allowed in the designated aircraft storage & maintenance shop.

Automotive/Diesel students will are not be allowed access to the designated aircraft parking ramp area unless accompanied by an instructor.

There is no pedestrian or motorized traffic allowed on any areas of Kenosha Regional Airport property.

Student Citations

Students who violate any of the districts, center specific or policies outlined in this document or other will receive a written citation. If a student receives

a total of three written citations within an academic year he/she will be suspended from the all Transportation program(s) for a period of one semester. Students who receive a total of six written citations will be suspended from all Transportation program(s) for a period of one year. Students who are suspended for these violations will receive an F grade in the course(s) they are currently enrolled. If a student feels a citation was issued in error then he/she may appeal the citation through the student appeal process outlined in the Student Handbook.

Smoking/Tobacco Products

All Gateway Technical College campuses are tobacco free. Anyone who is caught smoking or using any tobacco product anywhere on the campus grounds (this includes sitting in your vehicle in the parking lot) will be given a citation and/or ticket.