

63248

CENTRAL PIEDMONT  
COMMUNITY COLLEGE



smart for life

## Service Department Managers Survey

1. What new technology are you seeing in the 2004 vehicles that your technicians will need training? (Mark all that apply)

- Multiplexing
- AC current accessories
- ABS braking
- Engine fuel management
- Other \_\_\_\_\_

2. In which area do your technicians lack diagnostic techniques?(Mark all that apply)

- Electrical area
- Mechanical area
- Other \_\_\_\_\_

3. What are your service department staffing requirements for technicians for the next 24 months?

- Increase the number by one to three
- Increase more than three
- Decrease the number one to three
- Decrease more than three

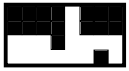
4. Where do you find qualified technicians? (Mark all that apply)

- Newspaper advertisements
- Word of mouth from other technicians
- Job seminars
- High school programs
- Other

5. How effective do you think the co-op program is?

- Not very effective    Somewhat effective    Effective    Very effective    Not sure

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6. Are you aware that CPCC offers certified course credits for GM, Toyota and Chrysler for factory trained technicians?

Yes  No  Not sure

6b. If you answered yes to the above question, have you every sent any of your technicians to CPCC for certification?

Yes  No  Not sure

6c. If you answered no to the above question, please state your name and address below if you would like more information about certification program.

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*Thank you for your input!!*