

Annual Report for Assessment of Outcomes

Submitted: **June 19, 2011**

SAC: **DST Dealer Service Technology**

Outcomes Assessed: **Dealer Service Technology AAS**

1. Describe changes that have been implemented towards improving students' attainment of outcomes that resulted from outcome assessments carried out in the previous academic year.

(Information provided here may be referenced, inserted into or summarized in Program Review 2.C.iii (for Core Outcomes) or 6.B.iii (for CTE Degree and Certificate outcomes).

As a result of last year's outcome testing the following changes have been made:

- **Changes in the DST 115 Air Conditioning Curriculum**
- **Addition of specialized tooling and training aids for DST 115 and DST 114**
- **Online studying courses for all DST students, paid for by Caterpillar Industry partners.**

2. Identify the outcomes assessed this year, and describe the methods used.

What were the results of the assessment (i.e., what did you learn about how well students are meeting the outcomes)?

(Information provided here may be referenced, inserted into or summarized in Program Review 2.C.i& ii (for Core Outcomes) or 6.B.i & ii (for CTE Degree and Certificate outcomes)

a. Describe the method(s) you used.

Please see attached E-train explanation

b. Results: What did you learn?

The DST program will not receive results for this year's testing until July

3. Identify any changes that should, as a result of this assessment, be implemented towards improving students' attainment of outcomes.

(Information provided here may be referenced, inserted into or summarized in Program Review 2.C.iii (for Core Outcomes) or 6.B.iii (for CTE Degree and Certificate outcomes)

Look for additional changes to come after July results.

Dealer Service Technology

Caterpillar E-Train Testing

A well trained and well coached Technician must possess critical thinking and problem solving skills. A technician when entering the workforce is expected to apply the knowledge they have learned when troubleshooting and interpreting customer complaints. Taking the information they have gathered and the skills of diagnostic troubleshooting they are required to come to a conclusion of what needs to be repaired or tested further. It is the programs (Dealer Service Technology) responsibility to be certain they are capable of performing these tasks in a timely and efficient manner.

Action Plan:

1. All incoming students are required to complete a pretest in DST 111
 - a. This test is a Caterpillar CO. approved online exam covering all core subjects in the Dealer Service Technology Program.
 - b. The test includes real life scenarios, requiring the student to use problem solving and critical thinking to diagnose and troubleshoot problems.
 - c. Each subject area is graded individually with the results sent to the Faculty Department Chair upon completion.

2. After completing all of the core classes (nine terms later) the students complete a post-test in DST 204.
 - a. This test is the exact same testing that took place as the students were incoming students.
 - b. The students test scores are then sent to the Faculty Department Chair to be analyzed and compared to the students incoming test scores.
 - c. At this point, working with the SAC Chair, ongoing changes to the curriculum are decided

3. With this type of testing, areas needing improvement definitely stand out due to the fact that all students are required to complete the testing.
 - a. Areas with lower test scores are addressed first with ideas of a curriculum change and or supplemental information added to the course.
 - b. Any area dropping in score from a previous year is looked at to address what circumstances may have led to a drop.
 - c. High scoring classes are also assessed to see if they can be improved upon.

4. Recommendations of the SAC committee are implemented.
 - a. Supplemental information is included in all DST classes
 - b. All students are set up with online Dealer Learning Management System Access so they can complete online training to supplement their classroom training.
 - c. New text books added in three DST classes

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