Course Information Form (CIF)

Course Code: DPE 259

Course Title: Service Department Implementation

Department: Agricultural Technologies
PCS Code: 1.2 - Occupational/Technical Instruction
CIP Code: 47.0605
Repeatability: 0

Effective Date: Summer 2026

Credit Hours

Catalog Notation: 2-2-3
Credit Hour Distribution:

Lecture: 2	Lab: 2	Clinical: 0	**Total: 3**

General Course Information

Catalog Description

Simulation of service department including diagnostic work, disassembly work, repair work, assembly work, and customer relation skills. Practice labor documentation. Must have diesel program tool set.

General Course Objectives

- Simulation of a live diesel service department environment.
- To expose students to how a service department functions with the opportunity to learn new skills and techniques relating to repair orders, parts inquiry, customer relations, and diagnosis and repair of diesel units.
- To further prepare student for their next internship and career.

Minimum Placement Levels

English	Reading	Math
Placement into ENG 098	Placement into CCS 098	Placement into MAT 059

Prerequisites

Credit in DPE 110, DPE 133, DPE 135, DPE 230, and DPE 234

Methods of Evaluation

Methods of evaluation to include at least 8 chapter quizzes, 1 unit exam, 8 lab practicals, and 1 final exam.

Instructional Materials and Additional Supplies

No textbook required. Uses manufacturers' tech manuals.

Course Content

General Learning Outcomes (GLOs)

- Creativity and Innovative Thinking: Students will design, present, and interpret materials, information, and ideas in innovative ways.
- Reasoning and Inquiry: Students will demonstrate the ability to solve problems using deductive reasoning and logic, quantitative reasoning, or the scientific method.
- Technology: Students will demonstrate the ability to evaluate, select, and appropriately use current and emerging tools.

Course Segments and Student Learning Outcomes

Course Segment	Learning Outcomes	Lecture Hours	Lab Hours	Clinical Hours
Work and Repair Orders	1. Identify and analyze information to write, update, and close a work order. 2. Practice accurate work order documentation.	7	0	0
Parts Inquiry	1. Ascertain and submit service part orders and apply posting techniques for service parts to work order.	5	0	0
Customer Relations	1. Demonstrate how to interact with a customer of a live repair job, and how to handle customer requests and demands.	7	0	0
Timekeeping System	1. Demonstrate how to compile labor hours to a work order and calculate total labor sales.	8	0	0
Customer Repair: Diagnosis, Disassembly, and Assembly	1. Practice learned skills in the areas of diagnostics, disassembly, and assembly of customer units in a timely and accurate method.	3	30	0

Total Contact Hours

Lecture Hours	Lab Hours	Clinical Hours
30	30	0