

Western Student Learning Results (Program Outcomes) for 2011

Source: Student

of Grads: 21

of Responses: 20

Program: Automotive Technician

Outcome	Yes	No	Unk	NA	Result	Feedback
What did you like about this program?	20	0	0	0	100.00%	
	Yes					The hands on experience you gain in all the different areas.
	Yes					Hands on real world lab work.
	Yes					It was very hands on. The instructors were very skilled and very friendly. I would like more about hybrids and keep the engine rebuilding class. Hybrids are in the near future and they need the hybrid classes to teach more of the students about the future.
	Yes					I liked how hands on the program was. All the teachers are very knowledgable. The class sizes are just right for the teachers to be able to get one on one training.
	Yes					the theory of engines and full rebuilding of engines and transmissions and differentials. also we need more time for drivetrain classes more work time. also a hybrid class because of the newest vehicles we see in the industry
	Yes					customer work and up to date environment
	Yes					Everything that was taught in the program was very good and to the point I thought
	Yes					I liked the hands on learning in the labs. The instructors make themselves available for any question any time which helps a lot with understanding the different sections. I didn't like the computer classes as much but I see why they are needed. If I had been just coming out of high school I think that aspect would have been easier to comprehend. The only thing I can suggest for the program that I think would make it better is making it a three year program. It just never seemed like enough time to cram all of the information in. Certain sections are affected by it. The information has to be gone thru to quickly at times in order to fit everything in. This program is a lot better than a lot of other schools in the country though. And we do have more hands on learning which in my eyes is better to actually see a real life problem on a real person's vehicle.
	Yes					The whole experience has been a good. The only things that I would like to see changed is, more time in advanced drive trains. The AOBO class should be one of the first classes that should be taken. There is very little hybrid work being taught when there are a lot of hybrid cars coming out. If there were a trimester set up then all of these could be taught without cutting essential programs such as engine rebuild.
	Yes					I liked that most of our time was spent in lab actually doing the tasks that will be required in the field
	Yes					i like doing what i love
	Yes					being able to actually work on vehicles, and real customer vehicles.
	Yes					being able to work on my own vehicles and real life customer vehicles.
	Yes					The instructors and their knowledge and their willingness to help you understand what they are teaching. I really enjoyed transmissions and engine work.
	Yes					I liked the hands on learning in the shop. I enjoyed being able to work on our own vehicles as well as outside customers.

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	The instructors were the best, they make sure you personally get the best experience and knowledge. I would not have made it through with out thier help!
					Yes	all of the hands on training
					Yes	Ability to work on our personal stuff
					Yes	What i enjoyed the most about this program was being able to have all the hands on work. We were able to be in the shop everyday and work on diagnosis and repair on many vehicles.
					Yes	The knowledge gained about automotive diagnostics
What would you change about this program?	20	100.00%	0	0	0	
					Yes	Extend the length of the course to not be so cramed to complete the tasks to be done.
					Yes	I believe they manage the time very well and don't believe they really need to change much of anything. I'd also change the AOBO class to be in the first semester so the kids have a better over view on saftey and laws. It also be nice to have a third year for hybrids and maybe some of the other major aspects like engine removal and stuff along those lines.
					Yes	I would have an optional third year or something to add more time. We didn't have enough time to cover everything they wanted and we need to add hybrid classes, cars and tools.
					Yes	More lab time to work on vehicles
					Yes	more time for advanced drivetrain and a class fully devoted to hybrid vehicles not just theory
					Yes	offer more hybrid training/and also more for engine rebuilding
					Yes	more time for hands on work
					Yes	Bring back carberauters, more aftermarket and high performance even if they add an optional 3rd year.
					Yes	I think it needs to be a longer program to be able to cover all the information thoroughly enough.
					Yes	More lab time
					Yes	The length of some of the classes some need to be spread out so the day doesnt drag on for hours.
					Yes	smaller starting groups like 10 maybe 12. And more time for some of the courses like transmissions and suspension
					Yes	more diesel,more hybrid stuff and alternitive fuels
					Yes	What I would change about this program is the length of the classes. It seemed that we had so much to cover in each class but would run out of time.
					Yes	i would make some classes longer
					Yes	more hours
					Yes	I would make certain classes longer.Make a day that you can reserve a lift to do what ever you want.
					Yes	I would not change any thing at all I belive that they all covered everything very well to me and explained the stuff to us very well and profotional
					Yes	There needs to more hybrid classes.To get more indepth.

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	AOBO should be one of the first classes we take. Also I would extend several classes, specifically automatic transmissions and driveability. There is simply too much to learn in too short a time to really be comfortable with the material. Also, although I hate hybrids and never want to work on them, I believe that it would be very valuable to students to have a separate course on them or at least some more focus on hybrids in an existing class.
Use effective communication skills.	20	100.00%	0	0	0	
					Yes	Yes I believe that i have learned how to speak to and interact with customers better because of the classes and programs that we have taken.
					Yes	Yes there was.
					Yes	very useful
					Yes	The instructors were effective in their communication between oral lecture and ample paper handouts.
					Yes	yes i like the lectures very detailed
					Yes	learning hom to communicate with customers
					Yes	I think the classes are worth taking if your just coming into the job market. But if your an older student who has been working you already know how to fill out applications and write resumes. If there would have been a way to test to see what we already know I think would have been better
					Yes	I really don't understand what the question is refering to.
					Yes	Yes I can better interact with customers and other employees to get the job done in a timely matter.
					Yes	I feel that after the program I am able to speak with customers without being nervous.
					Yes	Using communication skills to talk with customers to properly diagnose and fix their vehicle
					Yes	Learning how to speak to the customer on a level they would understand
					Yes	they communication from the teachers was very good.
					Yes	I feel the teachers have excellent communication with us!
					Yes	Yes I belive they did to the best of there ability
					Yes	yes
					Yes	yes all the instructors are very good with communication they all make them selves available for you at any time they can to help you
Apply mathematical concepts.	20	100.00%	0	0	0	
					Yes	The math program is very good.Mr. Rouvel did an outstanding job at taking math and showing us how to use it in our line of work.
					Yes	yes there is math involved
					Yes	Very good class to have in the cirriculum
					Yes	Learned the math aspect of the automotive world.
					Yes	I believe the math classes required were adequate for the calculations that are occasionally required to be made to do a repair.
					Yes	almost every day in lab math was used
					Yes	It helped greatly with transmission classes with the ratios
					Yes	Yes it helped with me math skills for figuring engine displacment and planetary gear sets.

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	i think that the math class is usefull to what you learn in the aspect of building engines and driveline angles
					Yes	used math to figure gear ratios
					Yes	I believe the course was very great for the program. It touches all the major bases of what technicians need to know as far as math problems.
					Yes	We applied many of the mathematical things that we learned to the things we did
					Yes	a must have
					Yes	Yes we learned and applied it.
					Yes	Yes but I think we could have used them a little more to better us for when and how to use them in the feild
					Yes	I am 44 years old I could have used a little bit more one on one with teacher been years since I did mathmatics
Transfer social and natural science theories into practical applications.	20	100.00%	0	0	0	
					Yes	It is important to be able to work around different types of situations people and deal with customers.After going through this program i feel I have grown in this area.
					Yes	the theories are good in teaching for our goals
					Yes	I think this is very beneficial to see how things are regulated and dealt with
					Yes	not sure what you mean by this one
					Yes	what is natrual science auto related
					Yes	Yes i now can fully understand the concept and theories of each individual function.
					Yes	yes we applied many theories to real applications
					Yes	yes?
					Yes	useful information
					Yes	Theory is presented well in lecture and reinforced during lab time with practical applications.
					Yes	Learned ohms law and the theory of induction
					Yes	I can better imagine how something is suppose to work by the laws and principals set into place.
					Yes	Sure did.
					Yes	I think the teachers do a good job at teaching some of this in class.
					Yes	use of wiring diagrams?
					Yes	yes
Demonstrate ability to think critically.	20	100.00%	0	0	0	
					Yes	yes on some no on others
					Yes	very well
					Yes	Work smarter not harder and to understand how things work was great
					Yes	Instructors make you think through things, instead of just giving you the answer everytime.
					Yes	The ase questions in the book allow us to choose between 2 aspects on a question.
					Yes	Through diagnosis of wiring problems and using diagrams to locate the problem

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	Every diagnosis requires critical thinking, I believe this program has developed this skill well.
					Yes	If you're talking about the teachers they do a great job.
					Yes	Im not sure what ur asking about
					Yes	I think I have.
					Yes	I have learned that sometimes you have to think outside the box to get thing fix sometime.
					Yes	I am more open to what the problem may be and that makes me want to understand and figure out why it is not working properly or why it operates in a certain way.
					Yes	yes alot of critical rthinking and making quite decisions
					Yes	through use of wiring diagrams and manuals
					Yes	very important
					Yes	Yes instructors made it a thinking game rather than just throwing parts at a problems or guessing.

Demonstrate ability to value self and work ethically with others in a diverse population. **20** 100.00% **0** **0** **0**

- Yes Yes there are a wide variety of people here and how they act maybe whay you see in the workplace or even out in the general public.
- Yes Yes, i was able to work very well with others, with no real problems.
- Yes I have ganed a little more self confidence in dealing with customes, co-workers. And my family is very proud of me.My ethics have always been strong,but the program has helped me help those that I work around to have better ethics without making them feel I am down grading them.
- Yes I would like to think so.
- Yes very important
- Yes We each did different work on different cars. we all didnt to the exact same things on the exact same cars.
- Yes ethics was a big part of our learning during our 2 years.
- Yes I'm very good at working with others.
- Yes On how to use your better judgement on what you do on a vehical and not to beat your self up if things are not working properly to step back and rethink what eles would work better. Every body is here to gether and no one is better then the other we are a team
- Yes Yes with the instructors we learned the concepts of being ethical to your customers, this way you can build a stronger reation with them.
- Yes My class is made up entirely of white males, but we are all from different backgrounds and everyone gets along extremely well.
- Yes working with various partners and taking pride in my work
- Yes i learn to work well with myself and also work with others
- Yes Worked with evryone in our class of different projects everyday
- Yes yes throughout the program you learn to work with everyone in your class and the instructors let you deal with the customers and will act like customers to see how well you do with people and how to talk to them without making them upset
- Yes yes

Use technology effectively. **20** 100.00% **0** **0** **0**

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	yes we get into all the newest technology out there we get are hands on it and get some time useing or at least the newest that the school has and can afford at the time
					Yes	All of the scan tools and computers, electronics,and new tecnology was lost on me when I first started this couse now I am comfortable with all of them.
					Yes	We use technology everyday to help work on vehicles and diagnosoising problems
					Yes	all technology helped as i progressed in my understanding about automotive
					Yes	Yes we did use the technology effectivly I didnt even know how to work a computer before here
					Yes	ALLDATA can be frustrating at times, but for the most part I have learned to use electronic service information effectively.
					Yes	Yes, we learned many techniques for diagnosis on vehicles by using everything from home made test lights, to scan tools, and even lab scopes.
					Yes	Used electronics to solve problems with vehicles
					Yes	I got very effect with alldata on the computer and with scan tools.
					Yes	would maybe go into more use of scan tools and sun scopes.
					Yes	With the use of scan tools and computers I can now diagnose problems quickly and effeciantly to get the customer a quote and back on the road.
					Yes	the tools were upto date but still have to work on getting more hybrid equipment
					Yes	Yes they have great scan tools and loved all-data.
					Yes	using a variety of scan tools to communicate with vehicles and fix whats wrong.
					Yes	very important to know for this line of work
					Yes	yes we had to use computers to look up schematics and make resumes.
					Yes	I have in school and at work.
					Yes	yes there is alot of technology involved so we have to know it
Make decisions that incorporate the importance of sustainability	20	100.00%	0	0	0	
					Yes	learned to think quickly while making accurate decisuons
					Yes	AOBO does a good job covering business models and environmental impacts and regulations
					Yes	?
					Yes	I believe if there were more hybrid training and more time in drive trains the sustainability would be a little easier.
					Yes	Learn how to fix it right the first time so it will last and you won't have comebacks
					Yes	Not sure.
					Yes	important
					Yes	Yes the program has helped me.
					Yes	Yes the instructors made it more clear to incorporate sustainability.
					Yes	good decision making was my strong point always had decision making skills
					Yes	yes

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	yes it helped me.
					Yes	By choosing higher grade parts and getting the job done right the first time by following service info
Use appropriate tools and equipment common to the trade	20	100.00%	0	0	0	
					Yes	yes, we learned how to use all tools in many different ways.
					Yes	Using snap on tools and having access to the majority of speciality tools to get the job done right
					Yes	yes the correct tools must be used or the job dont get done
					Yes	very helpful with the tools and hands on training
					Yes	very important
					Yes	I learned that you dont always need the top dollar specialty tools for everything,and that you can use tools for more than one thing.
					Yes	Use of a variety of tools to correctly do the job
					Yes	We got to use a wise variety of tools all of which are used out in the trade.
					Yes	I now know how to use many of the tools needed to work in this feild and feel comfortable using them.
					Yes	yes we do
					Yes	yes we learned proper tool usage and leaned what we would need to get started in the industry.
					Yes	Proper safety and use of tools was there.
					Yes	Yes we did to make the job better and easier
					Yes	Yes they supply us students with a great set of snap on tools.
					Yes	It was easy to lurn in this area because we have the lab time we do.
					Yes	You can NEVER have enough tools, but I think that in general the school has most everything that people in this field need to be familiar with, and the instructors did a good job training us on how to properly use them.
					Yes	up to date in a updated facility
Demonstrate safe service and repair practices	20	100.00%	0	0	0	
					Yes	made safty number one priority
					Yes	safty first!
					Yes	yes saftey is number one
					Yes	Instructors pointed things out that we should look out for and what could happen in certain situations.
					Yes	Always good to be safe and know whats safe
					Yes	Wearing saftey glasses and steel toe boots.
					Yes	We had to wear safety glasses and follow instructions and be safe.
					Yes	always a safety issue with all of the teachers here at the auto program great work.
					Yes	Yes they touch saftey on almost everything we touch which is great because this can be a very dangerous job at times.
					Yes	Yes, we learned all safe practices to prevent injury in the work enviroment.
					Yes	Was done daily.
					Yes	Yes I now know the importance of safety in the workplace not only for me but also the entire shop and customers even the environment.

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	Safety has always been stressed in every class.
					Yes	most important of all
					Yes	From day one the importance is placed on safty and fallowed through til the end.
					Yes	Always saftey first while working in the shop
					Yes	We had a few courses on safety that tought me a lot about safe practices, and the teachers make sure that we are safe and have a safe work area.
					Yes	When we did overhauls on engines I learned a lot of new safe ways to us the tools to grinding heads to use the the part washer that i didnt know what the perpuse of it was
					Yes	safty first or someone will get hurt
Identify automotive system components	20	100.00%	0	0	0	
					Yes	very important
					Yes	Before this program I could probably identify less than 10% of the components on a vehicle. Now that percentage is probably around 98%+
					Yes	yes very well
					Yes	I am now able to identify the components when before I didnt know the difference between a MAP sensor and a TP sensor.
					Yes	Very well taught.
					Yes	The teachers and materials are all great in this area.
					Yes	Yes, we have completly ran through all components in vehicles and this has made it clear to run through all system components.
					Yes	Yes on how to identify the proper system to find the root cause of the problem then fix it properly
					Yes	I know I can identify anything on a vehicle.
					Yes	more understanding now from when I started
					Yes	following lab sheets and completeing all needed tasks
					Yes	all components must be identified
					Yes	Yes i was able to learn and able to identify most system components
					Yes	yes, I now know a lot more components than i used to.
					Yes	I think the instructors do a great job at helping remember names of things
					Yes	Learned about all major categories of the automobile and how they operate
					Yes	Every class had certain parts we had to take off a car and repair. doing that gave use an understanding of that part.
					Yes	very through jod of providing system components
					Yes	always good to know the basics!
Analyze system components for repair or replacement	20	100.00%	0	0	0	
					Yes	I am able to do so.
					Yes	Need more time in this area i think
					Yes	yes
					Yes	I have a good general knowledge of most components and their acceptable conditions, and service information can generally fill in the gaps

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	diagnosing the problem and seeing if it was repairable or had to be replaced.
					Yes	Yes, we have learned to diagnose and repair very clearly.
					Yes	more understanding of how to analyze and replace components
					Yes	Instructors showed us how to test and inspect different things.
					Yes	testing components with scan tools and checking circuits with dvom
					Yes	Understand why the part failed and what the root cause of the failure was
					Yes	we make sure the parts truly needed replacing or adjustment
					Yes	yes, I'm able to test and look over a vehicle to identify what needs to be fixed or replaced.
					Yes	The teachers are great with the diagnosis aspect of what ever class we are in. They are always willing to help students along and I believe I've learned a lot of great diagnosis skills while being here.
					Yes	On how to justify what needs fixing and what still is in spec but should be explained to the customer
					Yes	Confident I have learned the skills.
					Yes	very important
					Yes	This course can take someone who doesn't even know what a lug nut is and help them become a good tech.
Perform preventative maintenance	20	100.00%	0	0	0	
					Yes	very important
					Yes	still improving
					Yes	Yes they teach a course of basic maintenance and it touches all the basics of a vehicle's needed maintenance.
					Yes	showed us about things that we can do to prolong the life of vehicles.
					Yes	We did oil changes, tranny flushes, and everything else.
					Yes	Know what to look for to prevent equipment failure
					Yes	yes, we learned all preventative maintenance tasks to keep vehicles in great condition.
					Yes	maintenance is half of what needs to be done
					Yes	need more time in this area
					Yes	had basic maintenance class to learn all the preventative maintenance items
					Yes	yes.
					Yes	yes, we learned all about preventive maintenance on vehicles, and I'm able to perform them properly
					Yes	Basic Maintenance class did a good job covering this.
					Yes	yes
					Yes	I have learned how important preventive maintenance is and now I pass this knowledge on to everyone I know and deal with.
					Yes	What could be done to keep things from going bad and last longer with maintenance
					Yes	I am able to perform such duties and find the correct info for the job.
					Yes	highly needed
Apply principles of systems operations	20	100.00%	0	0	0	
					Yes	more time

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	i can apply principles to test and diagnosis system operations
					Yes	I am now able to.
					Yes	I think the teachers and materials are great
					Yes	yes we learned how to apply the concepts of the systems.
					Yes	still improving
					Yes	Know how a system works in order diagnose system failure
					Yes	yes always
					Yes	Very much so.
					Yes	The teachers are willing to help you understand the power flow of how things work.
					Yes	very important
					Yes	yes which is very helpful for diagnosing system problems
					Yes	Learned how they work so we can fix them properly
					Yes	yes
Perform a diagnostic strategy to determine a system malfunction	20	100.00%	0	0	0	
					Yes	very important
					Yes	This is very great and we touch this subject our first year and it's a major part of our job.
					Yes	yes we learned strategy to diagnose
					Yes	understanding diagnostics better
					Yes	Was taught and stressed very much as it should.
					Yes	there are many diagnostic skills we learn to complete tasks
					Yes	yes
					Yes	should have more time
					Yes	I can now use the different equipment needed to diagnose a problem.
					Yes	we were given real life scenarios where something was wrong with the car and we had to diagnose it and determine the correct way to repair it.
					Yes	follow service info and following wiring diagrams
					Yes	yes
					Yes	I am very comfortable
					Yes	Use of wiring diagrams and flow charts to diagnose system failure
					Yes	use of flow charts and diagnosis aids
					Yes	i'm able to diagnosis a problem in the proper way
					Yes	I have learned to work from easiest to hardest in regard to system testing and diagnosis.
Display professionalism in the workplace including punctuality, ethical behavior, reliability and commitment to customer satisfaction	20	100.00%	0	0	0	
					Yes	I had these skills before so it was easy to have them grow
					Yes	yes
					Yes	yes always clean fender cover, wheel chocks, seat covers
					Yes	yes
					Yes	Use of uniform and vehicle care items to protect the customers investment

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	Instructor are at school everyday befor and after we left. they never had any problem with customers and other employees
					Yes	I think this has been stressed to us from day one and I realize its importance
					Yes	I am now doing so.
					Yes	Have used both at school and at work.
					Yes	very important for employment
					Yes	nothing but the highest amount of professionalism in our program
					Yes	used fender covers and floormats and seat covers
					Yes	This school is great on this aspect and they teach us great work ethics here and believe I picked up alot while being here.
					Yes	i'm very good at attendance, work well around other, do what i have to, and keep the customer happy
					Yes	all good
Explain environmental and legal constraints relating to automobile repair practices	20	100.00%	0	0	0	
					Yes	Know governnet laws regaurding the automtive occupation
					Yes	very important
					Yes	properly handle refrigerant
					Yes	i know many legal contraits that apply to the automotive field, and im able to explain them for the most part.
					Yes	Very in depth and informitive.
					Yes	The courses are more then good
					Yes	still working on it
					Yes	hazardous waste and recycling regulations
					Yes	yes aobo which is a nice class but i think that class should be in the begining of your start for this program
					Yes	They do a very good job going over this in the AOBO class which I think it be a good class to have in students first semiester.
					Yes	yes, we learned that we need to take percautions when disposing of product.
					Yes	yes in the OBD class
					Yes	I understand it better.
					Yes	AOBO does a good job covering this
					Yes	Great to know if planning own business
					Yes	very deitailed in explaining legal practices in automotive
Apply the use of electronic service information systems and/or interpret service manuals	20	100.00%	0	0	0	
					Yes	Use of electronic or paper manuals to diagnose vehicle problems
					Yes	alldata covers most cars and had plenty of paper manuals for what wasnt covered
					Yes	I have gained a lot
					Yes	yes faster at it
					Yes	Sometimes ALLDATA's information is incomplete or organized in a downright stupid manner, but on the whole I can use it and paper manuals effectively.
					Yes	yes

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	We touch alot of this in our parts class with Mr. Marconi and he does a good job on walking us over on how to use service manuals and even electrical diagrams.
					Yes	yes we use alot of alldata
					Yes	more time in this area
					Yes	we clearly learned how to use all manuals
					Yes	very important
					Yes	I can understand it and it helps me to diagnose problems.
					Yes	yes
					Yes	use alldata to fix the vehicles and some paper manuals
					Yes	Daily.
					Yes	im very handy for electronical and paper service manuals, and im able to apply them to what im working on
Aggregate Assessment of Achievement	380	100.00%	0	0.00%	0	0