



**SOUTHEASTERN**  
COMMUNITY COLLEGE

# Automotive Programs Student Handbook 2022-2023

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## **Introduction**

Welcome to Southeastern Community College's Automotive Technology and Auto Collision Repair Programs. We hope that you will find your studies rewarding and challenging.

The college experience, for most of you, is a totally new experience which includes many adjustments. You are now responsible for many things that others have previously assumed of you. How YOU manage these responsibilities - personal and academic is very important to your future success and will influence and determine the remainder of your life!

The program staff has prepared this handbook to serve as a GUIDE for you during your preparation for your Automotive Technology or Auto Collision Repair career.

The goals of the guidelines are to simulate policies of the automotive industry, to develop desirable work habits, reliability, responsibility and the maturity necessary for Automotive Technology and Auto Collision Repair personnel.

The underlying goal for the instructors and students - during the entire year - is to develop competent, mature, employable, automotive industry professionals.

**NOTE:** Please keep the HANDBOOK easily accessible - review it from time to time. It will be helpful to you in determining the expectations of your instructors. It is the responsibility of the student to be thoroughly familiar with the policies and to adhere to them.

## Automotive Technician Description

Automotive Service Technicians inspect, maintain, and repair automobiles and light trucks that run on gasoline, ethanol, and other alternative fuels. The increasing sophistication of automotive technology now requires employees who can use computerized shop equipment and work with electronic components while maintaining their skills with traditional hand tools.

## Automotive Collision Repair Technician Description

Auto Collision Repair Technicians repair and refinish vehicle bodies. They straighten bent frames, remove dents, and replace crumpled parts that are beyond repair. They may straighten bumpers or replace broken glass. They may tighten brackets and loose bolts and make other minor repairs. Some install custom equipment at a customer's request. They use a variety of equipment and tools, including drills, riveters, welders, hammers, files, screwdrivers, and sanders. Some also use measuring devices and power machinery to restore the vehicle to pre-collision status.

## Philosophy of the SCC Automotive Programs

In complying with the philosophy and objectives of Southeastern Community College, the Automotive Technology and Auto Collision Repair programs offer the student the opportunity to develop the knowledge and skills necessary to perform successfully as an employee in the automotive industry.

Each student is viewed by the faculty as an individual with special needs and skills. It is the objective of the faculty that these needs and skills be directed toward obtaining competency to become employed in the automotive repair industry. To accomplish this, a wide variety of courses are included to prepare the student for the requirements of the position he/she will ultimately assume.

Educational development of each student is directed toward the application of accurate knowledge in practical situations, making judgments, applying reason, thinking independently and engaging in problem solving.

The Automotive Technology and Auto Collision Repair Program faculty believe that the curriculum must include a basic knowledge of all facets of the automotive repair industry, followed by classroom practice and drills of basic skills utilized in the automotive repair industry. The curriculum includes an internship experience in an automotive repair business. The curriculum is evaluated and revised as automotive repair needs change in the industry.

## Grading Policy

The following system is used by instructors to report course grades to students and for recording on transcripts:

| <u>Grade</u> | <u>Meaning</u> | <u>Grade Point</u> |
|--------------|----------------|--------------------|
| A            | Excellent      | 4                  |
| B            | Above Average  | 3                  |
| C            | Average        | 2                  |
| D            | Below Average  | 1                  |
| F            | Failure        | 0                  |

During the first class period for each course, students will be given a written explanation of the grading scale/percentages and computation of their final course grade.

## **Cheating Policy**

Any student who is discovered to be involved in cheating will be required to meet with Southeastern Community College's Dean of Professional and Technical Education and the faculty member. The Dean and faculty member will make the final decision regarding disciplinary action.

This policy applies to theory classes, lab practicums, and internship settings. Employees of the automotive repair industry have a great amount of responsibility and accountability. Dishonesty will not be tolerated within the profession.

## **Southeastern Community College Automotive Technology and Auto Collision Repair Programs Ethical and Professional Conduct Policy**

Southeastern Community College Automotive Repair Programs faculty expects students to comply with standards of ethical and professional conduct. Enrollment of a student in the Automotive Technology and Auto Collision Repair programs constitutes student agreement to comply with program standards. All members of this academic community, including students, are responsible for the academic and professional integrity of the program. Students must demonstrate such integrity at all times in completing classroom assignments, in taking examinations, in performing internship obligations and in dealing with others. It is also the responsibility of students to report acts of academic dishonesty and professional misconduct to Faculty or to school administration.

Ethical and professional conduct means that the student will demonstrate the following:

1. Is truthful.
2. Keep commitments with clients, peers, instructors and colleagues.
3. Demonstrates respect for the dignity and rights of others regardless of race, religion, sex, age or nationality.
4. Assumes responsibility for actively participating in the learning process for self.
5. Requests supervision/guidance appropriately.
6. Adheres to policies and procedures of cooperating agencies.
7. Adheres to SCC policies and procedures.
8. Demonstrates preparedness for assignments.
9. Demonstrates attempts to alter behavior based on constructive criticism.

## Disciplinary Policy

1. General Policy. Certain behaviors, both academic and non-academic, are considered unacceptable by the Automotive Repair programs and are grounds for disciplinary action.
2. Forms of Disciplinary Action. There are four general forms of disciplinary actions: written warning, disciplinary probation, suspension, and termination. However, these forms of disciplinary action may be imposed in combination and special conditions may be imposed in addition to them. For a relatively minor offense, a student shall receive a written warning for the first offense, a disciplinary probation for the second offense, suspension on the third offense and termination on the fourth offense. Students should be aware, however, that some behaviors are so unacceptable as to warrant immediate disciplinary probation, suspension or termination.
3. Grounds for Disciplinary Action. The Automotive Repair Programs have determined that the following inappropriate behaviors are grounds for disciplinary action. This is not an inclusive list of inappropriate behavior and is intended only as a guideline. Additionally, the consequences imposed for inappropriate behavior shall be at the discretion of the college administration. Disciplinary action will be decided on a case by case basis.

### Written Warning:

- Insubordination.
- Unsafe lab or internship practice.
- Any violation of the Ethical and Professional Conduct Policy.
- Unsafe action in the classroom.
- Use of tobacco products in unauthorized areas.
- Unauthorized possession or use of property belonging to Southeastern Community College, internship settings, clients, employees or peers.
- Continued poor grooming or poor hygiene.

### Disciplinary Probation:

- Cheating.
- Plagiarism.
- Falsifying reports.
- Falsifying records.
- Any repeated behavior for which a written warning was previously issued.
- Unsafe field practice.
- Unsafe action in the school/classroom.
- Unjust or unprofessional gossip, criticism or discourtesy, which contributes toward reducing morale of peers.
- Unjust or unprofessional gossip, criticism or discourtesy, which affects clients, visitors, or educators (including guest speakers).

#### Suspension:

- Chemical or emotional impairment.
- Unsafe field practice.
- Any inappropriate behavior during or following disciplinary probation.
- Fighting or attempting bodily injury to anyone on school or internship premises.
- Use of abusive or threatening language.
- Unsafe action in the school, classroom or internship sites.
- Unauthorized removal of property belonging to SCC, internship sites, clients, employees or peers.
- Willfully damaging, destroying, defacing or wasting property or supplies of SCC, internship sites, clients, employees or peers.
- Sexual harassment of clients, visitors, employees or peers.

#### Termination:

- Unlawful possession, use, or distribution of narcotics or other controlled substances.
- Unlawful possession, use or distribution of alcohol on SCC premises or at School activities.
- Unauthorized possession of firearms, explosives or other weapons.
- Repeated violation of Rules or Policies of SCC.
- Any repeated behavior during or following suspension.
- Willfully submitting false information or willfully withholding information for the purpose of obtaining or maintaining enrollment.
- Conviction of a felony while enrolled.

#### 4. Documentation and Reporting.

- a. Written Warning. A written warning shall include a description of the unacceptable behavior, a delineation of acceptable behaviors for similar situations and an explanation of the consequences should the unacceptable behavior occur again. Any member of the Automotive Repair Programs faculty may issue a written warning. The student shall receive a copy of the written warning using the appropriate SCC form and faculty will forward the written warning to the Dean of Professional and Technical Education. **Upon receipt of a written warning, the student must make an appointment and visit with the Tracking and Retention Specialist, in order to identify and correct the problem.** This form will be placed in the student's file. Upon graduation, the written warning shall be removed from the student's file.
- b. Disciplinary Probation. Disciplinary probation is a written agreement between the faculty member, SCC Administration and the student. It specifies the unacceptable behavior(s) or type(s) of behavior, explicitly delineates behavior necessary in order to continue in the program and the consequences should the student fail to comply. The student, faculty member, and Administration shall sign this written agreement. A copy of the agreement shall be delivered to each party and the original Disciplinary Probation agreement shall be placed in the student's file. The agreement shall be removed from the student's file upon graduation.

- c. Suspension. Suspension is the temporary dismissal of a student from automotive (or other) coursework and/or internship activities. No credit will be given for missed coursework, even if this results in failure of the course. It is also possible that suspension could result in an inability to complete the course unless it is repeated at a later time. A statement from Administration regarding the grounds for suspension shall be written on the suspension form and shall be placed in the student's file. The suspension statement will be removed from the student's file upon graduation. Following suspension and upon satisfactory completion of any requirements or conditions imposed, the student may continue in the program. However, readmission will be contingent on completion of prerequisite requirements and space availability in the course desired.
  - d. Termination. Termination is the immediate and permanent dismissal of a student from the program. A terminated student shall not be permitted to complete current course objectives, to continue to the next specified course or to finish the program. A statement by Administration regarding the grounds for the termination shall be documented and placed in the student's permanent record. A terminated student shall complete an exit interview with Administration. The student to complete business transactions with SCC will complete a student withdrawal slip from the college.
  - e. Faculty Documentation. In the event that special evaluation of a student is required, the instructor must provide verbal and written feedback. The student must sign the evaluation to confirm that the evaluation has been read. The student may make comment on the written evaluation. The student must be informed that the evaluation becomes a part of the student file. Date any contracts with the student regarding the situation under question and, if appropriate, give written follow-up outlining the action to be taken.
5. Imposition of Disciplinary Action. Any faculty member of the Automotive Repair Programs may issue a written warning to any student. Disciplinary probation, suspension or termination shall be imposed at the discretion of the SCC Administration and is subject to any rights of appeal.
  6. Disciplinary Investigation and Determination. Preceding imposition of any disciplinary action other than a written warning, the student shall be notified of the problem by Automotive Repair Programs Faculty or by Administration. The student shall then meet with SCC Administration and shall have an opportunity to respond to any accusations. Administration shall investigate the accusations and request input from appropriate parties. Administration shall determine the form of disciplinary action. The student shall be informed in person by Administration of the determination, the reasons warranting the action and the conditions, if any, under which the student will be allowed to proceed with the program.
  7. Referral for Treatment. In conjunction with disciplinary action, administration may require that the student be examined for chemical dependency or some other physical or mental impairment. Related requirements, which may be imposed upon the student, may include:
    - a. health evaluation
    - b. completion of any treatment/rehabilitation recommendation.
    - c. signed release of information by the student to SCC's Dean of Professional and Technical Education or designee.

As appropriate, the student shall be removed from classroom/lab/internship activities during evaluation and/or treatment periods. The student's participation in or completion of a treatment or rehabilitation program alone shall not qualify the student for reinstatement to program activities or to the program. The student's continuation in the program depends entirely upon the severity of the infraction for which disciplinary action is imposed and the student's compliance with that disciplinary action.

Automotive Repair Program students maintain the right to appeal decisions which are guided by this policy through the Judicial Codes and Appeals process of Southeastern Community College.



## Attendance/Tardiness Policy

1. Attendance and participation in all scheduled activities is necessary to meet the objectives of the Automotive Repair Programs. Absences/tardiness must be reported to the class-room instructor. Attendance and/or tardiness will be recorded.
2. If an absence/tardiness is necessary:
  - a. The student must notify the instructor at least one hour prior to the scheduled class or internship experience.
  - b. If no notification is given at least one hour prior to internship or class, it will be considered an unexcused absence/tardiness.

Absence/tardiness is considered as excused or unexcused by the class instructor. Examples of excused absences/tardiness may include: student illness, illness in the immediate family, severe weather, and other critical circumstances as approved by the instructor.

3. A maximum of three excused absences/tardiness are allowed per semester.
4. Students who exceed three excused absences/tardiness per semester are subject to disciplinary action (refer to pages 6-8 in handbook). A student's expected behavior will be outlined and followed closely to assure compliance.
5. An absence is defined as one calendar day.
6. Make-up work will be expected for all absences.
7. A student who is absent for reasons of health may be required to bring a written permission from his/her health care practitioner before returning to class or to the internship site. Health policies of participating agencies will be followed.
8. Unexcused absence will receive a written warning.

**Please note:** When specifically requested, attendance information will be provided on employment references.

## Pregnancy

A student who is pregnant may continue in the program with the written permission of her physician and approval of the faculty. A written permit from the physician must be given to the program faculty or Dean of Professional and Technical Education at the beginning of each semester. Maternity leaves can be arranged only within the guidelines of the attendance policy. Special circumstances will be dealt with at the instructor's discretion.

## Medical Insurance

Students are strongly encouraged to carry their own medical insurance. Any medical expenses incurred due to an accident or injury during the time you are carrying out the duties of a automotive repair program student are the responsibility of the student. Southeastern Community College does not provide any medical insurance coverage for students.

## **Required Tools, Books, and Uniform Shirts**

Students are required to purchase the appropriate tool set, electronic books/CDs, and uniform shirts from the book store.

Electronic books/CDs and uniform shirts should be purchased before class starts so the student will be prepared for the first day of class.

Tool sets will be purchased after the first 2 weeks and delivered to the school as orders are filled.

All tool sets and uniform shirts are non-refundable and will be the property of the student.

Any student who withdraws from the program will have 30 days to remove their tool set from SCC property.

Any tool set not claimed within 30 days will become the property of the SCC Auto Department.

## Automotive Technology and Collision Repair Programs Shop and Internship Dress Code

1. T-shirts and sweatshirts with the SCC Automotive Program logo attached. Available only through the SCC Bookstore.
2. No open toed shoes permitted. Steel-toed shoes recommended, but not required.
3. Work pants(no shorts allowed)must be clean and in good condition. No holes or fraying allowed.
4. Safety glasses must be worn in shop areas at all times; NO EXCEPTIONS
5. Students who do not comply with the dress code will be sent home for the remainder of the class period. Coursework may be made up at the discretion of the instructor.

## Shop Policies

1. Effective July 1, 2008 The SCC Board of Trustees adopted a 100% tobacco-free policy. This policy includes *all* forms of tobacco, including smoking and smokeless. This tobacco-free policy covers all property, including buildings, grounds, and vehicles owned or operated by SCC. In addition to smoking being banned in our facilities, it is extended to our grounds. Smoking and chewing tobacco are not allowed in or outside of any building, anywhere outdoors - including inside personal vehicles parked on campus - and on any property owned or operated by SCC.
2. The phones in the office and parts room are business phones and cannot be used for personal reasons. All parts must be ordered by the SCC staff or students currently designated to work in the parts room.
3. When ordering parts a blue form and signed work order must be completed. Work orders will be kept in the Parts Department. Blue forms will be kept with the vehicle.
4. No vehicles are to be in the shop or left on school property without a number tag in the window and a signed work order in the Parts Department.
5. There will be no labor charges for automotive students, however, there will be a small mark-up on parts in order to cover supply costs.
6. Vehicles donated to the SCC Automotive Programs, SCC fleet vehicles, and SCC automotive client vehicles will take precedent over student owned vehicles for shop experience. As a special privilege, some students may use their personal vehicles for shop experience. Students who are performing satisfactorily and who exhibit professional and ethical integrity must receive written permission from the instructors before bringing their vehicles into the shop. Every attempt will be made by faculty to allow these students to utilize their personal vehicles for shop experience if the work involved meets the program curriculum competencies being covered at the time and as program time constraints allow. Students must pay for parts ordered in full prior to any work being conducted on student owned vehicles. No student or student's family-owned vehicle may leave the shop area until all outstanding bills are paid in full.
7. No vehicle will be released until the vehicles bill is paid in full.
8. Students must follow all program safety rules. Failure to do so may result in disciplinary probation, program suspension or termination.

**CODE OF IOWA - 280.10 Eye-Protective Devices**

1. Every student and teacher in any public or nonpublic school shall wear industrial quality eye-protective devices at all times while participating, and while in a room or other enclosed area where others are participating, in any phase or activity of a course which may subject the student or teacher to the risk or hazard of eye injury from the materials or processes used in any of the following courses:
  1. Vocational or industrial arts shops or laboratories involving experience with any of the following:
    - a) Hot molten metals.
    - b) Milling, sawing, turning, shaping, cutting, grinding, or stamping of any solid materials.
    - c) Heat treatment, tempering, or kiln firing of any metal or other materials.
    - d) Gas or electric arc welding.
    - e) Repair or servicing of any vehicle while in the shop.
    - f) Caustic or explosive materials.
  2. Chemical or combined chemical-physical laboratories involving caustic or explosive chemicals or hot liquids or solids when risk is involved.
  - b. Visitors to such shops and laboratories shall be furnished with and required to wear the necessary safety devices while such programs are in progress.
  3. It shall be the duty of the teacher or other person supervising the students in said courses to see that the above requirements are complied with. Any student failing to comply with such requirements may be temporarily suspended from participation in the course and the registration of a student for the course may be canceled for willful, flagrant, or repeated failure to observe the above requirements.
  4. The board of directors of each local public school district and the authorities in charge of each nonpublic school shall provide the safety devices required herein. Such devices may be paid for from the general fund, but the board may require students and teachers to pay for the safety devices and shall make them available to students and teachers at no more than the actual cost to the district or school.
  5. "Industrial quality eye-protective devices", as used in this section, means devices meeting American national standard, practice for occupational and educational eye and face protection promulgated by the American national standards institute, inc.

I, \_\_\_\_\_, the student, have read the above Act and agree to comply with these provisions.  
*Student Signature*

I, \_\_\_\_\_, the parent or guardian, have read the above Act and agree to comply with these provisions.  
*Parent or Guardian Signature*

\_\_\_\_\_  
*Date*

## Shop Clean-Up Procedures

1. Daily cleaning of the shop is necessary for safety and to convey a professional work environment.
2. ALL students will be required to assist in the daily cleaning of the shop.
3. Shop safety requires you to keep your work area free of grease, oil and debris.
4. At the end of each class period, time will be allowed for the cleaning of shop areas. All areas of the shop will be cleaned, including tables, floors, and hallways.
5. Any shop equipment used during the course of the day will be cleaned and maintained. This includes tools, brake lathe, valve grinder, and any stationary machines used.
6. Unused parts and supplies **MUST** be returned to the Parts Department.
7. Students who do not participate in the cleaning may be subject to disciplinary action.

**Let us all WORK TOGETHER to have a CLEAN & PROFESSIONAL shop!**

## National Certification Examination/Professional Organization

Becoming ASE (Automotive Service Excellence) certified through NATEF (National Automotive Technology Education Foundation) can be accomplished following adequate preparation by means of successfully passing the appropriate ASE exams.

ASE's mission is to improve the quality of vehicle repair and service through the testing and certification of repair and service professionals.

Prospective candidates can register for and take one or more of ASE's 40+ exams. These exams are grouped into specialties for automobile, medium/heavy truck, truck equipment, school bus, and collision repair technicians as well as engine machinists, alternator technicians, parts specialists, auto service consultants, and collision damage estimators.

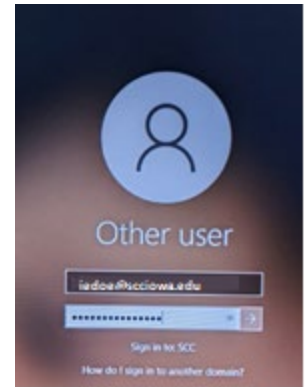
Upon passing at least one exam, and after providing proof of two years of relevant work experience, the test taker becomes ASE certified. Certification, however, is not for life. To remain certified, ASE credentials must be retested every five years.

The students will take the student ASE every April. Upon passing the student ASE test, the student has the option to sign-up for regular ASE testing which is performed by Prometric for an additional registration and test fee.

For more information about ASE certification, visit the ASE website at [www.ase.com](http://www.ase.com).

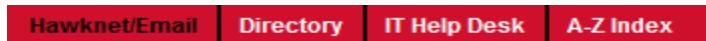
**On Campus – log onto the computer**

1. Type in your username/SCC email:  
User Name - 1st initial, Middle initial, followed by last name  
(MUST include the @scciowa.edu at end of your login name)
2. Type in your password:
  - For first time login-- temp password format FLYYYYSSSS \*scc  
(F= Capital First Initial, L= Capital Last Initial, YYYY=4 digit birth year, SSSS=Last 4 digits of Social Security Number, \*scc)
3. Click **OK** (right arrow or press enter)

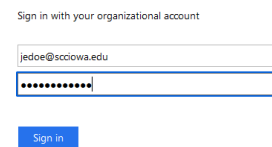


**How to Log onto HawkNet on and off campus**

1. Open SCC's Main web page – [www.scciowa.edu](http://www.scciowa.edu)
2. Click on the – **Hawknet/Email** (upper right on red bar)



3. Type in your username:  
User Name - 1st initial, Middle initial, followed by last name  
(MUST include the @scciowa.edu at end of your login name)
4. Type in your password: whatever you setup or for first time logins  
temp password format FLYYYYSSSS \*scc  
(F= Capital First Initial, L= Capital Last Initial, YYYY=4 digit birth year, SSSS=Last 4 digits of Social Security Number, \*scc)
5. Click **Sign in**



**1. SCC Email / MFA**

Every SCC student has an account which we highly recommend you check. You can go to **outlook.office.com** and sign in with your SCC email and password to get to your email online. If going to your email through Hawknet, you will click the 'New SCC Email'



If you need to setup your **Multi-Factor Authentication (MFA)** go to [www.scciowa.edu](http://www.scciowa.edu) and click on the Multi-factor authentication link at the top of the screen



**2. Canvas/ICCOG - Online Course Management System**


Access to your SCC courses through Canvas can be found on your Hawknet page.

For technical questions with the Canvas system:  
Tammy Hobbs at 319-208-5078 or [thobbs@scciowa.edu](mailto:thobbs@scciowa.edu)  
Canvas helpdesk 24/7 - 844-214-6951



## 1. Student File storage

On Campus – Click on Windows File Explorer and go to your “H Drive”

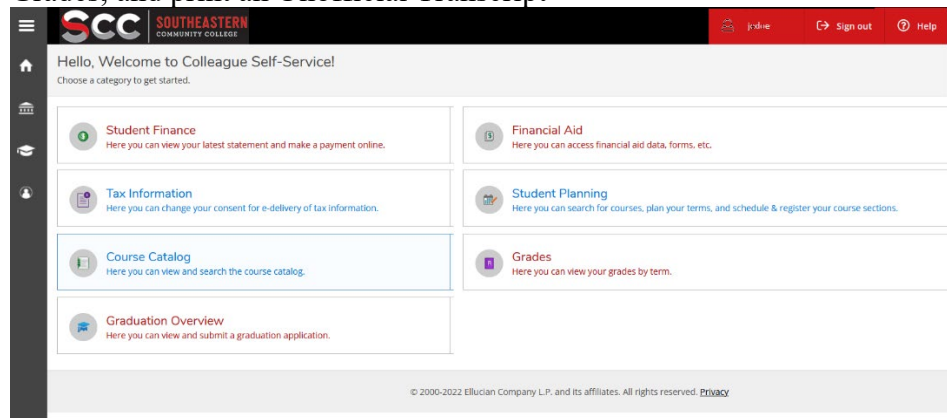
>  cchrisman Home Folder (H:)

Off Campus – Login to Frame – Your desktop from home (Hawknet>Useful Links>Frame Desktop Login)

**Note: Always “save as” to your H drive both on and off campus**

## 2. Self Service – access to your student information

Click on the icon titled ‘Self Service’ from your Hawknet page to access your: Student Finance (pay your tuition), Financial Aid, Student Planning, Class Schedule, Grades, and print an Unofficial Transcript



### • Technical Support

- **SCC Help Desk** ([helpdesk@scciowa.edu](mailto:helpdesk@scciowa.edu))
  - Off Campus 1-866-722-4692 (or 319-208-5087)
  - On Campus extension 5087
  - Office Computer – Email – Network – Internet

### • Additional Resources/Information

Microsoft Office 365 – use Hawknet and Useful Links  
Programs that are on SCC campus computers – Outlook, Word, Excel, Adobe and more  
Wireless access – Guest, SCC  
Mobile phone set up and SCC technical resources  
IT and Security Administrative Guidelines (Handouts)

### • ITS Security @ SCC

**ITS Administrative Guidelines – Hawknet>Menu>Cabinet>Administrative Guidelines>1100**  
AG 1101 – Usage Policy  
AG 1121 – SCC Privacy Policy

**Chuck Chrisman – Vice President of Technology Services**

Extension 5070 Email – [cchrisman@scciowa.edu](mailto:cchrisman@scciowa.edu)

**Keri Mercer – Help Desk Manager**

Extension 5077 Email – [kmercerc@scciowa.edu](mailto:kmercerc@scciowa.edu)

**Coltin Taylor – Technical Support (Keokuk Campus)**

Extension 1984 Email – [ctaylor@scciowa.edu](mailto:ctaylor@scciowa.edu)