



**DEPARTMENT OF MARKETING & LOGISTICS**  
**COURSE SYLLABUS**  
**BLB 225**

**TERM:** Fall 2021

**COURSE TITLE:** LGAV 3110.001, Aviation Maintenance Programs

**COURSE DESCRIPTION FROM CATALOG:** Basics of aviation maintenance management. Familiarization with functions and responsibilities of aviation maintenance managers. Topics include managing maintenance; complying with regulatory, legal and technical requirements of aviation maintenance; and defining safety concepts of the aviation maintenance industry. Emphasis on the identification of optimum applications used in aviation maintenance.

**INSTRUCTOR:** Steve Joiner  
BLB, Rm 338E  
940.565.3085 (office)  
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**OFFICE HOURS:** Tuesday: 11 am to 12 noon  
Wednesday: 11 am to 12 noon  
Thursday: 11 am to 12 noon  
Other times by appointment.

**COMMUNICATION:** Preferred communication method is e-mail, via either Canvas or the UNT e-mail system. Texting can be effective and fast, but please include your name in any text, as I will not have student cell numbers in my contacts list. Cell number: 214-693-3866. In all cases, a response can be expected within 24 hours of receipt.

**WELCOME:** As members of the UNT community, we have all made a commitment to be part of an institution that respects and values the identities of the students and employees with whom we interact. UNT does not tolerate identity based discrimination, harassment, and retaliation. UNT's full Non-Discrimination Policy can be found in the INT Policies section of the syllabus.

**TEACHING:** The course format will utilize the textbook, short quizzes at the end of each chapter covered, class lectures, occasional outside readings, and class presentations. Classroom attendance is highly recommended as most all material covered in the course will be delivered face-to-face. Learning is offered via textbook chapters,

personal experiences and examples provided during the lectures, and chapter PowerPoints. This may be best described as reading, hearing, and seeing.

**REQUIRED TEXT:** Kinnison, Harry: “*Aviation Maintenance Management*”  
“Publisher: McGraw-Hill Professional; Second edition  
ISBN: 978-0-07-180502-5. Current FAR/AIM.

Course materials including PowerPoint slides, assignments, and outside readings will be available on Canvas (<http://Canvas.unt.edu>). Some materials will be available in Adobe Acrobat Reader (\*.pdf) format. Students can obtain Adobe Acrobat Reader via the Internet at [www.adobe.com](http://www.adobe.com).

**TA INFORMATION:** If re-directed to my TA for any grade changes, questions posed etc., students may contact TBD via email:

## **COURSE MATERIALS**

**Canvas.** Course materials, assignments, and any outside readings will be available within Canvas. Students can access Canvas using the Internet at the website <https://ecampus.unt.edu>. The site is password protected and can be accessed using student’s EUID. Students can learn more about Canvas by reviewing the on-line student manuals.

**Outside readings:** Outside readings may be required for several class sessions. In the event outside readings are assigned, they will be posted by chapter in Canvas and can be downloaded.

**Internet Software:** Students will need Internet access and a web browser such as Firefox or Microsoft Internet Explorer. Course materials and assignments will be distributed via Canvas. Students will be responsible for accessing Canvas to obtain all course materials and to post completed assignments when so required. Adobe Acrobat Reader will be required to read the majority of these materials. Acrobat Reader is available free from the Adobe web site: [www.adobe.com](http://www.adobe.com). Many of the printed materials required for this course will be in stored in PDF. This format is common for materials published throughout the web and for full-text articles obtained on-line from the UNT library. Materials written in PDF can be viewed and printed only using the Adobe Acrobat Reader. Once the Reader is installed on

Student's system, click on one of the items in PDF format. Student's web browser should automatically load the Adobe software within the browser, and show students what the document looks like. Students can then print the document by clicking on the printer icon on the Adobe Acrobat Reader's window.

### *Technical Assistance*

Part of working in the online environment involves dealing with the inconveniences and frustration that can arise when technology breaks down or does not perform as expected. Here at UNT we have a Student Help Desk that students can contact for help with Canvas or other technology issues.

UIT Help Desk: [UIT Student Help Desk site \(http://www.unt.edu/helpdesk/index.htm\)](http://www.unt.edu/helpdesk/index.htm)

Email: [helpdesk@unt.edu](mailto:helpdesk@unt.edu)

Phone: 940-565-2324

In Person: Sage Hall, Room 130

Walk-In Availability: 8am-9pm

Telephone Availability:

- Sunday: noon-midnight
- Monday-Thursday: 8am-midnight
- Friday: 8am-8pm
- Saturday: 9am-5pm

Laptop Checkout: 8am-7pm

For additional support, visit [Canvas Technical Help \(https://community.canvaslms.com/docs/DOC-10554-4212710328\)](https://community.canvaslms.com/docs/DOC-10554-4212710328)

*Class PowerPoint Presentations:* Copies of the PowerPoint slides used in-class can be downloaded from Canvas. The PowerPoint files will be saved as PDF (three slides per page) for note-taking and in the regular format. I would encourage students to download and print copies of the slides in advance of reading the book chapter.

*Class Objectives:* The daily objectives for each class session are posted by chapter in Canvas.

## **COURSE OBJECTIVE:**

To provide an understanding of the regulatory, legal and technical requirements of maintenance in the aviation industry. Students will learn about the different aspects of the aviation maintenance industry. Particular emphasis will be placed on defining the various

safety concepts and optimum applications used in aviation maintenance.

**COURSE  
FORMAT:**

**The course will be conducted face-to-face.**

Lectures *supplement* the course text. As a result, students must attend the lectures **and** read the assigned material in the course text as well as the PowerPoint presentations for each chapter.

This course will not be about Aircraft repair, but will be somewhat unique. It will be about all these topics: maintenance, engineering, management. We will be looking at the “big picture”. We will be looking at maintenance, engineering and management as an integrated whole. We will examine how all these disciplines combine and coordinate to accomplish the goals and objectives of aviation maintenance.

The class will adhere as closely as possible to the schedule posted in the syllabus. Students must progress with the schedule shown in this syllabus.

Before students begin any chapter, students should first refer to the chapter objectives posted in Canvas. Students will find information on how to prepare for the chapter, the reading and viewing assignments, any required or recommended outside readings or videos, key learning objectives, and discussion questions, if any.

In several instances, the material in the book may already be outdated. If the material in the PowerPoint slides contradicts or contains different information from the book, students need to use the information which is contained in the given PowerPoint slides.

Any questions regarding the course should be posted in the discussion area. A discussion area will be created for each chapter and assignment. Post questions in this area, and we will respond. This approach will ensure all students benefit from other student questions and the response.

**GRADING:**

Students should not view the graded elements, or assessments, as separate from learning course content. These assessments are an integral part of learning about aviation maintenance. Each graded element provides an opportunity for students to interact with the different problems frequently encountered by aviation professionals and to receive immediate feedback on how students have performed. The purpose of these assessments is to further student understanding of aviation.

The graded elements within the course include two examinations, a class project, resume submission and quizzes. In addition, students are required to attend two presentations in the executive lecturer series or at professional meetings where a speaker is present. The weights assigned to each element are shown in the following table:

Graded Element	Percentage
Exam 1	25%
Exam 2	25%
Quizzes	20%
ClassProject	15%
Resume Submission	10%
Professional Development (2)	5%
Total	100%

Student's course grade will be determined based on the following evaluation instruments:

- 1. Exams.** Two exams will be given. The exams will consist of 50 questions drawn from the readings, lectures, speakers, presentations, and assignments. **Students are responsible for the material even if it is not emphasized or covered during the lectures.** Past experience strongly suggests students will learn much more (and thus perform better) in the class if students have completed the reading assignment before viewing the assignment and taking the quizzes and examinations. The book chapters cover much of the material addressed in this course; however, I will cover material in addition to the text in the in-class lectures and PowerPoint slides. It is strongly recommended that students take thorough notes. Exams will focus on the chapters and modules contained in the class schedule; however, due to the nature of the course and subject matter, all exams contain some comprehensive elements. There will be no make-up exams except in extraordinary situations that require approval before the scheduled exam. **The exams are not cumulative. However, students must be familiar with basic concepts covered earlier in class.**
- 2. Quizzes.** A quiz will be administered online 0800 the Friday of the end of the week the chapter or subject is presented. Students

will be informed about the manner of the quiz in the class that week. Quizzes will consist of five to ten questions covering the material assigned for the class period. Failure to prepare for the quizzes may seriously affect Student's grade. **The quizzes are representative of the multiple-choice questions that students can expect to see on the examinations. On-line quizzes given will be available beginning 0800 on the Friday of the week in which it was covered and will close by class time the following Tuesday. As a general rule, on line quizzes cannot be made up.**

- 3. Resumes.** Time to start thinking about graduation. Do students have Student's resume ready? Students should! In order to be prepared students will be required to submit a resume for this class.

**Student assignment:**

**First, in order to receive credit students must** Submit Student's resume ELECTRONICALLY submit Student's resume in Canvas per Student's instructor's portal **no later than 1700, Friday, September 10, 2021.** The logistics faculty may use this version of Student's resume to send to companies that contact us throughout the semester and afterward- so make sure it is studentsr very best. **There is a 100% penalty for late submission.** Students adding the course will have 48 hours to make-up this exercise from the time it is added.

**Second, students must provide the following naming convention for resume document uploaded into Canvas:**

InstructorInitials\_Full/intern\_StudentLastName\_Semester\_Year  
Example: JSJ\_Full\_Joiner\_Fall\_2021

**Third, in order or be visible to employers students must submit Student's resume via Eagle Careers into Handshake**

<http://studentaffairs.unt.edu/career-center/eagle-careers>

Students need to have a student profile created. A Student User's Guide will be provided.

**Fourth, once Student's resume is ready to upload into Handshake do the following:**

Under "Personal Goals" select either "I want a job" or "I want an internship", and then click "Done".

If recruiters will be allowed to see Student's resume, choose "Other" dropdown, select "Has Public Resume".

4. **Class Project.** There will be a class project assigned to evaluate systems employed by local MROs.

*Guidelines:* Class will be given an exercise, with students separately completing the assignment. It will involve forecasting manpower and scheduling to support expanding the fleet and service. Detailed instructions will be provided prior to the event.

5. **Class participation.** Participation will be based on preparation for class, frequency of participation, quality of participation, organization, and conciseness.

- While the freedom to express oneself is a fundamental human right, any communication that utilizes cruel and derogatory language on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, disability, genetic information, veteran status, or any other characteristic protected under applicable federal or state law will not be tolerated.
- Treat students, instructor and classmates with respect in any communication online or face-to-face, even when their opinion differs from Student's own.
- Ask for and use the correct name and pronouns for students, instructor and classmates.
- Speak from personal experiences. Use "I" statements to share thoughts and feelings. Try not to speak on behalf of groups or other individual's experiences.
- Use critical thinking skills to challenge other people's ideas, instead of attacking individuals.
- Avoid using all caps while communicating digitally. This may be interpreted as "YELLING!"
- Be cautious when using humor or sarcasm in emails or discussion posts as tone can be difficult to interpret digitally.
- Avoid using "text-talk" unless explicitly permitted by instructor.
- Proofread and fact-check sources.
- Keep in mind that online posts can be permanent, so think first before typing.

6. **Professional development.** It is understood that the best form of enrichment in learning about a practical discipline is to participate in activities categorized as "Professional Development" (PD). PD includes activities of service or learning with members of the profession. Suitable activities include attending meetings of professional organizations, attending presentations by industry leaders, working on practical projects

within the scope of the discipline, and participating in other industry/profession focused learning events.

There are two (2) categories of PD – Primary and Supplemental. Primary PD consists of attendance at one of the scheduled College of Business Distinguished Speaker, Center for Logistics Education and research Speaker Series events, Onboarding speaker series or attendance at one of the DFW professional association meetings. These are the only activities that pre-qualify for Primary PD credit. Each student is expected to participate in at least two (2) Primary category events during the semester (each event earns 2.5 points for a total of 5 points).

The Supplemental category of PD is somewhat broader and includes many activities related to student organizations in the college. This includes attendance at AAEE, LogSA or ISM meetings when an industry speaker is present, tours of industry operations organized by one of the organizations, and any leadership positions held in one of the student organizations. If there are other activities students believe may qualify for consideration, please seek approval from the instructor **AHEAD OF TIME**. Many of the opportunities are space limited, so plan early. Students can earn up to 1 extra point each for a limit of 3 supplemental events.

The Center for Logistics & Supply Chain Management provides multiple opportunities for students to connect to business experts and acquire useful insights beyond the classroom. The Executive Lecture Series and the Onboarding Program speaker events will be held on Fridays from 12:00 noon to 1:00 p.m. and will be presented this semester in both in-person and virtual formats. Hosted by IANA, The Business of Intermodal Continues Program speaker events will be offered virtually only and at various days/times. For all events, registration is required. Registration closes at 12:00 noon on the day before the event. Virtual meetings will be recorded and post-event attendance reports will be sent to the professors. Reports include a list of registered participants, and what times each participant arrived and left the event.

Students must register online to attend all events. Registration closes at 12:00 noon on the day before the event. Students will immediately receive an email confirmation to the email address provided on the registration form. The in-person classroom location and the link to the virtual event will be sent to the same email address one day before the event. The class number



entered on the registration form will be the class for which the student receives the attendance credit. Students have the ability to change the class number for a registered event by logging in and clicking 'edit' in the event they have registered for. Students also have the ability to cancel registration for a registered event by logging in and clicking 'cancel' in the event they have registered for. If a student has registered for an event and is not be able to attend, they should cancel their registration no later than 24 hours before the start time of the event. The registration system will allow students to register for an event until capacity restrictions have been met (In-person = 100, Virtual = 300). Students should register early in the semester as events fill up very quickly!

Students need to abide by all the following policies to receive professional development credit: Participation in an event will count towards only one course, mentioned by the student during registration. Students receive professional development credit for registering, arriving on time, and staying for the duration of the event. Failure to register, validated from the attendance report generated after the event, will prevent students from receiving credit for professional development. Failure to participate at least 66% of the scheduled time of the event, will prevent students from receiving credit for professional development. Failure to attend an event, after prior confirmed registration, will lead to loss of points from the student's final grade, unless the student cancels the registration at least 24 hours before the start time of the event. Such loss of points may not be recovered by participating in other professional development events.

Here are the links to the event pages:

- ❖ Executive Lecture Series: <https://cob.unt.edu/logistics-center/executive-lecture/speakers>
- ❖ Onboarding Program: <https://cob.unt.edu/logistics-center/onboarding-program/speakers>

The Business of Intermodal Continues Program:

<https://cob.unt.edu/logistics-center/business-of-intermodal-continues/speakers>

**ASSIGNMENTS AND DUE DATES:** Students are expected to approach each assignment with the professionalism required in the “real” world. Each assignment must be received by 1700 on the day due. A 50% penalty will be assessed for submissions within 24 hours after the assignment is due (one day late). Correct spelling, grammar, and punctuation are expected and

will be considered in the grading of all assignments. The overall appearance and professionalism of the submission will also be considered in the grade. All submissions will be typed (25% penalty if not).

**GRADING SCALE:**

The grading scale is guaranteed. Students will receive no less than the grade listed within the appropriate interval. Instructor reserves the right to adjust the grading scale in favor of the class if warranted.

Numeric grades are not rounded up to the next high letter grade. Grades are frequently curved for many of the assessments in the course. Rounding would result in an additional curve for a limited number of students near grade “breaks.”

Grade	Numeric Range	Grade Points
A	90 to 100	4.0
B	80 to 90	3.0
C	70 to 80	2.0
D	60 to 70	1.0
F	Below 60	0.0

**LIBRARY ASSIGNMENTS:**

Students can use the library to research materials for their classes. Students will need to access the UNT library’s electronic resources to obtain full-text access, [www.library.unt.edu](http://www.library.unt.edu).

**COMPUTER APPLICATIONS:**

The Internet provides considerable resources for obtaining additional information regarding the subjects covered in the class. Course materials will be accessed via the Internet using Canvas. Students are encouraged to use the Internet.

**ACADEMIC INTEGRITY**

Cheating, plagiarism, or other inappropriate assistance on examinations will be treated with **zero tolerance** and will result in a grade of “F” for the course. Any work on the assignments is to be treated identically to examination: the work must be entirely Student’s with ABSOLUTELY NO outside help or assistance. When working on the assignments, students must not discuss their work with anyone unless specifically approved by the instructor.

Students must footnote any outside sources used when preparing assignments. Copying or using material from assignments previously submitted by other students (at UNT or other learning institutions) or downloaded from the Internet is plagiarism. If students quote material, they must cite sources. Large scale “cutting

and pasting” from other sources, even if properly footnoted, does not meet the criterion of submitting Student’s own work and will result in a failing grade for the course if resorted to in assignments.

The examination instructions are very clear regarding what materials may be used on the exam. If students use any materials other than those permitted on the exam, talk with other individuals during the exam, exchange information about an exam with an individual that has not taken the exam, or copy or use material from another individual’s exam, students will receive a failing grade for the course.

According to University policy, if students become aware of any misconduct related to academic integrity, students should inform me or another proper authority such as the department chair or associate dean.

## **Emergency Evacuation**

**Severe Weather** In the event of severe weather, all building occupants should immediately seek shelter in the designated shelter-in-place area in the building. If unable to safely move to the designated shelter-in-place area, seek shelter in a windowless interior room or hallway on the lowest floor of the building. All building occupants should take shelter in rooms 055, 077, 090, and the restrooms on the basement level. In rooms 170, 155, and the restrooms on the first floor.

**Bomb Threat/Fire** In the event of a bomb threat or fire in the building, all building occupants should immediately evacuate the building using the nearest exit. Once outside, proceed to the designated assembly area. If unable to safely move to the designated assembly area, contact one or more members of your department or unit to let them know students are safe and inform them of student’s whereabouts. Persons with mobility impairments who are unable to safely exit the building should move to a designated area of refuge and await assistance from emergency responders. All building occupants should immediately evacuate the building and proceed to the south side of Crumley Hall in the grassy area, west of parking lot 24.

## **AMERICANS WITH DISABILITIES ACT**

The College of Business complies with the Americans With Disabilities Act in making reasonable accommodations for qualified students with a disability. If students have an established disability as defined in the Act and would like to request accommodation, please see me as soon as possible. I can be contacted at the location and phone number shown in this syllabus. Please note: University policy requires that students

notify their instructor within the first week of class than an accommodation will be needed. Please do not hesitate to contact me now or in the future if students have any questions or if I can be of assistance.

**GRADE  
APPEALS,  
WITHDRAWALS,  
INCOMPLETES**

Please refer to the UNT Undergraduate Catalog for policies governing these actions. If students have any questions, please contact me for clarification.

**EXAM AND  
ASSIGNMENT  
GRADE  
APPEALS**

If students disagree with how any assignment, quiz or examination was graded, students must submit a written appeal by email before the end of the following week. The email must clearly state the rationale for the appeal and provide evidence to support students position. For example, students may cite text references, PowerPoint slides, or outside readings to support students position—these must be clearly referenced by title and page number. The rationale should be objective in nature and should not include subjective opinions. Appeals that do not provide supporting rationale and specific reference(s) to course materials will be returned without consideration.

**COURSE  
DISCLAIMER:**

The schedule, policies, and assignments, contained in this course syllabus, are subject to change however all changes will be announced prior to taking effect with a posted change to the syllabus being placed in Canvas.

**OTHER:**

**All cellular or digital phones and pagers** are to be turned off during class. Failure to comply with this request will result in a letter grade deduction if repeated.

**COVID-19 Impact on Attendance:** While attendance is expected as outlined above, it is important for all of us to be mindful of the health and safety of everyone in our community, especially given concerns about COVID-19. Please contact me if students are unable to attend class because students are ill, or unable to attend class due to a related issue regarding COVID-19. It is important that students communicate with me prior to being absent so I may decide about accommodating student request to be excused from class.

If students are experiencing any [symptoms of COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) (https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) please seek medical attention from the

Student Health and Wellness Center (940-565-2333 or [askSHWC@unt.edu](mailto:askSHWC@unt.edu)) or student's health care provider PRIOR to coming to campus. UNT also requires students to contact the UNT COVID Hotline at 844-366-5892 or [COVID@unt.edu](mailto:COVID@unt.edu) for guidance on actions to take due to symptoms, pending or positive test results, or potential exposure. While attendance is an important part of succeeding in this class, student's own health, and those of others in the community, is more important.

**Face Coverings:** Face coverings are requested in all UNT facilities. Students are asked to wear face coverings during this class. If students are unable to wear a face covering due to a disability, please contact the Office of Disability Access to request an accommodation. UNT face covering requirements are subject to change due to community health guidelines. Any changes will be communicated via the instructor.

**PROPOSED CLASS SCHEDULE & READINGS ASSIGNMENTS**  
**LGAV 3110, Aviation Maintenance**

*1400 to 1520 PM, Tuesday and Thursday, (Section 001): BLB 225*

Date	Topic Covered
<b>Week 1</b> 24 Aug	Course introduction
26 Aug	Chapter 1: Why do we have maintenance
<b>Week 2</b> 31 Aug	Chapter 2: Developing Maintenance Programs
02 Sep	Chapter 3: Definitions, Goals, Objectives
<b>Week 3</b> 07 Sep	Guest Speaker
09 Sep	Chapter 4: Aviation Industry Certification requirements <b>Resumes due by 1700, 10 Sep</b>
<b>Week 4</b> 14 Sep	Chapter 5: Documentation for Maintenance
16 Sep	Chapter 6: Requirements for a Maintenance Program
<b>Week 5</b> 21 Sep	Guest Speaker
23 Sep	Chapter 7: Maintenance and Engineering Organization
<b>Week 6</b> 28 Sep	Chapter 7: Maintenance and Engineering Organization (continued)
30 Sep	<b>Introduction to Forecasting Assignment</b> Review the project parameters
<b>Week 7</b> 05 Oct	<b>Midterm Review</b>
07 Oct	<b>Midterm Exam</b>

Date	Topic Covered
<b>Week 8</b> 12 Oct	Chapter 8: Engineering
14 Oct	Guest Speaker
<b>Week 9</b> 19 Oct	Chapter 9: Production Planning and Control
21 Oct	Chapter 10: Technical Publications
<b>Week 10</b> 26 Oct	Chapter 11: Technical Training
28 Oct	Chapter 12: Aircraft Maintenance Management
<b>Week 11</b> 02 Nov	Chapter 13: Line Maintenance (on aircraft)
04 Nov	Chapter 14: Hangar Maintenance (on aircraft)
<b>Week 12</b> 09 Nov	Chapter 15: Materiel Support
11 Nov	Chapter 16: Quality Assurance <i>Work on Forecasting Assignment</i>
<b>Week 13</b> 16 Nov	Chapter 17: Quality Control <i>Forecasting Assignment Due @ Midnight</i>
18 Nov	Continental Express Flight 2574
<b>Week 14</b> 23 Nov	Chapter 18 and Appendix D: Reliability and Investigation of Reliability Reports
<b>25 Nov</b>	<i>Thanksgiving Break</i>
<b>Week 15</b> 29 Nov	Chapter 19: MX Safety
02 Dec	<i>Final Exam Review</i>
<b>Week 16</b> 09 Dec	<i>Final Exam (1330-1530)</i>