



Student Learning Outcomes Plan

Effective Communication - Fall 2017

Page 1: Welcome

Q1

First, please tell us a little about yourself:

Your name:

Joe Lyon

The name of your program

HVAC/R Service Technician

Q2

Is your program externally accredited?

We are in the process of getting external accreditation.

Page 2: Plan to improve student outcomes - part 1 (R/U)

Q3

Please list your chosen CLSO and associated course number as they appear in the MCO. This first one should be emphasized early in a student's program and center on students' ability to Remember/Understand (R/U) concepts/attitudes/skills. Students demonstrate effective communication at this level by: Reading and listening analytically with understanding and openness toward other points of view; writing and speaking clearly, accurately, fluently and with a sense of continuity.

Course #

HVAC 102

SLO

Demonstrate OSHA/WISHA safe work practices

Q4

How will you assess this first CSLO?

Observation,

Describe the improvements in students' skill or understanding you hope to see on this assessment::

Students become aware of the safety requirements required by Bates HVAC and Industry Employers.

Q5

What will you change to improve student learning on this CSLO?

Include OSHA 30 training and issue OSHA 30 Cards

Q6

How will these results affect your teaching/program?

Promote Safety as mandatory in this industry.

Page 3: Plan to improve student outcomes - part 2 (A/A)

Q7

Please list your second chosen CLSO and associated course number as they appear in the MCO. This second one should be emphasized mid-way through a student's program and center on students' ability to Analyze/Apply (A/A) concepts/attitudes/skills. Students demonstrate effective communication at this level by: Recognizing academic and personal obstacles to learning and demonstrating strategies to overcome them; showing respect for self and others; communicating needs and making decisions.

Course #

HVAC 216

SLO

Complete EPA 608 Universal Refrigerant Certificatoin

Q8

How will you assess this second CSLO?

Test/Quiz,

Describe the improvements in students' skill or understanding you hope to see on this assessment::
Students will learn to Handle and Recover refrigerant in compliance with Federal Regulations and Industry Standards

Q9

What will you change to improve student learning on this CSLO?

Provide actual refrigeration systems

Q10

How will these results affect your teaching/program?

This will meet Industry and Federal Regulations

Page 4: Plan to improve student outcomes - part 3 (C/E)

Q11

Please list your third chosen CLSO and associated course number as they appear in the MCO. This third one should be emphasized late in a student's program and center on students' ability to Create/Evaluate (C/E) concepts/attitudes/skills. Students demonstrate effective communication at this level by: Articulating and setting priorities; making ethical decisions; working independently as well as cooperatively to develop awareness of and sense of responsibility for the wider community.

Course #

HVAC 218

SLO #

Complete AHRI Industry Competence Exams given by NATE.

Q12

How will you assess this third CSLO?

Test/Quiz,

Describe the improvements in students' skill or understanding you hope to see on this assessment::
These exams are administered by a National HVAC Testing Organization and are accepted by Industry Employers.

Q13

What will you change to improve student learning on this CSLO?

work one on one with students to review practice exams

Q14

How will these results affect your teaching/program?

Students who successfully pass this exam are immediately into the HVAC job market