

Washtenaw Community College Comprehensive Report

UAT 294B Plumbing Service II Effective Term: Spring/Summer 2014

Course Cover

Division: Advanced Technologies and Public Service Careers

Department: United Association Department

Discipline: United Association Training

Course Number: 294B

Org Number: 28200

Full Course Title: Plumbing Service II

Transcript Title: Plumbing Service II

Is Consultation with other department(s) required: No

Publish in the Following: College Catalog , Web Page

Reason for Submission: Course Change

Change Information:

Credit hours

Total Contact Hours

Pre-requisite, co-requisite, or enrollment restrictions

Outcomes/Assessment

Objectives/Evaluation

Rationale: Course update

Proposed Start Semester: Spring/Summer 2014

Course Description: This course continues instruction on customer service and marketing skills in the residential and commercial plumbing industry. Students will review and examine the local U.A. Plumbing Service Curriculum. Throughout this advanced training, students will identify new opportunities with up-to-date, high-tech, plumbing fixtures, products, tools, equipment, safety and green technology in the plumbing industry. Methods of teaching customer communication, social styles, salesmanship, marketing and the calculating the cost of doing business will also be addressed. Limited to United Association program participants.

Course Credit Hours

Variable hours: No

Credits: 1

Lecture Hours: Instructor: 15 Student: 15

The following Lab fields are not divisible by 15: Student Min, Instructor Min

Lab: Instructor: 5 Student: 5

Clinical: Instructor: 0 Student: 0

Total Contact Hours: Instructor: 20 Student: 20

Repeatable for Credit: NO

Grading Methods: Letter Grades

Audit

Are lectures, labs, or clinicals offered as separate sections?: NO (same sections)

College-Level Reading and Writing

College-level Reading & Writing

College-Level Math

No Level Required

Requisites

Enrollment Restrictions

Admission into the UA Instructor Training Program.
and

Prerequisite

UAT 294 minimum grade "B"

General Education

Degree Attributes

Below College Level Pre-Reqs

Request Course Transfer

Proposed For:

Student Learning Outcomes

1. Demonstrate methods of teaching the advancements in the plumbing industry utilizing UA approved materials.

Assessment 1

Assessment Tool: Presentation

Assessment Date: Spring/Summer 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Skill checklist with rubric

Standard of success to be used for this assessment: 75% of students will achieve 75% or above.

Who will score and analyze the data: Departmental faculty

2. Demonstrate teaching practicum related to customer service in the plumbing industry.

Assessment 1

Assessment Tool: Skill assessment

Assessment Date: Spring/Summer 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Performance parameters with rubric

Standard of success to be used for this assessment: 75% of students will achieve 75% or above.

Who will score and analyze the data: Departmental faculty

Course Objectives

1. Explain new opportunities for sustainable energy work in the plumbing industry.

Matched Outcomes

2. Describe approaches to marketing services to apprentices and journeymen at the home local.

Matched Outcomes

3. Identify energy saving features on new "green" plumbing fixtures.

Matched Outcomes

4. Demonstrate the proper operation of new green plumbing technology.

Matched Outcomes

5. Reference UA and vendor supplied materials in equipment set-up, demonstrations and preparing the trailer for shipment.

Matched Outcomes

6. Analyze change in residential service arena.

Matched Outcomes

7. Analyze the acceptance of change in the residential service arena.

Matched Outcomes

8. Interpret examples of customer communications, industry images, salesmanship, and marketing techniques.

Matched Outcomes

9. Discuss the effects of the evolution of plumbing service.

Matched Outcomes

10. Identify problems and solutions in the customer service industry.

Matched Outcomes

11. Identify various customer social styles and communication techniques.

Matched Outcomes

12. Identify products and parts used for water surveys.

Matched Outcomes

13. Create a billable hours spreadsheet to reflect true costs of business.

Matched Outcomes

14. Explain various customer service problems in the residential plumbing industry.

Matched Outcomes

15. Evaluate the importance of the S.T.A.R.S. methodology through role play in various on-the-job situations.

Matched Outcomes

16. Explain the importance of a professional attitude and appearance with customer relations.

Matched Outcomes**New Resources for Course****Course Textbooks/Resources**

Textbooks

Manuals

Periodicals

Software

Equipment/Facilities

Level III classroom

Reviewer**Action****Date****Faculty Preparer:**

Amanda Scheffler

Faculty Preparer

Feb 02, 2014

Department Chair/Area Director:

Scott Klapper

Recommend Approval

Feb 03, 2014

Dean:

Marilyn Donham

Recommend Approval

Feb 05, 2014

Vice President for Instruction:

Bill Abernethy

Approve

May 06, 2014