

PROGRAM REVIEW

Department: Harley



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Appendices

Full-Time Faculty Qualifications

List of courses included in the program

- **Advising degree sheet (Course catalog)**
- **Degree Audit courses (Registrar)**
- **List of college owned equipment over \$2000**
- **Courses offered in the last 3 years (Instruction office)**
- **Curriculum Mapping**

Recommended Timeline

- Program Review document will be completed and submitted to the Instruction Office by December 31st.
- Vice President of Academic Affairs and Director of Institutional Effectiveness will complete the summary report and send it to faculty by April 15th.
- The faculty responsible will review the report, provide any follow up information and make comments within seven days of receiving the report.
- A meeting will be scheduled with VP of Academic Affairs and Director of Institutional Effectiveness to develop an action plan within three weeks of the review.
- Programs under review will present a summary of their program findings and an Action Plan to the Cabinet Committee in August/September of the following year.

ACADEMIC PROGRAM/DISCIPLINE REVIEW
Fort Scott Community College

Introduction to Program

I. Scope

A. Program Relation to College Mission, Core Values, and Strategic Plan:

How do the goals and measurable objectives for the program/discipline help the college meet its mission, core values, and strategic plan? The Harley-Davidson Training Program has a close relationship with The Motor Company. The goals and objectives are met through course and program assessments. We also hold 2 advisory board meetings a year which include The Motor Company, dealers, and current students. We gather feedback from all parties involved to stay current with the curriculum needed for the students to be successful in the industry.

- 1. What specific goals of the strategic plan are affected by this? Please explain.**

Effectively recruit students: We attend numerous job fairs, college recruitment fairs at the surrounding highschools. We also recruit at different events which are held at the Harley-Davidson dealerships.

Maintain compliance with accreditors and oversight agencies: The Harley-Davidson program changes curriculum and purchases new training aids in order to stay in compliance with accreditors and oversight agencies. We hold an advisory board meeting twice a year to stay in compliance with Perkins funding, to keep current by dealer input and input from corporate Harley-Davidson.

Improve academic processes: The Capstone class content changes slightly each year to stay current new technology introduced by The Motor Company. We have started doing a newsletter twice a year which is published on the FSCC website for the community to access in order to stay current with what we are doing in the program.

B. Program/Discipline Demand/Need:

If applicable, provide any advisory board meeting minutes.

1. Describe the need for the program/classes based on regional demands.

The need for the Training Program is very important for all powersport manufacturers. Trained technicians are the vital part of any dealership. The liability each dealership is exposed to could lie in the hands of the technicians. Motorcycles are very safe if they are maintained correctly. An incorrect service or torque specification could result in a very serious injury or death. I strongly believe all powersports dealers should be required to hire only individuals who have been trained through a program which is accredited from a manufacturer.

2. Is program revision needed? If yes, provide a detailed rationale supporting the program change.

The program currently does not need a revision. Harley-Davidson is offering 2 new models in the year 2022 and we will get feedback from The Motor Company about the new technology. We will adjust the curriculum as needed to support the students to ensure their success.

3. Describe how the revised program differs from the current one?

If and when the revision takes place it will include more specialty tools for the new Electric Vehicle (EV.) The program will need to purchase the latest products introduced in order for the students to get the latest technology offered in the industry.

C. Program/Discipline Analysis:

1. What procedures are used to ensure that course content is up-to-date?

We gather feedback frequently from dealers and The Motor Company to ensure our students are getting trained on the latest technology being offered. We are required to have the latest training aids and tools in our classes and labs. Our success depends on how the student performs on the job. If we are not current with the latest technology our student success rate starts to decline. The advisory board meetings is a chance where we can all discuss the needs of curriculum changes.

- 2. What is the process for textbook review? Please list the book(s) and ISBN for each course.**

We currently do not use text books. We use Service Manuals and Electrical Diagnostic Manuals which are both accessible through an online website only available to students and employees of Harley-Davidson. The Harley dealerships are all starting to use this online manual feature to cut costs on printing. This system also makes it easier to correct any type of errors which can be sent out to the dealers all over the world.

- 3. What methods of instruction are used to meet the goals and objectives of courses in the program/discipline? Please describe two different sample lessons used within different courses in the program.**

Our Instructor's understand the different that learning characteristics can vary between students. We provide instruction through lectures, demonstrations, hands-on-learning and online training in the lab and in the classroom. We also offer the demonstrations on video through a website offered to our students who are currently enrolled in the program. The students can access the videos at any time during their 2 semesters of training.

- 4. How do you ensure appropriate academic rigor and consistency of course content in all modalities?**

We have Instructor sign off sections in the lab where the students have to show the Instructor the task can be performed before

being able to move forward with the assignment. The Capstone class consists of no instruction provided. The Instructor will ensure the student is working safely and the student will complete their activities on their own just as if they were working in a dealership.

D. Program Assessment:

1. What are the program outcomes?

- **Execute any/all required maintenance (both preventive and corrective) in a safe and proper method according to the appropriate service manual.**
- **Analyze, and correctly diagnose the basic starting system used on the Harley-Davidson Street®, and any/all older Dyna® and Sportster® motorcycles.**
- **Execute skills that quantify components of the starting system including, but not limited to starter, solenoid, relays (TSSM), switches (neutral, clutch, start, run, and jiffy stand). Students will apply analytical skills on several sets of Harley-Davidson® motorcycles.**
- **Identify the correct requirements, and apply safe measures to prepare the motorcycle for wheel removal (both front and rear). Including, but not be limited to:**
 - **Front wheels – Axles, fender issues, caliper removal.**
 - **Rear wheels – Axles, calipers, belt guards and belt position.**
- **Employ their skills and knowledge of how Ignition and fuel systems function including, but not limited to sensors, wiring, inputs and outputs, ion sensors, checking compression, and changing fuel filters and system components.**

- **Apply the theory of a four stroke cycle, with emphasis on foundational knowledge of cam, ignition and injector timing.**
- **Identify a structured service department / HDCX potential.**
- **Interpret the use of service manual, EDM, Parts Book,**
- **h-dnet (Service Bulletins, Tech Tips, Instruction Sheets)**
- **Analyze Repair Orders – What they are, how they are written, and how to use them.**
- **Demonstrate the use of Multipoint inspections, Motorcycle walk-a-rounds, and Selling from the lift.**
- **Demonstrate how to load a motorcycle onto a lift.**
- **Identify and model the use of a caliper, micrometer, and flex dial indicator. (no bore gauge)**
- **Interpret Service Manual specifications, quantify what they mean, and apply the content in the shop.**
- **Determine what parts and procedures are different between model families and years. (focusing on tires, electrical controls, and fitment information of parts and accessories.**

2. What is the process for program and course level assessment?

The students are required to pass each class with a minimum score of 80%. The assessments are Talon computer software tests and hands on tests. At the end of the 32 week program the students are required to fill out a feedback form. This feedback helps to keep the program and Instructors operating efficiently while the students get the latest product technology education.

3. What are the findings of outcomes assessment reports from the department since the last program review? (Program Compilation Summaries/Course Assessment Reports)

For CTE programs only:

Program majors/Current concentrators

Unduplicated prior 3 year graduates

4. Please list any third party accreditation.

The students have the opportunity to earn a recognition through the Harley-Davidson Motor Company. If the student completes a certain number of online training assessments they will become qualified to take 2 more classes at the end of their 32 week training. These classes consist of 32 hours each. These Recognitions are recognized by the dealership network.

5. List any additional needs for the program (facilities, personnel, technology, student support, etc.).

I would like to offer dealer technician training at our campus. This consists of recognition classes or certification classes. Currently the dealers have 3 facilities in the U.S. where they can send their Techs for further training. I strongly believe that if Fort Scott Community College could offer this to the dealers that our class rooms would be filled each semester and the program would need to implement a waiting list for new to get into the program.

II. Institutional Support

A. Support:

1. How does this program support other academic areas of the college and/or how is it supported by other academic areas?

The students have the opportunity to enroll in general education courses to obtain their AAS degree. If the students choose to earn their AAS they must also complete a 12 week internship at a licensed Harley-Davidson dealership.

2. What learning resources are utilized for instruction and supporting the institutional outcomes?

Mathematical resources are utilized through the Engines class. The students are required to figure cubic inches of an engine by a formula using cylinder bore and piston stroke.

Reading resources are used in every class, a large part of the program revolves around Service Manuals and Electrical Diagnostic Manuals.

Communication resources are utilized in the Support and Logistics class. The students are trained to work as a Service Writers where communication is key for success.

Technology skills resources are practiced daily in each class. The students are required to read and write workorders in the Talon program.

Critical thinking resources are used in depth in the Engine Management class where the students will troubleshoot electrical and mechanical problems.

B. Community Engagement:

1. Please provide examples of how the program/discipline fosters relationships within the communities FSCC serves (community partnership, participation, advisory board, etc.)

The program is very active in recruiting fairs, advisory board meetings and we have the Chamber of Commerce hold meetings in our facility. We do a presentation annually with the local Rotary Club as well.

C. Program Development:

1. What marketing/recruiting strategies are used by the program/discipline?

Marketing strategies are done through a few television commercials, billboard signs along the highways, facebook, Instagram, dealer visits and a booth set up at events held at dealerships.

Recruiting strategies are done through career/job fairs, dealer visits along with Regional Representatives through the Motor Company.

- 2. How, and by what means, does the discipline use external professional and community resources to enhance discipline practices?**

We gain valuable input and suggestions from The Motor Company, dealers and past graduates at the advisory board meetings. The past graduates also give us suggestions occasionally.

- 3. Does the discipline have a means for students to assess the program outside of the official student evaluations? If so, explain.**

The students stay in contact with the Director after they complete the program. We encourage the graduates to give feedback after they have worked in the dealership to help keep the program content current.

///. Results

A. Continuous Improvement:

- 1. Please summarize the action plan, including findings from the last Program Review.**

We have found that our course competencies are being met with the activities and assessments that are currently in place.

2. **Provide a list of accomplished action items from the previous Program Review.**

The program outcomes have been easier to identify as the activities involve more Instructor sign off areas on the student worksheets. We have also implemented the Internship as part of the requirement for the Certificate program which will help the students gain experience in the dealership as well as a full time job opportunity.

3. **What items are pending/not completed from the last Program Review? Please provide rationale.**

The Instructor led PHD courses for dealer Technicians are still pending as The Motor Company is gathering data for the cost to add this to the program.

4. **List any resources needed to complete the pending items.**

- A. The Harley-Davidson Motor Company**
- B. Licensed Harley dealerships.**

SUMMARY REPORT ACADEMIC PROGRAM REVIEW

IDENTIFIED STRENGTHS

Discuss the major strengths of the academic program/discipline.

The major strengths would include the advisory board meeting which gains the program valuable feedback from The Motor Company and the dealer network.

**SUMMARY REPORT
ACADEMIC PROGRAM REVIEW**

**IDENTIFIED WEAKNESSES/OPPORTUNITIES/CHALLENGES/
RECOMMENDATIONS**

Discuss the major weaknesses, opportunities, or challenges of the academic program/discipline. Provide recommendations for the program to address those items.

Recruiting students has been a small challenge for the program. If we can try other recruiting strategies this can possibly unlock the door to a great number of prospective students.