

**Northwest Arkansas Community College**  
(Workforce Division)

**Discipline Code**

BIKE

**Course Number**

2043

**Course Title**

Service Department Operation

**Catalog Description**

This course covers the daily and seasonal operation of service departments. Students will understand, implement, and manage a repair queue. Students will demonstrate the ability to anticipate material and labor needs in a working shop.

**Prerequisites**

Successful completion of all BIKE 1000 level courses with a D or better. Enrolled in all BIKE 2000 level courses. BIKE 2013, 2023, 2033, 2043 advised as co-requisites.

**Credit Hours**

3 credit hours

**Contact hours**

45 lecture contact hours; 45 lab contact hours

**Load hours**

3 load hours

**Semesters Offered**

Fall, Spring & Summer

**ACTS Equivalent**

N/A

**Grade Mode**

A-F

**Learning Outcomes**

Students completing this course will:

- Role play repair check-in, customer feedback, repair estimation, repair delivery.
- Describe theory of the two-track repair queue system.
- Schedule staff and repairs to meet business demands.
- Evaluate inventory and calculate reorder of shop parts and accessories.

## **General Education Outcomes Supported**

- Students develop higher order thinking skills.
- Students develop effective oral communication skills.
- Students can write clear, coherent, well-organized documents, substantially free of errors.
- Students demonstrate information literacy.

## **BIEA (Bicycle Industry Employers' Association) Program Outcomes Supported**

- Student will demonstrate ability to assemble and repair all types of bicycles currently in use.
- Apply foundational skills and knowledge to continuing professional development in response to changes in bicycle technology.
- Apply knowledge of systems and measures to find solutions to novel repair situations.
- Student is able to provide solutions that balance business, customer, and professional goals.
- Demonstrate ethical conduct in all job and personal cycling activities that maintains an image appropriate for the profession.

## **Standard Practices**

### **Topics list**

- Business Principles in Bicycle Retail
- Service Writing Genres
- Service Department Operations

### **Learning activities**

- Courses must, at a minimum, cover the core learning outcomes for each topic. Faculty may add to these outcomes but may not omit any of them.
- Laboratory exercises should average between 2-3 hours each week and include all applicable elements of the Barnett's Bicycle Industry Manual modules for the lesson and outcome for assessment.
- Lab safety and equipment orientation and enforcement of safety protocols is the responsibility of each faculty. A standard lab safety PowerPoint will be provided to faculty for training. Scoring 100% on a mandatory department-provided lab safety quiz is required before students may participate in lab.
- Since all general education outcomes are supported by specific course and program outcomes, all instructors should include learning activities that develop these outcomes in their courses and identify them in course syllabi. Instructors should describe how these activities will be evaluated in their course syllabi and/or reflected in their gradebooks.

### **Assessments**

Written exams, quizzes, and class assignments; class participation; lab-based performance profiles and competency-based demonstration of mastery, and digital work including, but not limited to, group work, discussion, and projects done in virtual environment and/or college's LMS.

### **Grading guidelines**

- 80% of students will score 'Satisfactory' or higher on rubric concerning physical demonstration of customer/mechanic interactions.

- 80% of students will score 'Satisfactory' or higher on a rubric scoring essays describing repair workflow.
- 80% of students will score 'Satisfactory' or higher on a rubric scoring essays describing labor resources and scheduling.
- 80% of students will score 'Satisfactory' or higher on a rubric scoring essays describing shop resources and stocking of inventory.

**Revision Date** March 2, 2022