

Instructor: Olle Gladso.
Auto department, room 026.
Riverland Community College
2200 Riverland Drive
Albert Lea, MN 56007
(507) 379 3347
olle.gladso@riverland.edu

Office hours: Refer to the posted office hour schedule.

AUTO 2462 Automotive, ADAS, and AV Internship

Course Description:

This internship is designed to run concurrently with the AUTO 2470 ADAS Technology and Application and the AUTO 2475 AV Technology and Application classes. The internship will provide on the job experience in human relations including customer relations, automotive repair and service, and proper tool and equipment usage (Prerequisites: Completion of 3 semesters of automotive technology).
(2 Credits/ 2 cl)

Course Focus:

Students completing this internship will have gained the fundamental skills necessary to successfully work in a common automotive service facility.

Text, References, and Materials:

Instructor and mentor provided material as needed.
You will need proper work attire including work shoes and safety glasses. Additionally, you will need access to the tools commonly used in this profession. These tools can be provided by the facility where you are doing your internship, or you can provide your own.

Internship goals/objectives:

The following list of goals will be addressed during the internship period:

Unit 1: Interpersonal skills.

1. Show professional conduct.
2. Display ability to resolve conflicts.
3. Demonstrate effective communication skills with customers.
4. Being able to relate to customers at their level.
5. Be reliable.
6. Be punctual.
7. Show willingness to go above and beyond to resolve vehicle repair issues.

Unit 2: Automotive service and maintenance procedures.

1. Display ability to find published repair information using common service information systems.
2. Display ability to follow published service and repair guidelines as published.
3. Accurately and successfully complete service and repair tasks as outlined in the work sheet packet and mentor assigned activities relating to this internship.
4. Demonstrate ability to use a shop management system for the purpose of filling out and completing work orders, following industry standard guidelines.
5. Show ability to successfully use an online ordering system for the purpose of obtaining parts necessary to perform a common automotive repair.

Student Contributions and Commitment:

You have decided to come to school and learn a trade. This trade will enable you to earn a good living and support those you care about. However, to be successful in your endeavor, you must resolve to make a commitment to spend the necessary time and effort in this internship. Good attendance does not in and of itself guarantee success, but poor attendance does guarantee failure.

If you have commitments outside of school, such as children, sick family members or other, be sure to have a "family plan" in place. Example; who takes care of your children if the child care is closed?

If at any time during the semester you are having academic difficulties or are thinking about withdrawing from the class, please contact me immediately. If you are having personal difficulties or problems preventing you from being successful, contact the Riverland counselors by email at counselors@riverland.edu or call 1-800-247-5039 to schedule a counseling appointment.

A brief description of the internship projects is incorporated into this syllabus. Students not in compliance with any safety procedure may be dismissed from the internship class..

You must have a valid driver's license in order to be able to operate road-going vehicles. If you do not have a license, or if you lose your license, you must notify the instructor and abstain from driving any vehicles during the internship period.

Attendance policy:

For the purpose of this policy, the following definitions are used:

- Work is defined as homework, tests, lab work, or any other given assignment.
- An excused absence is an absence where you have notified your instructor prior to 7 am on the day that you will miss time by sending an email to olle.gladso@riverland.edu or by leaving a message on (507) 379-3347.
- An unexcused absence is defined as not being present and no message given by the above means.
- An excepted absence is an absence caused by military service or a medical emergency. Excepted absences require proper documentation, such as a note from the doctor.

Work that is missed due to unexcused absences cannot be made up. Unexcused absences will affect the professionalism grade. The industry tells us absenteeism, especially without notification, is one of the bigger problems affecting their ability to conduct business effectively.

If you do have an excused or excepted absence, you will have 1 week from your return to class to make up missed work. Excepted absences require proper documentation, such as a note from the doctor.

No work is accepted after 3 pm on the last day of the class.

Make-up class or lab sessions may be offered, at the discretion of the instructor, but only for work missed due to excepted absences.

Absenteeism will affect the professionalism grade. Attendance will be verified at your place of internship and 25 out of the available 100 professionalism points are assigned to attendance.

Academic honesty policy:

Refer to the student handbook for the academic honesty policy at Riverland Community College.

Accommodations:

If you have a disability and need accommodations to participate and succeed in this course, please contact your instructor within one week of the first class day. The course information can be made available in alternative format, such as Braille, large print, or in an audio format, upon request.

Faculty absence.

Students are reminded that faculty absences will be posted on the Riverland Website and if the instructor is able, on each course's Brightspace site along with any information concerning alternate assignments for the time the instructor is absent.

College closure.

For information related to possible College Campus closure due to weather or other issues, please go the Riverland Community College website at <http://www.riverland.edu/current-students/> for further information and/or instructions. Students are encouraged to register for the free cell phone or email StarAlert emergency notification system. Accommodations.

ADA statement and accommodations information.

Riverland Community College is committed to assuring that all educational activities are free from discrimination and harassment based on disability status. Students requesting accommodations for a documented disability are required to work directly with staff in Accessibility Services (AS) to establish eligibility and learn about related processes before accommodations will be identified. After eligibility is established, AS staff will create and issue a Notification Letter for each course listing approved reasonable accommodations. This document will be made available to the student and instructor either electronically or in hard-copy every semester. Students and instructors are encouraged to review contents of the Notification Letters as early in the semester as possible to identify a specific, timely plan to deliver/receive the indicated accommodations. Reasonable accommodations are not retroactive in nature and are not intended to be an unfair advantage. Additional information or assistance is available online at: <https://www.riverland.edu/student-services/accessibility-services/>

The course material and information will be made available in alternative formats such as braille, large print, or audio upon advanced request by informing <https://www.riverland.edu/student-services/accessibility-services/>

Veterans support statement.

Riverland is dedicated to assisting veterans and eligible family members in achieving their educational goals efficiently. Active duty and reserve/guard military members should advise their instructor of all regularly scheduled military appointments and duties that conflict with schedule course requirements. Instructors will make every effort to work with the student to identify adjusted timelines. If you are a veteran, please contact the Veterans Services Office at <https://www.riverland.edu/admissions/studenttype/veterans-military-members/>

Institutional learning outcomes.

This course addresses the following Riverland Institutional Learning Outcome(s):

ILO 1: Critical thinking.

ILO 4: Communication and collaboration.

Affirmative action statement.

Riverland Community College is an affirmative action, equal opportunity employer and educator accredited by the Higher Learning Commission. Individual college programs are accredited by other associated professional organizations. For more information, go to <http://www.riverland.edu/about-riverland/policies-and-procedures/> to review the Equal Opportunity and Nondiscrimination in Employment and Education Policy or to complete the online Complaint Form.

Covid 19 procedures:

Due to the COVID-19 pandemic the delivery method of this course may change to ensure the safety of the students and faculty. These changes may come through the governor's executive orders or college administration. These adjustments may include but are not limited to:

- Adjustments to the amount of on-campus course sessions and online learning
- Adjustments to the course assignment due dates
- Additional accommodations for students to complete tests, labs and assignments

If changes are needed, I will communicate with you as soon as possible via email, Brightspace or in-person during class time regarding any adjustments necessary to the course because of COVID-19.

Face masks are optional at this time for students on all parts of campus. It is recommended that you stay a minimum distance of 6 feet from others at all times.

Students and employees are required to disclose if they are experiencing any COVID symptoms or have been required to quarantine because they've been near someone with COVID and not come to campus. Go to www.Riverland.edu for the COVID19 link to find the screening information.

You are responsible for attending class regularly and checking D2L Brightspace and your Riverland email every day to stay informed of any changes to your courses. If you are sick, you need to stay home and should contact me immediately.

If you need to miss class due to COVID 19 or other valid reasons which may prevent you from completing course work, I will work with you to determine the best type of absence accommodation. This may require you to complete your coursework in a different method or schedule to complete the learning objectives of the course.

Course evaluation:

The internship grade is determined by your instructor and mentor based on successful completion of assigned work sheets, complete and thorough reflections in writing of your experiences during your internship period as well as showing professionalism and good attendance.

Your grade is available on D2L at any time and is calculated as follows:

- 50% of your grade is based on home work performance -the meditations.
- 25% of your grade is based on lab performance.
- 25% of your grade is based on professionalism and attendance.

The combined average grade cannot be less than 72 and is assigned as a letter grade using the following table:

<72%	F
>72%	D-
>74%	D
>76%	D+
>78%	C-
>80%	C
>82%	C+
>84%	B-
>86%	B
>88%	B+
>90%	A-
>94%	A

Course Schedule:

The internship meeting times are defined by your work schedule while in the internship period. Meetings with the instructor and/or mentor may be called on an as needed basis.

Class Projects:

Provide a weekly meditation submitted on Brightspace regarding the week's learning activities, what you have learned, what you have observed, and your opinion regarding the week's work in general. These assignments are graded for length, clarity, and content.

Lab Projects:

Note: For more information on each project that you must perform, please see the work sheet packet. The projects given can be substituted for other projects, if the mentor deems other projects equally useful, or the opportunity to do some of these projects simply did not arise.

1. Lube, oil, filter, and maintenance inspections. You will change the oil and filter, grease the chassis and inspect for maintenance and safety items on vehicles.
2. Flush Cooling System. You will drain and flush vehicle cooling systems using whatever method your place of internship is utilizing. You will dispose of the old coolant in an approved manner. You will properly refill the cooling system using manufacturer's approved procedures and test for leaks.
3. Perform a complete brake job on a vehicle, following industry standard procedures.. The job to include replacing brake pads or shoes as well as rotors and/or drums.
4. Perform a tire rotation on any vehicle, using industry standard procedures.
5. If feasible, mount and balance tires on any vehicle, following industry standard procedures.
6. Replace upper and/or lower ball joints on any vehicle, following industry standard procedures.
7. Replace outer and/or inner tie rod end on any vehicle, following industry standard procedures.
8. Replace a strut on any vehicle, following industry standard procedures.
9. If feasible, perform a complete alignment on any vehicle, following industry standard procedures.
10. Perform battery testing, following manufacturer's approved procedures.
11. Replace a faulty battery, following all safety procedures and equipment re-initialization procedures.
12. Perform a generator test, using the appropriate procedure for that particular vehicle.
13. Replace a generator, using vehicle specific procedures.
14. Perform a starter test, using the appropriate procedure for that particular vehicle.
15. Replace a starter, using vehicle specific procedures.

16. Perform a voltage drop test.
17. Diagnose a Malfunction Indicator Lamp (Diagnostic Trouble Code) problem.
18. Perform an ADAS-related static or dynamic calibration on a suitable vehicle. Perhaps performed in conjunction with vehicle alignment. Full documentation of the activity must be provided.
19. Other projects, as deemed appropriate and useful by the mentor. Full documentation on these projects must be turned in to the instructor.