

Program Review – Annual Program/Discipline Update

Administrative Response and Follow Up

2020-2021

Program/Discipline: Dealer Service Technology

SAC Chair(s): Sam Minnema

SAC Administrative Liaison: Cheryl Scott

Other Division Dean(s):

Department Chair(s): Sam Minnema and Jesse Norconk

Date: April 19, 2021

Administrative Response

Thank you to the Dealer Service Technology SAC for the hard work, dedication and service your entire faculty team and staff provide to Portland Community College and the many Community Partners you support throughout your District. Your networking with our sponsoring Caterpillar dealerships and advisory committee is essential to a healthy program. Thank you for providing high quality Dealer Service Technology and representing Portland Community College in your large service area.

This Administrative Response will:

1. Address your strengths and successes of the program as evidenced by the data, your analysis and your reflection.
2. Provide areas of challenge or concern.
3. Address your reflection on goals and resources.
4. Recommendations for your next steps.
5. Additional comments and questions.

1. Dealer Service Technology SAC strengths and successes of the program as evidenced by the data, analysis and reflection:

The Dealer Service Technology (DST) program is a very unique program at Portland Community College (PCC). As indicated in the Annual Program Update (APU), students are interviewed and selected for the program by Caterpillar dealerships. One of the many benefits of this program is that the dealerships monitor the students closely. The dealerships want the students to be successful and the students know that they must be successful in order to have a job when they complete the program.

The Advisory committee is an active one that provides good information to the faculty and staff involved in the program. The Advisory committee is supportive and innovative. They recommended that PCC consider offering an Electrical Power Generation (EPG) program. PCC is in the middle of constructing a new building specifically for DST and EPG. This space is needed and will make a difference in the number of students who can be instructed in the EPG program.

Students complete paid internships at the dealership during the internship part of the program. If students do not complete the internship to the standards of PCC and/or the dealership, the student can be dropped.

The APU described the difference that has been made in the success rates for the General Education (GE) courses since DST faculty began to develop closer relationships with the GE faculty. This has resulted in GE faculty developing assignments that are tailored to the industry.

Program graduates have competed in Melbourne, Australia during the last three years (pre-COVID) and placed 1st, 2nd, and 3rd overall.

2. Dealer Service Technology SAC areas of challenge or concern, if any:

After reading the APU/ADU, the biggest challenge is the ability to purchase the hydraulic trainers prior to fall 2021. These need to be installed during the construction of the building.

3. Reflection on goals and resources:

All faculty teaching in the program are actively pursuing Caterpillar Instructor Accreditation Program (CIAP). This program develops faculty and trains them to be successful teaching the curriculum. The date for completion of this goal is Fall Term 2021 and seems reasonable.

The Dealer Services Technology Building (DSTB) is to be finished in fall 2021 or winter 2022. The faculty have spent considerable time in the designing phase of this project. The goal of teaching their first cohort in the building prior to two years from now is reasonable.

Successful graduation of first cohort of EPG students in July 2022. This goal is also reasonable especially considering the support from the dealerships.

The resource requests in 6B are reasonable and necessary for the program. The additional hydraulic trainers need to be purchased ASAP. These need to be installed during building construction. The total cost is \$49,140.

4. Recommended next steps:

☒ Proceed as planned on program review schedule

☐ Follow up conversation needed with SAC, Dept Chair(s) and Dean

5. Additional comments/questions:

The APU and ADU were both well written and easy to understand. The use of the data that was provided to the faculty from PCC and from the dealerships enhanced the responses. It has been noted that additional data from PCC would have been preferred.

Thank you for the hard work and dedication to PCC students, faculty and staff. This past year has not been an easy one. Thank you!