

Weber State University  
Automotive Service Technology Program  
Dean's Response to External Review Visit and Department Response: May 17, 2017

I join the department in thanking the team for their efforts and time in helping assess the WSU Automotive Service Technology Program. The assessment seems accurate and I generally concur.

**Mission:**

The department is at an interesting cross-roads in terms of how it thinks about its 2-year and 4-year programs. They are two different programs. I agree with assessing them differently.

**Curriculum:**

I appreciate the committee understanding the strengths of the program in terms of industry responsiveness, scheduling options, cutting-edge technology, internships, and program support. This is a good program on many levels. However, it again reflects the mission statements of the two programs that curriculum issues might be addressed to accommodate the greater and increasing number of courses offered at the Technology Colleges as well as the lesser need in repair industry for full associate degrees. Of course, the department offers the best courses and material in the state. This is an opportunity for the department to lead the state into the future of what automotive work looks like.

**Student Learning Outcomes and Assessment:**

The department agrees with the review team in meeting more regularly for reviewing data. In addition, the department agrees with specific measurable outcomes for each class as aligned with program outcomes. I agree with both.

**Academic Advisement:**

While I agree that the members of the department are working hard it is also the case that the department is very fortunate in having a dedicated advisor, especially given the size of the department. Only two other advisor assist the rest of the college. I understand that the advisor is doing more than advising, is, in fact, helping with recruitment. Nevertheless, it is unlikely that resources will be brought to bear for increased advising for this department. The department's advising model could be compared with that of Professional Sales and Computer Science for use, respectively, use of faculty for advising and automating advising. The department suggests a longer contract period for the administrative specialist to accommodate the increased needs. I would have to be shown how this would work while the admin could continue the required standard work of budget reconciliation and acting as front door to department.

**Faculty:**

While, again, I appreciate the efforts of the faculty and staff, the department is far better off than most of the departments in the college in terms of student to faculty ratio. I would love to add more resources but there are bigger issues in the college.

The idea that reviews should happen with non-tenured faculty is a good one. I will bring this up at the early fall college council. In addition, I will work with the department on their approach as they recognize the issue as well.

Program Support:

The department has the largest budget in the college and, additionally, has had full access to the revenue generated by training center rental agreements. In addition, the college has assisted in pursuit of other funding through grants and gifts.

I agree that issues with facilities will be considerably influenced favorably with the new building.