Course Outline

Course Title: Electric Transportation Share Operations
Course Framework: 40 hours
Course Methods: Lecture, active learning exercises, on-the-job training
Course Designer: WestEd

Course Purpose:
This course provides learners with an understanding of nonprofit operations as a venue for "transportation share" programs, core customer service techniques, and customer relations management (CRM) software used for organizations and tracking.

Course Description:
This course engages learners in understanding the fundamentals of nonprofit operations, customer service methods, and organizational management for transportation share programs.

Learning Objectives:
By the end of this course, learners will have:
1. Manage car share fleets using modern software tools and communication platforms
2. Optimize vehicle readiness, redeployment, and scheduling
3. Perform basic EV maintenance, including battery swaps and troubleshooting
4. Develop customer service and team collaboration skills

Assessment:
Learners will be assessed on the attainment of knowledge and competencies in each module. The instructor will provide the opportunity for each learner to demonstrate their proficiencies in an activity representing each course competency. The instructor will provide feedback to the learner on areas in which they excel and itemize areas in need of improvement.

Course Policies:
Learners are expected to conduct themselves in a professional manner, maintaining attention to safety at all times. Learners are expected to be courteous and respectful to one another and the instructor.

Course Modules

Module Topic	Module Content	Instructional Materials & Assessment
Module 1 Introduction to Car Share Operations	Overview of what car sharing is, careers associated with car sharing, and the various responsibilities/skills required.	YouTube video, online articles Assessment: Presentation
Module 2 Fleet Management	Understanding the basics of fleet management with a specific focus in EV fleet management.	YouTube video, online articles Assessment: Group Project
Module 3 Fleet Logistics and Redeployment	Building on the knowledge of fleets, students will gain the ability to redeploy vehicles.	YouTube video, online articles Assessment: Participation Evaluation
Module 4 Battery & Repair	Safely completely small repairs of vehicle systems or assess the fleet vehicles for redeployment.	YouTube video, online articles Assessment: Participation Evaluation
Module 5 Strategic Redeployment	Students will understand the use of data to manage a fleet of vehicles.	YouTube video, online articles Assessment: Evaluation of open discussion, reading comprehension, and communication style.
Module 6 Car Share Software Management	Students will learn about the various software management tools used in car sharing programs.	YouTube video, online articles Assessment: Review of learner Smartsheets
Module 7 Customer Service Skills for Car Share Users	Students will learn key skills to communicate with customers, practicing the skills they learn.	YouTube video, online articles Assessment: Descriptive Writing