On October 14, 2011 the Auto Collision Repair Technology (AB\textsuperscript{1}) SAC presented their Program Review findings to an audience of PCC administrators and others with an interest in the discipline. Both the written report and the presentation were highly professional, informative and thought provoking. We wish to commend you on the completion of an excellent program review process. Your presentation provided ample opportunity for questions and discussion, which was enlightening for us all. We are impressed by the commitment and success of the Auto Collision Repair Technology SAC to their mission:

- To prepare students to be able to obtain a job in the Auto Collision Repair industry at an entry level position;
- To instruct students on how to become good employees;
- To teach courses using imbedded related instruction to cultivate a better educated person.

This Administrative Response will: A) note particular highlights of the AB Program and Program Review, B) review your approach to outcomes and assessment, and C) provide the administrative response to the SAC recommendations.

Of Note

- Program Review included an excellent presentation with extensive relevant content.
- Use of the Smart Board enhanced the presentation and demonstrated a commitment to growing in instructional technologies.
- The PCC Auto Collision Repair Program is one of the largest and most comprehensive programs on the west coast.
- National Automotive Training Education Foundation (NATEF) Certification and Curriculum.
- Very tight connection with industry, supporting a commitment to train technicians to repair vehicles to manufacturer's recommendations.
- Continuing improvements since the last program review, including updating

\textsuperscript{1} Currently the PCC designation for your Subject Area Committee is “AB” for Auto Body. The SAC name corresponds with your course designations of AB. While we didn’t discuss this at your program review, we would support a change to your designation from AB to ACR if you think it is timely to do so. This would require some work on your part with the curriculum office, but we have done this for other SACs without too much disruption.
curriculum, changes in faculty and support staff, and improvements in our shop and equipment.

- A commitment to student completion, and ensuring that students are awarded the certificates and degrees they have earned.
- The implementation of assessments and tracking increasing accountability for the success of students.
- Active and regular marketing of the program, increasing both enrollments and the diversity of students in the AB program.
- Highly qualified instructors with both significant industry experience along with a commitment to teaching and students. Instructors are all ASE certified, with a variety of ICAR specialized certifications.
- Significant curriculum revision over the last 3 years, redesigning individual courses and certificate requirements to keep up with industry changes.
- Transitioning of course materials from outdated overheads to new updated information and techniques taught from power point presentations, videos, and Smartboards.
- Working with Advisory Committee to identify and incorporate critical skills for students.

**Outcomes and Assessment**

1. **College Core Outcomes**

As noted above, Auto Collision Repair has done significant work in aligning their program outcomes with college Core Outcomes, and this was thoroughly addressed in the review. Mapping of core outcomes appears complete: [http://www.pcc.edu/resources/academic/core-outcomes/ab.html](http://www.pcc.edu/resources/academic/core-outcomes/ab.html)

2. **Program Level Outcomes**

Auto Collision Repair has very well developed program outcomes for the degree and certificates they offer:

- AAS: Auto Collision Repair Technology
- Two-Year Certificate: Auto Collision Repair Technology
- Less than One-Year Certificate: Auto Collision Repair Technology
- Less than One-Year Certificate: Auto Collision Repair Technology - Auto Body Painting
2. Assessment of outcomes and assessment driven change

Assessment was identified as an area of focus for PCC during our very recent accreditation visit, and the April 2010 Interim Accreditation Report notes that: PCC must document “progress in demonstrating, through regular and systematic assessment, that students who complete their programs have achieved the intended learning outcomes of degrees and certificates. Further, the college must begin to demonstrate, in a regular and systematic fashion, how the assessment of student learning leads to the improvement of teaching and learning.”

We would like to take the opportunity of this administrative response to highly commend Auto Collision Repair for their work and documentation of assessment and plans for assessment driven change. You integrated the work required for PCC’s assessment along with Perkins required Technical Skills Assessment. AB has clearly identified assessment methods, documented its completion of these assessments, and identified plans for further assessments. Furthermore, you have identified the changes you are considering as based on the results of the assessments. ACR was recognized via peer review as taking an exemplary approach to assessment, and also complemented by the Oregon Department of Education.

We look forward following the progress of ACR in their assessment work in the years to come.

**Administrative Response to the SAC Recommendations**

We concur with many of the AB recommendations. In those areas of agreement, we note that some are more constrained by funding availability, and that requests dependent on funding are typically subject to a variety of campus and district based allocation processes. Overall, we have the usual challenge of supporting worthwhile and effective disciplines in a time of growing competition for limited resources. The question becomes, what can we do with the resources we have now? In that spirit, here are administrative responses to the SAC recommendations contained within the AB Program Review

**Recommendations from the ACR Subject Area Committee are:**

1. To continue to proceed forward with our Paint Booth/New Shop Classroom Project.

   *As you know, we were finally able to fund and move forward on this exciting but high-cost project. The Paint Booth equipment has been ordered (investment of $190,615 by*
Rock Creek) and installation is planned for this summer in coordination with upgrades to Building 2 as a result of the Bond remodeling. During this same timeframe, the space will be reconfigured to create the new classroom space. None of this would have come about without the advocacy and foresight of the faculty to identify this new technology and advocate for implementation.

2. Purchase of the Virtual Paint System.

This proposal is currently “under exploration.” While a very worthwhile augmentation to current teaching methods, with a cost of $25,000 we need to see where this falls with other priorities and available funding.

3. Purchase of leading edge resistance welder.

This is also under consideration, as the expense of $19,000 must be considered with other needs and available funding. We understand that the Virtual Paint system is a higher priority, and that for the time being ACR has an older device that might support the program for a bit longer.

To that note, a couple of additional investments in ACR made were made with approximately $25,000 margin dollars in 10-11, as follows: Velocity measuring system, Tram Gauge, Measuring Equipment Parts.

4. Work on updating aging fleet of shop vehicles,

We understand that ACR is working with the Advisory Committee and other leads to get newer cars donated, and that since the review AR has received a couple of vehicles. Through the program review process, you have raised our awareness of this need and it is something that we will now keep in mind if we come across any possible donors.
5. Develop Facebook page

We are very happy to see that this work has been completed, and as part of this Administrative response one more “Like” has been added to your Facebook page at www.facebook.com/PCCAutocollision

Nice work, great marketing and outreach!

6. Update PCC ACR webpage,

We understand this is pending, and certainly support this effort.

7. Complete industry shop survey.

We also note that this is underway.

8. Continue to have body shop visits to promote program and Cooperative work experience program.

Another great idea, and the extent of connection you have with local industry is exemplary. Your team is doing a great deal of innovative work on many fronts, and it’s a pleasure to support your work.

A recommendation from DOIs: as noted in the footnote on page one of this response, consider whether you wish to revise the SAC (and course) designation to ACR for Auto Collision Repair.
Closing

We want to again thank the ACR SAC for sharing the results of your program review with us. We very much enjoyed learning about your challenges, your successes and your plans for the future. You have accomplished some really amazing work since the last program review, particularly in the last two years. We look forward to supporting your on-going work on continuous program improvement.

Administrative Response submitted by Birgitte Ryslinge, on behalf all your Deans of Instruction

Birgitte

Birgitte Ryslinge, Rock Creek

Jeff Triplett, Sylvania

Julie Kopet, South East & Extended Learning Campus

Scott Huff, Cascade