



CATERPILLAR SERVICE TECHNICIAN PROGRAM



OWENS
COMMUNITY COLLEGE

**Transportation Technologies Department:
School of Science, Technology, Engineering and
Mathematics**



Transportation Technologies

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General Information

Welcome to the Transportation Technologies Department at Owens Community College. Owens is committed to providing a superior educational experience! We appreciate your interest in Owens and the Caterpillar Program. This program is one of the finest technician training programs.

The Caterpillar Dealer Service Technician Program is a two-year associate degree program designed to upgrade the technical competence and professionalism of entry level Caterpillar dealership technician. The curriculum has been designed by Caterpillar and Owens.

The Caterpillar Dealer Service Technician program is a cooperative program between Caterpillar, regional Caterpillar dealerships, and Owens Community College.

The material in this packet is intended solely for information purposes. Owens Community College reserves the right to make changes in curricula, policies and fees whenever such changes are deemed necessary. The materials herein are subject to change without notice and may not be regarded as binding obligations.

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Mission

The Owens Community College mission is to foster student and community success by providing high quality and affordable education that leads to rewarding careers, personal growth, and regional economic strength.

Vision

As the premier two-year college in northwest Ohio, Owens Community College will be the first choice for students seeking career credentials and university transfer, and will be recognized as an indispensable partner for businesses, educational institutions, and community organizations.

Transportation Technologies

Owens Community College's Transportation Technologies programs allow students to power-up their career through hands-on learning. Students gain the knowledge and skills to compete for jobs in today's fast-changing transportation industry.

The college has partnered with General Motors, Chrysler, Caterpillar, John Deere, Kubota, Freightline, and Williams Detroit, among others, which enables students to work in dealerships and service facilities.

Students also benefit from learning using the latest technology and state-of-the-art equipment in Owens' classrooms and labs. Owens faculty members not only bring teaching skills to the classroom, but also real-world experience, making the learning environment a perfect balance of academic and hands-on training.

School of STEM

The mission of the School of STEM is to provide quality technical education that matches the needs of students and employers. The school is committed to preparing every student to succeed in the world of technical service and to make a productive contribution to society. These students will be able to initiate change as well as support and adapt to evolving technological issues. The school is also dedicated to updating technical knowledge and enhancing lifelong learning.

The purposes for the school, which enable it to fulfill its mission, are identified as follows:

- To provide current and relevant associate degree programs, certifications, certificates and specific courses that prepare students to productive members of the technical work force.
- To facilitate access to the programs within the School of STEM by assisting students in an effective manner.
- To provide quality technical programs, which include a solid foundation in critical thinking, problem solving, ethical and technical principles and the application to current technology and the workforce.
- To ensure that the education and training provided are responsive to the needs of the community through input from advisory committees, businesses, industries and other relevant sources.
- To articulate with colleges, universities, and high schools to provide credit and program transfer.
- To seek and maintain appropriate accreditation and/or certification of school programs by accrediting organizations.
- To establish educational partnerships with businesses, industries, and professional organizations for high quality, cost-effective learning.

Important Contacts

Yojana Sharma, Dean
School of STEM
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Transportation Technologies
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Drew Grover, Assistant Professor, Caterpillar
(567) 661-7126
drew_gover@owens.edu

Compass Lab.....	567-661-7712
Disability Services.....	567-661-7007
Enrollment Services/Advising	567-661-2387
Financial Aid.....	567-661-7343
Library.....	567-661-7015
OServe (Registration, Records and Finance).....	567-661-7378
Safety & Security.....	567-661-7575
Testing Center.....	567-661-7547
Transportation Technologies Office.....	567-661-7388
Transportation Technologies Fax.....	567-661-7836

The Caterpillar Program

The Caterpillar program is a partnership program between Owens and Caterpillar. It is designed to train and employ the industry's best technicians.

Caterpillar is a five-semester program and graduates earn an Associate of Applied Science. Students rotate class time and internship at their sponsoring dealership. During the internship, students receive hourly wages and pay increases based on performance.

Class size is limited to maintain an effective student/teacher ratio. Qualified candidates who apply early and have a sponsoring dealership or service center are chosen first. This program is offered at the Toledo campus only.

Program Schedule

The Program is a two-year program consisting of five semesters. Half of the time is spent attending classes at Owens and the remaining time is spent interning at the employing Caterpillar dealership. Each specialized subject is taught at Owens, in the classrooms and/or labs, for an eight week rotation. This academic training is followed by related, supervised work experience with dealership personnel. For example, your first group of classes will involve the first eight weeks of the fall semester at Owens and the second eight weeks interning at your dealership. You will then return to Owens for the first eight weeks of the spring semester and the second eight weeks interning at your sponsoring dealership.

Dealership/Employer

Participating students are required to be employed by a Caterpillar dealership. It is the prospective student's responsibility to locate their own Caterpillar sponsor. If you have difficulty obtaining or locating a Caterpillar sponsor, the Transportation Technologies Department can assist.

Program Benefits

Unlike conventional programs where students obtain a degree before securing a job, at Owens, the Caterpillar students will secure an employer before starting the program. This program requires initiative and effort on the part of the student. However, the benefits are worth the effort.

Caterpillar students learn the skills necessary for entry into a highly skilled profession, along with the opportunity to practice and develop these skills with a considerable amount of on-the-job training. Caterpillar helps to develop the diagnostic skills needed to work on today's agricultural equipment and start a career as a Caterpillar technician.

Student Wages

One of the most frequently asked questions by dealerships and students is the rate of pay for the employed Caterpillar students. Pay rates are negotiated between the student and their sponsoring dealership. Dealerships may be able to assist students with school expenses.

Tools

Students will not need to obtain tools for class. Owens Community College provides the necessary tools to complete all lab assignments. Tools are signed out through the Tool Room.

Caterpillar understands that owning your own tools is essential to your success as a service technician. Students can purchase high-quality Caterpillar tools and tool-storage products at competitive prices through the Caterpillar for TECHS Program. Current first-year and second-year students, in good standing, are eligible.

A special discount is available to Caterpillar students through various tool vendors.

Caterpillar Service Technician Major Schedule Outline

***1st Semester
Fall***

1st 8 Weeks
Principles of Management
CAT Engine Fundamentals
Intro to CAT Service Industry
Intro to the Welding Processes
2nd 8 Weeks
CAT Tech Field Experience

***2nd Semester
Spring***

1st 8 Weeks
Fundamentals of Hydraulics
CAT Engine Fuel System
Electrical Systems Fundamentals
Applied Industrial Mathematics
Fundamentals of Computing
2nd 8 Weeks
CAT Tech Field Experience

***3rd Semester
Summer***

Machine Hydraulic System
Air Conditioning
Fund. Of Transmission & Torque Conversion

***4th Semester
Fall***

1st 8 Weeks
CAT Tech Field Experience
2nd 8 Weeks
Undercarriage & Final Drives
Machine Electronic System
Applied Industrial Physics
Technology in Society
Industrial/Organizational Psychology

***5th Semester
Spring***

1st 8 Weeks
CAT Tech Field Experience
2nd 8 Weeks
CAT Engine Performance
Diagnostic Testing
Machine Specific Systems
Composition I
Small Group Communication

Essential Skills in the Program and on the Job

Reading

Reading is necessary both in the classrooms and on the job. Reading materials for the program include textbooks, journal articles, various service manuals, technical papers, and information on the database. Textbooks are written at the college level. The program includes both written and aptitude tests.

Writing

Writing skills are very important. You will need to complete tests, research papers, assignments and task/lab sheets for classes. On the job, it is essential to be able to correctly complete necessary paperwork.

Communication

Effective speaking skills are necessary for the program. Students will give oral presentations (demonstrations) in some classes. On the job, effective communication is extremely important as you will be dealing with customers, supervisors, and colleagues.

The ability to effectively communicate both personally and professionally is an essential skill, not only in this program, but in all aspects of your life.

Math

The following areas of math are integrated into the program: arithmetic (basic skills), some algebra, trigonometry (with emphasis on angles) and practical applications to the industry. Basic math skills, trigonometry and an intuitive feel for business math are important skills.

Learning

Problem-solving skills are essential for success, both in the program and on the job. These skills include discovering a problem, finding relevant information, and compiling information to solve a specific problem.

Computer

It is necessary to know how to analyze computer information from the equipment's on-board computers, both in the program and on the job. It is also essential to know how to analyze information from the diagnostic PC. Service manuals are stored in electronic databases, so knowledge of how to use the PC to access this information is also required.

Responsibilities

Student Responsibilities

- ❖ Maintain a Caterpillar dealership or affiliate sponsor by the first day of class and throughout the program.
- ❖ Obtain a Caterpillar ID.
- ❖ Pay all program costs: tuition, fees, books, safety glasses, housing.
- ❖ Register for required courses each semester.
- ❖ Attend classes and work as scheduled on time.
- ❖ Maintain a minimum GPA of 2.0.
- ❖ Perform necessary tasks.
- ❖ Come to class prepared.
- ❖ Seek academic assistance if needed.
- ❖ Conduct yourself in a professional and safe manner.
- ❖ Adhere to the *Student Code of Conduct*.

Owens Responsibilities

- ❖ Provide an assigned administrator for the Caterpillar program at the college.
- ❖ Assist dealerships with student selection and recruiting.
- ❖ Provide instruction in accordance with the Caterpillar curriculum.
- ❖ Communicate with sponsoring Caterpillar dealerships regarding students' academic progress and/or tribulations.
- ❖ Maintain student records.
- ❖ Provide academic advising.
- ❖ Maintain accreditation.

Caterpillar Responsibilities

- ❖ Provide Caterpillar training to college instructors.
- ❖ Provide necessary equipment and training components.
- ❖ Provide the college with essential training materials, including service manuals and specialized class materials.
- ❖ Provide specialty shop tools.
- ❖ Monitor the student selection procedures.
- ❖ Participate in the Caterpillar promotional plan. Identify dealerships and students interested in the Caterpillar educational program and make available to the college.

Checklist for Getting Started....

- Visit the Owens Transportation Technologies Department.** Meet with the Corporate Program Specialist or Chair who will discuss the program and answer any questions. You will also get a tour of the Transportation Technologies facilities. Call to set up your appointment: (567) 661-7388 or 1-800-GO-OWENS, Ext. 7388.
- Apply for Admission to Owens Community College.** Complete your application for admission online at www.owens.edu.
- Obtain Sponsorship.** Acquire your sponsorship at a Caterpillar dealership.
- Apply for the Caterpillar Program.** An application is included in this handbook and should be submitted to the Transportation Technologies Department.
- Apply for Financial Aid and Scholarships.** Owens has many scholarship opportunities for both new and continuing students. Visit www.owens.edu/financial-aidscholarships.html for a full listing and deadlines. You will also want to file the FAFSA (Free Application for Federal Student Aid) at www.fafsa.gov prior to the start of each school year. The FAFSA opens on October 1 and will let you know if you are eligible for possible grants and student loans to help pay for your college expenses. Owens school code is 005723. Please contact the Oserve office at (567) 661-SERV (7378) with questions.
- Take the ACCUPLACER Placement Test.** The testing location is in College Hall. If you have prior college credit or have taken the ACT or SAT, you may not need placement testing. Contact Testing Services at (567) 661-TEST (8387) for additional information.
- Set Up your Campus Ozone Account.** Go to www.owens.edu and click on 'OZONE'. Follow the instructions to set up your personal account. Your email and other personal information will be available 24 hours a day, seven days a week.
- Register for Classes.** Registration is completed online through your Corporate Programs Specialist.
- Pay your Tuition and Fees.** You will view your bill through your Ozone account. There are a variety of payment options available including federal student aid, scholarships, employee tuition assistance, and payment plans.
- Obtain your Student ID.** Your Owens ID Card is your student ID and can be obtained through the Safety and Security Office, located in Alumni Hall.

OCID & Student ID

When you apply to Owens, you will be issued an Owens College Identification Number (OCID). This will be used in place of your social security number for all college transactions.

All students will receive a student ID once they are registered for at least one course their first semester. Students need this ID in order to utilize the tool room, computer labs, testing center and library.

Department of Public Safety

Alumni Hall, Customer Service

Phone: (567) 661-7130

Hours: Monday - Friday, 9 a.m. - 5 p.m.

Fall, Spring, & Summer Semesters

Campus Ozone Account

Once you have applied to the college, you will be able to create your Ozone Account. Your Ozone Account allows you to register online, view your course schedule, check your email, access Blackboard, pay your tuition, and much more. Log onto the Owens website and go to the Ozone link and follow the instructions to set up your personal account. Your email and other personal information will be available 24 hours/day and 7 days/week.

Parking

There are designated parking spaces in each parking lot allocated for students. Please be sure to park in the YELLOW parking spaces only.

Parking does not have to be a challenge at Owens Community College. This information is intended to help you learn the college parking system in order to avoid infractions and other frustrations. To be completely informed of college parking rules, we encourage you to read the regulations and review the information on our website. The best way to avoid costly frustration is to learn the rules and read the posted signs.

Bookstore

The Bookstore is located in College Hall. Textbooks, supplies, snacks, clothing and novelties are available in the college bookstore. They also offer a buyback for used textbooks.

Department of Public Safety

The Department of Public Safety is accessible 24 hours/day, 7 days/week, including all holidays. In addition to providing campus security, they can also assist students with jump-starting vehicles, unlocking vehicle doors, escorting to and from vehicles, and finding lost items. Our staff of Safety & Security Officers is CPR trained. A Crime Prevention Officer is available and always willing to answer any questions.

To contact security for an emergency on campus, there are red phones that will directly connect you for assistance. You may contact them at (567) 661-7575.

Disability Resources

Disability Resources provides support, information, and guidance to students with disabilities who are attending Owens. Services are coordinated for individuals with various disabilities.

Disability Resources offers a variety of accommodations, including modified testing, alternatively formatted textbooks, adaptive equipment, and software. Other accommodations may be implemented after consultation with staff.

It is recommended that you meet with staff to identify your needs at least three weeks prior to enrollment. To contact Disability Services, call (567) 661-7007 or 1-800-GO-OWENS, Ext. 7007.

Library Services

The Library is located in the Audio/Visual building. Maintaining a collection of about 40,000 books and over 400 journal subscriptions, the library supports the curriculum needs of the college. In addition, the library maintains a large collection of audio/visual resources: e-journals, e-books, online educational videos, and electronic course reserves. Librarians are available to provide reference services and assist users in locating materials.

A computer lab and private study areas are also available within the library.



Caterpillar Service Technician Program Application

Applicant's Information

Last Name _____ First Name _____ Middle Initial _____

Street Address _____ City _____ State _____ Zip _____

Home Phone _____ Cell Phone _____

E-mail Address _____

Driver's License No. _____ State _____ Expiration Date _____

Do you have any points on your driver's license? Yes No

Educational Background

High School _____ Year of graduation _____

Have you taken high school Caterpillar classes? Yes No

If yes, please describe:

Type of program _____

No. of semesters _____

Name of instructor(s) _____

Name of school _____

Have you attended any college classes? Yes No

If yes, where? _____

Dates of attendance _____ Credit hours earned _____

Classes taken _____

Other Educational Experience (military, school, seminars, etc.)

Work Experience (most recent, past two years)

Place of employment _____

Supervisor _____ Phone _____

Place of employment _____

Supervisor _____ Phone _____

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Career Interests

Write a clear statement of your career interests.

I hereby certify that the foregoing statements are true and correct. I understand if I knowingly provide incorrect or false information that I may forfeit the opportunity to be selected as a participant in the Caterpillar Service Technician Program.

In addition, I authorize the officials of Owens Community College to release my placement test scores, college transcripts and/or academic information, if requested, to the Caterpillar dealership or Caterpillar officials involved with the program.

Applicant's Signature _____

Date _____

Return this application to:

**Sherri Johnson, Chair
Transportation Technologies
Owens Community College
P.O. Box 10,000
Toledo, OH 43699-1947
Or email: transtech@owens.edu**

Owens Community College promotes equal opportunity regardless of age, color, handicap, national origin, race, religion or sex.

Dealer Approval of Student

Directions for the Student

Fill in the information below and take this Dealer Approval Form to the sponsoring Caterpillar dealer for approval of the sponsorship.

Student's Name _____
Address _____
City, State, Zip _____
Telephone _____

Statement of Approval by the Dealer

I agree to provide sponsorship for the above student in the Caterpillar Service Technician Program at Owens Community College.

Dealership _____
Address _____
City, State, Zip _____
Telephone _____ Email _____
Authorizing Representative (Signature) _____
Date _____

Information for the dealer:

Please mail the completed form to Transportation Technologies, Owens Community College, and P.O. Box 10,000, Toledo, OH 43699.

It is suggested that the following criteria be used when interviewing applicants:

In addition to meeting Owens Community College admissions requirements, applicants must secure approved Caterpillar dealer sponsorship. The purpose of the interview is to determine whether your dealership is willing to provide sponsorship for this applicant.

Education and Experience: Every applicant will have a unique background. Prior training or experience is not essential for success in the Caterpillar Service Technician Program but may be valuable in certain instances.

Scholastic Aptitude: Evaluate the applicant's potential to complete the academic work required for graduation. The applicant can supply the dealer with high school transcripts.

Employability: The applicant should be viewed as someone seeking permanent employment with your dealership. The Caterpillar Service Technician Program will help train your future technicians. You should consider this applicant as someone you could/would employ full-time once required skills are mastered; however, you are not bound to do so.

Career Interest: The applicant should express a strong desire to be a reliable and knowledgeable Caterpillar Service Technician. The potential applicant should be an individual who will assist you in meeting the needs of your customers in the future.

Information Release Form - Employer

I, _____, OCID# _____, do hereby give Owens Community College and its representatives the right to release and discuss any and all information pertaining to my performance at Owens Community College to/with my sponsoring dealership or service center. This includes, but is not limited to: test grades, final grades, attendance, work ethic, etc. I understand that this release of information will stay in effect during my entire enrollment at Owens Community College.

Student Signature

Date

Information Release Form - Parent/Guardian

**Optional*

I, _____, OCID# _____, do hereby give Owens Community College and its representatives the right to release and discuss any and all information pertaining to my performance at Owens Community College to/with _____ (parent/guardian name). This includes, but is not limited to: test grades, final grades, attendance, work ethic, etc. I understand that this release of information will stay in effect during my entire enrollment at Owens Community College.

Student Signature

Date

Photography/ Video Release Form

**Optional*

For valuable consideration received, I hereby grant Owens Community College and its legal representatives the irrevocable and unrestricted right to use and publish photographs/ videos of me, or in which I may be included, for editorial, trade, advertising and any other purpose and in any other manner and medium; to alter the same without restriction; to copyright the same. I hereby release Owens Community College and its legal representatives from all claims and liability relating to said photographs/ videos.

Student Name

Student Signature

Date