



Estimating and Customer Service CRTN230 Spring 2021

Department	Industry and Transportation
Instructor	K. Wunderlich
NCC Email	kwunderlich@ccsnh.edu
Telephone Number	603-578-8977
Office Hours	By Appointment
Office Location	Room 7 Automotive Building
Class Days/Meeting Time	Mondays 9:00am-11:50am
Class Location	Room 9/Zoom

Rationale:

This course analyzes the costs to repair a damaged vehicle. The skills and knowledge learned in all the previous courses will help the student to understand the process of accurately determining the cost of repair, dealing with customer concerns, and working with insurance companies.

Course Description:

This course will cover the theory and skills of analyzing and estimating costs to replace and repair collision damages. Topics will include analysis of damage, customer relations, insurance policies, shop operations, liability, estimating systems and economics of repairs. Practice in writing damage estimates will be performed. This course contains a capstone experience.

Course Competencies:

Competency (Knowledge and Skills)	Critical Thinking Level
Students will be able to:	
Observe safety during analysis of collision damages	Employ all safety and environmental procedures pertaining to automotive repair
Learn to analyze and write complete and accurate damage appraisals	To use supplied industry publications to determine cost of parts and labor to properly repair a damaged vehicle

Essential Questions:

How is the cost of repair determined? How can I ensure the customer will have an accurate estimate and their vehicle will be repaired properly? How do I negotiate with the insurance companies? Where will the parts to repair come from?

Required Textbook(s):

Auto Repair Technology 6th Edition, James E Duffy
Cengage ISBN 978-1-133-70285-6

Supplemental Materials:

Notebook, pencils, erasers, calculator for basic math.

Course Expectations:

All assignments must be handed in on time. In the event of extenuating circumstances, the student will make arrangements with the instructor to hand in late work or make up a missed quiz by the next scheduled lecture. There are no provisions for makeup of Final Written Exams or Lab Exams. In addition, students should be prepared for unannounced quizzes throughout the semester.

Students are expected to have respect for the instructor and other students.

Should a student find it necessary to miss a class, they should contact the instructor via email prior to the start of class.

Students are expected to take notes. Not all covered material is in the book.

Students are expected to be professional and courteous.

Students are expected to arrive on time for classes/labs.

Students must maintain appropriate personal hygiene

Protective eyewear is required in any lab (shop).

Food is prohibited in all labs and classrooms during classes.

Grading:

Point/letter grade equivalents:

100-94: A
93-90: A-
89-87: B+
86-84: B
83-80: B-
79-77: C+
76-74: C
73-70: C-
69-67: D+
66-64: D
63-60: D-
Below 60: F

Grading Weights:

10% Homework/Quizzes
25% In Class Assignments (Estimates)
20% Midterm Exam
20% Final Written Exam
25% Capstone Project

Available Support Services

Tutoring, The Writing Center, Available Academic Services: The Academic Success Center | located in the library offers academic support services which are open to all NCC students looking for additional help with their college assignments. Math tutoring and writing assistance are available. The Writing Center is for any student seeking assistance with the writing process for any class, not just College Composition. For more information and to view the tutoring schedules view here:

<http://www.nashuacc.edu/student-services/academic-success-center>

Classroom Accommodations: Students who have a documented disability (physical, learning, or mental health) and require reasonable classroom accommodations must meet with the Disabilities Support Coordinator to set up a NCC Reasonable Accommodation Plan (RAP). If you had an IEP or 504 in high school, you may qualify for a plan. If you would like more information or if you are not sure if you qualify for a plan, please contact Jodi Quinn, Disabilities Support Coordinator, located in The Academic Success Center in the library, 603-578-8900 ext. 1451. View additional information and the application here:

<http://www.nashuacc.edu/student-services/academic-success-center/disability-services> In order to receive classroom accommodations, it is the student's responsibility to meet with his/her instructor privately and provide a hard copy of the signed Reasonable Accommodation Plan (RAP) each term the student wants to utilize classroom accommodations even if the student has had that instructor in a previous term.

Audio Record Classroom Lecture: Please note that as a student in this class, you may have a classmate who by permission can audio record class lectures for his/her learning purposes. **Only students with prior written permission** from the instructor or the Disabilities Support Coordinator may audio record class lectures - *for educational purposes only*. Students who audio record class lectures are prohibited from selling, transcribing, or distributing the recordings in *any manner* and are asked to delete the recordings when it is no longer essential for their learning purposes.

Title IX Statement: Classroom instructors at Nashua Community College are encouraged to create and maintain a safe learning environment in which students feel able to share opinions and related life experiences in classroom discussions, in written work, and in meetings with professors. To the greatest extent possible, this information will be kept private. However, staff and faculty have a legal obligation to report information concerning sexual misconduct, violence and exploitation of individuals per federal statute and in compliance with established policies and procedures at Nashua Community College. If you have been subjected to sexual misconduct, violence or exploitation, we encourage you to contact your Title IX representative Lizbeth Gonzalez, 603-578-8900 x1528_ or lgonzalez@ccsnh.edu for support and assistance.

Additional information including resources can be found at: New Hampshire Coalition Against Domestic and Sexual Violence:
[http://www.nhcadv.org/Catchment%20map\(1\).pdf](http://www.nhcadv.org/Catchment%20map(1).pdf)

Department Policies

Cellphones, laptops, tablets and other electronic equipment should be shut off during class unless previously approved by instructor.

Required Tools:

All students are required to possess hand tools per the *Required Tool List*. Each student is expected to have the tools available for each lab session. The instructor reserves the right to refuse admission to (or dismiss from) lab any student who is not regularly prepared with the required tools. All tools should be at the college no later than the first Monday in October.

Students are expected to attend all their regularly scheduled classes, laboratory periods, and other academic exercises. Should an absence from regularly scheduled academic exercise be unavoidable (beyond a student's control), it will be the student's responsibility to communicate with the professor, preferably beforehand, concerning the absence. Documentation of said absence may be required by the professor.

Students are advised that absence from class, for whatever reason, does not excuse them from meeting course requirements and objectives.

If a student is absent more than six hours (for a four-credit course, the total is eight hours) of class time during the term or semester, the instructor may withdraw the student from class using an AF grade, which means an F will be averaged into the GPA.

In addition to absences from class, tardiness and leaving class early also calculate into missed class time. To avoid this AF, if a student cannot continue to attend class for any reason, he/she should obtain a withdrawal slip from the registrar and follow the process to officially withdraw. Students should also understand an AF grade can be assigned by an instructor or an administrator at any time for reasons other than poor grade performance or failure to meet attendance requirements e.g., violation of the Student Code of Conduct, disruptive behavior, etc. Students should refer to the student handbook for additional information about the AF policy.

It is the responsibility of the student to make up any missed class work, homework assignment, quizzes, or tests in accordance with the instructor's make-up policy.

Depending on the instructor's policy, late papers may or may not be accepted for full credit. See this syllabus for policy details.

All assignments must be typewritten, unless otherwise instructed by the teacher. Any work that is not typewritten will not be accepted.

Specific policy details for the above are outlined in this syllabus.

Shop Policies:

Shop Policies: See Shop Policies posted under the Files tab in Canvas.

College Policies

AF Policy: If a student misses more than the number of hours the course meets during a two-week period (e.g. six hours for a three credit course), the faculty may withdraw a student from the course with an "AF" grade. Please note that absences, tardies, and leaving class early all count towards "missed class time."


Students should also understand an AF grade can be assigned by an instructor or an administrator at any time for reasons other than poor grade performance or failure to meet attendance requirements e.g., violation of the Student Code of Conduct, disruptive behavior, etc.

Please be advised that if the behavior of any student (or students) continually disrupts the learning of his/her classmates, the following steps will be taken 1) verbal warning; 2) meeting with instructor and department chair; 3) referral to Vice President of Academic Affairs and/or removal from the course with AF grade.

An "AF" grade is calculated in the GPA as an "F". Students should refer to the student handbook for additional information about the AF policy.

Canvas: All instructors at NCC will be using Canvas. Canvas is the online learning management system used by instructors and learners at Nashua Community College. Instructors may post syllabi, course related documents and grades in Canvas. Students may be required to submit assignments and/or take assessments through Canvas and/or participate in discussion boards.

24/7 Canvas Support: To access support through email, phone or chat

click on the  icon. Students can also find guides, videos, and a Canvas community by clicking on the *CCSNH Resources* icon on the tool bar at the left of the Canvas screen then choosing Canvas Resources.

To directly link to Canvas On Demand tutorials, please visit the following link:

https://community.canvaslms.com/community/answers/guides/video-guide#jive_content_id_Students

If you have forgotten your Easy Login Password information, please visit the following link: <https://password.ccsnh.edu/accounts/Reset>

If class is ever cancelled because of instructor illness or inclement weather, students will need to check Canvas for their assignment.

College Email System: Nashua Community College has established a College electronic mail ("email") system as a means of the College sending official information to enrolled students, and for students to send communication to their instructors and College personnel. All students registered at NCC will be assigned a College email account/address to be used as the only email address for all email communication: 1) sent to the students from their instructors and from all College personnel; and, 2) sent by the students to their instructors and to all College personnel.

In addition:

- Students should check their College email account regularly to ensure they are staying current with all official communications. Official communication includes, but is not limited to, policy announcements, registration and billing information, schedule changes, emergency notifications and other critical and time sensitive information.
- Students should also check their college email account to be sure that they are current with all email communication from their faculty.

- The student email account/address should be the only e-mail address students use to send email to faculty and College personnel so that student email is recognized and opened.
- This service is provided exclusively to the students of NCC. Accounts are for individual use only, and are not transferable or to be used by any other individual.
- Students using their College email account do so under the policies set forth in the Student Handbook under "Student Computer Conduct Code".

Sensitive Materials Policy: During the semester, in order to cover certain academic topics, there may be occasions to view or discuss material which may not meet the student's own personal definition of appropriateness. At such times, every student has the right to decide not to participate. Every effort will be made by the instructor to notify students in advance of when such sensitive material will be used so that students can make alternative arrangements. Faculty will guide students in the identification of alternate learning opportunities consistent with relevant course objectives so that students opting out of scheduled "sensitive" learning experiences will not be penalized academically in any way. Please note the opportunity to leave the classroom discretely is always available to each student when such sensitive material is being discussed. The student then has the responsibility before the next class meeting to inform the instructor as to the reason for leaving.

Plagiarism Policy: Plagiarism is a serious violation of a student's academic integrity and the trust between a student and his or her teachers. Plagiarism is the act of a person presenting another person's work as if it were his or her own original work. Such acts of plagiarism include, but are not limited to:

1. A student submitting as his or her own work an entire essay or other assignment written by another person.
2. A student taking word for word a section or sections of another person's work without proper acknowledgment of the source and that the material is quoted.
3. A student using statistics or other such facts or insights as if these were the result of the student's efforts and thus lacking proper acknowledgment of the original source.
4. The paraphrasing of another person's unique work with no acknowledgment of the original source.
5. Copying another student's work on a quiz or test.

When a student is found to have plagiarized an academic assignment, it will be up to each instructor to determine the penalty. Depending on the severity of the incident, this could range from a warning to a loss of credit for the assignment. In all cases of plagiarism, the student's program coordinator will automatically be notified and the incident will be documented. If any further incidents of plagiarism are reported to the student's program coordinator, additional sanctions will be imposed. These may include notification of the Vice President of

Academic Affairs; loss of credit for the course; suspension or dismissal from a department program; academic probation; and/or expulsion from the College.

Credit Hour Guidelines

1. A credit hour shall be the equivalent of one (1) hour of classroom or direct faculty instruction and a minimum of two (2) hours of out-of-class student work each week for 15 or 16 weeks.
2. A credit hour shall be allocated based on the following:

Category	Contact Hours per Week	Contact Hours per Sem. (based on minimum 15 week semester)
Class	1	15
Laboratory	2 or 3	30-45
Clinical	3 to 5	45-75
Practicum, Fieldwork	3	45
Internship	3 to 6	45-90
Co-op	Variable by Dept.	Variable by Dept.

Course Calendar
Course + Semester/Term
Course Calendar

Week	Begins Monday:	LECTURE/DISCUSSION	LECTURE	ASSIGNMENT DUE
1	Jan 18	Dealing with Customers Role of Estimators and Appraisers	Customer Service and Dealing with Others	Read Chapter 1 and 10 of Auto Estimating: A Guide to Writing Auto Repair Estimates
2	Jan 25	Industry Terminology Recording Information	Continued	Chapter 4 Guide to Writing Estimates ABRT Chapter 10
3	Feb 1	Gathering Information to Begin Estimate	Damage inspection	Chapter 2 Guide to Writing Estimates
4	Feb 8	Labor Charges Writing a Damage Appraisal	Continued	Read chapter 5
5	Feb 15	Paint and Materials Charges Additional Charges	Estimating repair of damaged vehicles	Read chapter 7
6	Feb 22	Writing Estimates Market Values and Total Loss	Continued	Read chapter 8
7	Mar 1	Review for Mid-Term Exam	Continued	Review
8	Mar 8	MIDTERM EXAM Capstone Assignment	Continued	Review for midterm Capstone hand outs
9	Mar 22	Vehicle Damage – Mechanical, Paint, Prior, etc. Capstone	Damage inspection and repairs	Chapter 3
10	Mar 29	Aftermarket and Salvage Parts Writing Estimates Capstone	Continued	Chapter 6
11	April 5	Sections of the Vehicle Writing Estimates Capstone	Continued	Chapter 9
12	April 12	Writing Estimates	Continued	Continued
13	April 19	Writing Estimates	Continued	Continued
14	April 26	Review for Final Written Exam	Finish Capstone Project	Review all reading assignments
15	May 3	Final Exam Week Capstone Presentations Date TBA	TBA	

*Targeted competencies refer to the established course competencies listed above.

This schedule is subject to change. In the event of class cancellation due to inclement weather or instructor illness, students are directed to the course Canvas site for an alternate assignment for that day.

