

AMBERTON UNIVERSITY
e-COURSE SYLLABUS

**MGT5915.E1 Dealership Service, Parts & Body Shop Management
Winter 2027**

PROFESSOR INFORMATION:

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COURSE INFORMATION:

MGT5915.E1 Dealership Service, Parts & Body Shop Management

Level: Graduate

Beginning Date of Session: December 5, 2026

Ending Date of Session: February 25, 2027

Student access available to the Student Portal: Saturday, December 5, 2026.

Winter Holiday Break:

Saturday, December 19, 2026, through Friday, January 1, 2027

(Classes resume on Saturday, January 2, 2027.)

Students enrolled in distance learning courses are not assessed any additional fees for security or identity verification.

COURSE PREREQUISITES:

None

TEXTBOOK(S) AND REQUIRED MATERIALS:

Title: *Customers for Life*
Author: Carl Sewell and Paul Brown
Publisher: Crown Publishing
Year Published: 2002 Revised Edition (preferred); any edition acceptable
Edition: Any
ISBN: 13: 9780385504454
Price: Available at <http://amberton.ecampus.com>

Amberton University has an agreement with eCampus.com to provide a full-service online bookstore to students. The Amberton University Virtual Bookstore is accessible through the University's website, www.Amberton.edu. There is also a bookstore link in the Student Portal.

The AU Virtual Bookstore provides an easy to use interface, online buyback of books, and same day shipment of most titles with an average delivery time of 2-3 days depending on the student's location. Textbook options include new, used, rental, and electronic media as available.

Since no books are sold on campus, students should plan accordingly and purchase their books in advance of the first day of class, allowing time for shipping. Be certain you are enrolled in the course before purchasing your book(s). All textbook information (Title, Author, ISBN, etc.) is available in the course syllabi so students can shop competitively. Most textbooks can be purchased from many different textbook vendors. Some textbooks may only be available on the University's Virtual Bookstore. Students should be careful to obtain the exact resource(s) required for the course.

APA Requirement

APA (American Psychological Association) style is most commonly used to cite sources within the social sciences. This resource, revised according to the 7th edition, offers examples for the general format of APA research papers, in-text citations, endnotes/footnotes, and the reference page. For more information, please

consult the *Publication Manual of the American Psychological Association*, (7th ed.). All coursework at Amberton University will comply with the standards contained in the APA Publication Manual.

COURSE COMPETENCIES

This course focuses on the service, parts, and body shop divisions of the dealership. Topics include warranty management, customer pay operations, internal repair order processes, wholesaling, inventory control, and work-in-process monitoring. Students will also explore key performance indicators (KPIs), safety compliance, and the role of fixed operations in overall dealership profitability.

UPON COMPLETION OF THE COURSE, THE STUDENT WILL BE COMPETENT IN:

1. Analyzing dealership fixed-operations structures, revenue streams, and interdependencies among service, parts, and body shop departments (*Fixed Operations Foundations*)
2. Analyzing service department workflows, including dispatching, repair order flow, technician productivity, and capacity utilization (*Service Lane, Mechanical Shop & Body Shop Operations*)
3. Evaluating warranty, customer-pay, and internal repair operations, including reimbursement processes, controls, and profitability implications (*Service & Body Shop Revenue Classification & Controls*)
4. Assessing work-in-process (WIP), cycle time, and throughput efficiency to identify operational bottlenecks and improvement opportunities (*WIP & Throughput Management*)
5. Evaluating parts inventory using forecasting models, turnover analysis, and obsolescence controls across retail and wholesale operations (*Parts Inventory Management*)
6. Reviewing parts wholesaling operations and external commercial account strategies, including pricing, fulfillment, and relationship management (*Wholesale & Commercial Parts Operations*)
7. Assessing safety, environmental, and regulatory compliance across service, parts, and body shop operations (*Safety & Regulatory Compliance*)
8. Interpreting fixed-operations financial statements, KPIs, and profitability metrics, including effective labor rate (ELR) and gross margins (*Fixed Operations Financial Performance*)
9. Implementing service-driven customer retention and loyalty strategies to support long-term dealership profitability (*Customer Retention & Service Marketing*)
10. Evaluating emerging services and fixed-operations technologies, including automation, telematics, and predictive maintenance systems (*Emerging Service Technologies*)
11. Applying ethical standards and compliance requirements governing warranty administration, billing practices, and parts operations to a scenario (*Ethics & Regulatory Governance*)
12. Analyzing fixed-operations profitability and performance data, including the use of AI-enabled analytics and decision-support tools, to support managerial decision-making and strategic growth initiatives (*Strategic Fixed Operations Management*)
13. Synthesizing operational, financial, technological, and compliance data across service, parts, and body shop functions to develop an executive-level fixed-operations management strategy for an automotive dealership.
14. Defending data and technology-informed fixed-operations recommendations by articulating assumptions, risks, operational trade-offs, and ethical or regulatory implications appropriate for senior dealership leadership.
15. Communicating complex fixed-operations analyses and strategic recommendations through an

executive-level memo or briefing tailored to dealership leadership stakeholders.

ACQUIRED SKILLS

1. Analyze service, parts, and body shop workflows, including technician productivity, dispatching, and capacity utilization
2. Evaluate warranty, customer-pay, and internal repair operations for efficiency, compliance, and profitability
3. Apply parts inventory forecasting, turnover analysis, and obsolescence controls to support retail and wholesale operations
4. Evaluate wholesaling strategies and external commercial accounts, including pricing, fulfillment, and relationship management
5. Apply safety, environmental, and regulatory compliance standards across service, parts, and body shop operations
6. Assess work-in-process (WIP), cycle time, and throughput efficiency to identify operational bottlenecks
7. Interpret fixed-operations financial statements, KPIs, and profitability metrics
Implement service-driven customer retention and loyalty strategies to support long-term dealership profitability

COURSE POLICIES:

Plagiarism Strictly Enforced – See Assignments for maximum percentages scores with Turnitin

Use of AI must be cited

No make-ups Incompletes.)

Student's Responsibilities

This syllabus contains information, policies, and procedures for a specific course. By enrolling, the student agrees to read, understand, and abide by the policies, rules, regulations, and ethical standards of Amberton University as contained in the current university catalog and schedule of classes.

Attendance Policy:

Regular and punctual class attendance and engagement is expected at Amberton University. In case of an absence, it is the student's responsibility to contact the professor as soon as possible. If a student intends on withdrawing from a course, it is the student's responsibility to follow the university's policy on formally withdrawing from a course. **Ceasing to attend classes does not constitute an official withdrawal.**

Attendance in a lecture course is defined as punctual arrival to, and engagement in, a full lecture session. A Student in a lecture course missing more than 20% (two class periods for weekday classes or one class period for Saturday classes) of the class meetings may be assigned a grade of an "F" or withdrawn at the discretion of Amberton University.

Attendance in a distance learning course is defined as active participation in the weekly online class sessions. "Active participation" can be defined as: submitting an academic assignment, taking an exam, engaging in an interactive tutorial, participating in an online discussion forum (or chat session), or initiating (or responding to) a communication with a faculty member about an academic assignment or the subject matter of the course. A student not meeting these requirements may be assigned a grade of an "F" or withdrawn at the discretion of Amberton University.

Plagiarism Policy

Plagiarism is the presentation of someone else's work as though it were your own. If you use another person's words, ideas, or information; or if you use material from an outside source – whether a book, magazine, newspaper, business publication, broadcast, speech, or electronic media – you must acknowledge that source. Plagiarism is a violation of the University's code of student ethical conduct and is one that is taken seriously. Amberton University operates on an honor system; therefore, honesty and integrity are essential characteristics of all who are associated with the institution. All Amberton students are expected to abide by the honor system and maintain academic integrity in all their work. Amberton University and its instructors monitor student work for plagiarism and reserve the right to submit such work to technology-based plagiarism detection services and applications at any time.

Self-plagiarism means reusing work that you have already published or submitted for a class. It can involve:

- Resubmitting an entire paper
- Copying or paraphrasing passages from your previous work

Self-plagiarism misleads your readers by presenting previous work as completely new and original. Students may not submit the same paper in substance in two or more classes without prior written permission of the instructors involved.

Amberton University students who use Artificial Intelligence (AI) generated content must adhere to the following policies:

Originality: Students must avoid presenting AI generated content as their own original work. It is essential to acknowledge the involvement of AI in the content creation process in order to maintain academic and ethical standards.

Paraphrasing: When using AI generated content, students must rephrase and/or modify the generated text. Paraphrased AI generated content should also be properly cited.

Acknowledgement: When using AI generated content in any assignment, proper credit must be given to the AI system that generated the content. <https://apastyle.apa.org/blog/how-to-cite-chatgpt>

Students agree that by taking this course, all required assignments may be subject to submission for a textual similarity review to Turnitin.com for the detection of plagiarism and self-plagiarism. All submitted papers will be included as source documents in the Turnitin.com reference database solely for the purpose of detecting plagiarism in future papers. Use of Turnitin.com service is subject to the Usage Policy posted on the Turnitin.com website.

Turnitin is a writing improvement and plagiarism prevention tool which uses special algorithms, to compare text-based student submissions to the Turnitin database and other online sources. Turnitin produces a detailed **similarity report** that can be customized and viewed by instructors and students.

Turnitin “Draft Coach” is a Google based add-on to Turnitin which supports students in developing high-quality academic writing; and serves as an integrity coach. Draft Coach helps address errors and improve the quality of student’s writing by highlighting grammar mistakes, identifying incorrectly cited sources, and scanning for similarity across several databases. By providing formative feedback on how to address citation issues, incorrect grammar, and matches with the Turnitin database, Draft Coach provides explanations to help students become more confident writers, capable of producing higher quality work both in academics and in the workplace.

Please see below for instructions.

COURSE OUTLINE AND CALENDAR:

Week	Topic	Assignment	Competencies Covered	Due Date
WEEK 1 December 5-13	Overview of Dealership Parts, Service, and Body Shop Operations Aftermarket	1. Read 2. Customers for Life (CFL) Foreword, the 10 Commandments, It All Starts Here and Part 1 Chapters 1-4 3. Lecture in Week 1 Folder Watch videos	#1, 9	Discussion board post due December 9 th Voting open December 10–13 Quiz due December 13

		4. Participate in Discussion 1 5. Complete Quiz 1 - Complete Syllabus Quiz		
WEEK 2 December 14-18	Operations: Mechanical Service & Collision Repair	1. Read 2. Customers for Life (CFL) Foreword, the 10 Commandments, It All Starts Here and Part 1 Chapters 1-4 3. Lecture in Week 1 Folder Watch videos 4. Participate in Discussion 1 5. Complete Quiz 1 - Complete Syllabus Quiz Watch video: 1. How to calculate your Effective Labor Rate (Steve Brazill/YouTube) `2. Videos Explaining the Flat Rate System - Experiential component: Investigative Project: Interview w managers of local businesses.	#2, 9	1 st DB post Wednesday Vote Thursday-Friday December 18th Quiz Due Follow up Discussion post Vote on DB
WEEK 3 January 2-10	Operations: Mechanical Service & Collision Repair - Communication Model - Listening Skills - Customer Satisfaction - Handling Complaints - Comebacks Customer Loyalty	Lecture Week 3 - CFL Parts 5-7 - Participate in Discussion 3 - Complete Quiz 3 Videos on Comebacks Articles on Raising Labor Rates Project: Interview w managers of local businesses. See Course Assignment for details, Due January 10th	# 3,4,9	1 st DB post Wednesday Vote Thursday-Sunday Project: January 10th Quiz Due January 10th

WEEK4 January 11-17	Operations: Mechanical Service & Collision Operations: - Key terms - Legal Environment - OSA - Consumer Behavior - Right to Repair - Vehicle Maintenance	- Lecture Week 4 -CFL Parts 8 - 9 - Complete Quiz 4 Discussion Board Right to Repair Video Videos on Vehicle maintenance	# 3,4, 7	1 st DB post Wednesday Vote Thursday-Sunday Quiz Due January 17. 2027
WEEK 5 January 18-24	Parts Department - Parts Distribution - Automobile Manufacturer's System - Aftermarket System	CFL Parts 10-11 - Participate in Discussion 5 -Videos and articles	#5, 6	1 st DB post Wednesday Vote Thursday-Sunday Quiz Due January 24th
WEEK 6 January 25-31	Parts Department - Inventory turnover - Lost sales - Discounts vs profits -types of inventory - Product Life Cycle -Safety Stock Core Charges -Rebuilt and Remanufactured parts	Lecture Week 6 Watch video: Inventory Costs: Holding Costs & Lost Sales (Ian Johnson/YouTube) - Watch video: Calculating Economic Order Quantity-EOQ (Ian Johnson/YouTube) - Watch video: Lost sales analysis (Rubywisy/YouTube) - Participate in Discussion 6: - Complete Quiz 6	# 5, 6	1 st DB post Wednesday Vote Thursday-Sunday January 31st Quiz Due Follow up Discussion post Vote on DB
WEEK 7 February 1-7	Financial considerations - Financial Analysis - Fixed overhead absorption - Working capital - Cash flow - Markup vs profit margin - Inventories and the sales cycle	- Lecture Week 7 - Participate in Discussion 7 - Complete Quiz 7 -Videos and articles	# 5, 6, 7	1 st DB post Wednesday Vote Thursday-Sunday February 7: Quiz Due Follow up Discussion post Vote on DB

	- Calculating breakeven - Variable Operations/Fixed Operations - Links/additional information			
WEEK 8 February 8-14	Financial Consideration Continued	Lecture Week 8 Financial Statement pertaining to the Fixed Operations Articles	# 8, 9,	1 st DB post Wednesday Vote Thursday-Sunday February 7: Quiz Due Follow up Discussion post Vote on DB Written Assignment/Project DUE FEB 14th
WEEK 9 February 15-21	Standards for evaluation	Lecture Week 9 Selected Data	#10, 12	1 st DB post Wednesday Vote Thursday-Sunday Quiz Due
WEEK 10 February 22-25	Into the future	Selected videos and articles Final Exam Due	# 11	Course ends February 25

GRADING CRITERIA:

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Activities/Assignments	Value (points)	Value (percentages)
Quizzes & Assignments (8)	360	36
Discussions (8)	320	32
Written Assignment (Project)	190	19
Final exam	130	13
Total:	1,000	100%

Discussion Posts

8 @ 40 points each

There are eight discussion boards for this course. Please read carefully on the directions below as your grade depends on it. The DBs are an integral part of the course and important to your learning of course material.

1. Possible points 40 points
2. Wednesday post – 10 points
Comments responding to other student's posts on at least two different days with substantive content 10 points
3. Vote on the best Wednesday posts 20 points. No late votes accepted Due 12/18 6PM ET by emailing Dr. Spaulding. **READ this: 20 points!!**
4. Format for voting email (you may not vote for yourself)
 - a. Best Post: 5 points and why

- b. Second best 4 points and why
- c. Third best 3 points and why
- d. Fourth best 2 points and why
- e. Fifth best 1 point and why
- f. **If I cannot tell which post gets what points, and/or no reason for the vote 0/20**

- 5. Top vote getter each week (total points awarded will vary with class size) – 1st 15 bonus points, 2nd Place 10, 3rd Place 5. Consider the best post: new information, organization of the post, logical well thought out post, and insight into the week's concepts.
- 6. Other DB concerns:
 - a. Do not use "I think" or any other variation in your posts. I will assume you are thinking. Using "I think" weakens your point.
 - b. Be aware that large paragraphs will effectively bury your relevant points. The DB is a communication tool, be effective use bullet points, numbers, one thought per paragraph.

Graduate	
92 – 100	A
82 – 91	B
72 – 81	C
62 – 71	D
Below 62	F

GRADE NOTIFICATION AND INSTRUCTOR FEEDBACK:

A successful distance learning experience requires a flow of communication between instructor and student throughout the session. Instructor comments are considered essential to the learning process. Therefore, each assignment/exam submitted will be reviewed, graded, and returned to the student in a timely manner along with the appropriate commentary. Students should carefully review all comments.

Final grades are processed approximately one week after the last day of the session and may be located in the My Grades section of the online registration portal as well as being emailed to the student's Amberton University email. Amberton University staff will not release grades over the phone. University instructors will not leave a message with comments or grades in any type of media that is not secure.

For questions regarding grades after the semester has ended, students should use their university email account and contact the instructor at the faculty email address as provided above in *Professor Information* area.

Incomplete Grades

An "I" (incomplete grade) is given at the discretion of the professor and may be given only when an emergency or illness prevents the student from completing course requirements. Should an "I" be granted, the student has 30 days from the end of the session to complete the conditions of the incomplete. An "I" which is not properly removed within 30 days following the session enrolled will become an "F" grade.

How To Withdraw From a Course

To be official, the class withdrawal must be in writing and signed by the student requesting the withdrawal; no withdrawal is accepted verbally. Please review the "Schedule of Classes" (online or in-print) for procedures for class changes or withdrawals and the refund policy and schedule.

COURSE DELIVERY METHODOLOGY:

This course is offered as a distance-learning course through the Moodle Learning Platform. Amberton's distance learning courses, called e-Courses, are identical to classroom courses in terms of learning outcomes,

competencies, and instructor expectations. A student choosing to take an e-Course must have the following skills and technical capabilities:

1. Access to the Internet

2. General knowledge in:

Internet browser settings and configuration

e-mail and file attachments

Uploading and downloading files

Using a word processing package

3. Ability to conduct on-line research

Students who have not mastered these skills should not enroll for this course but should consider enrolling in MIS2110 Computer Concepts and Internet Technologies for instruction in these areas.

HOW TO ACCESS YOUR COURSE:

SINGLE SIGN-ON (SSO) INSTRUCTIONS FOR AMBERTON UNIVERSITY

Amberton University uses Single Sign-On (SSO) as the primary access point for University systems, including Moodle, Amberton Email (Gmail), CampusWeb, Library resources, financial information, and other University applications.

Access the Amberton SSO Portal

Go to:

<https://sso.amberton.edu>

Students should bookmark this page. The SSO portal is the main entrance to Amberton University's online systems.

The SSO Login link may also be accessed through the Amberton University website at <https://amberton.edu>.

Activate Your Account

New students receive an Amberton University welcome email with an account activation link.

Select the activation link in that email and follow the instructions to activate your Amberton SSO account and configure Two-Factor Authentication (2FA).

Your assigned username and Amberton student email address are included in the welcome email.

Student email addresses use the following format:

username@my.amberton.edu

Sign In to SSO

After your account has been activated, go to:

<https://sso.amberton.edu>

Enter your Amberton username or assigned Amberton account information and the password you established during account activation.

If you forget your password, select "Forgot Password?" on the SSO login page and follow the instructions provided.

Access Your Amberton Applications

After signing in, the SSO dashboard will display the applications available to your account.

These may include:

- Moodle
- Amberton Email (Gmail)
- CampusWeb
- Financial Records
- Library resources
- Other University applications and services

Select the appropriate application from the SSO dashboard.

Access Moodle

Students should access Moodle through the Amberton SSO portal.

Go to:

<https://sso.amberton.edu>

Sign in and select Moodle from the SSO dashboard.

Students do not need a separate Moodle username or password when accessing Moodle through SSO. Password activation and password recovery should be completed through the Amberton SSO portal rather than through Moodle.

A Student Moodle Tutorials course is available within Moodle to assist students with course navigation, assignments, communication, examinations, grades, and other Moodle functions.

Technical Support

If you experience difficulty activating your account, signing into SSO, or accessing an Amberton application, please contact:

support@amberton.edu

COURSE COMMUNICATIONS:

Students will communicate with faculty through the Moodle Learning Platform or their Amberton University email account.

Email Communication

Each student is assigned an Amberton email address in the following format:

username@my.amberton.edu

Students should access their Amberton email through the University Single Sign-On portal at:

<https://sso.amberton.edu>

Students are encouraged to check their Amberton email regularly for University notices and course communications.

Students are responsible for reviewing the "Communication Guidelines" provided in the individual e-Course for specific instructor requirements.

Students who need to retain course communications, assignments, or other materials should download and save them before the course closes.

For assistance accessing SSO, Moodle, or Amberton email, contact support@amberton.edu.

FORMAT AND SUBMISSION OF ASSIGNMENTS:

Assignments are to be submitted to the appropriate assignment Drop Box in the Moodle system. Specific directions and guidelines for submission of assignments are located on-line in the "Communication Guidelines" of the e-course. Due to compatibility issues, Office 2007 files cannot be read by earlier versions of Microsoft Office. Before submitting an exercise file, confirm the file is in the proper format for grading by the instructor.

INSTRUCTOR/COURSE EVALUATION:

Each session, all Amberton students are provided with the opportunity to evaluate their courses and instructors. The evaluation process is an important one and provides students with an anonymous and confidential way to give meaningful feedback to the University. Summary information and comments are provided to faculty after the close of the session. All information provided is anonymous.

The Instructor/Course Evaluation will be open for completion during week 9 of the session. An evaluation assignment will be placed in week 9 of the Moodle course, along with the instructions on how to complete the evaluation. Prior to week 9, the University will send out an email containing instructions and dates for the evaluation period.

RESEARCH RESOURCES:

The Library provides access to full-text, and peer reviewed articles, and digital research tools. Students can search Library holdings through the online catalog and databases search engines available on the Library website or browse the physical library space and holdings located at the Garland campus.

Research items not contained in the Amberton Library collection can be located through interlibrary Loan (ILL) or through the TexShare program with the help of the Library staff. Students with questions about available services, resources, or research, may contact the Library via email at Library@amberton.edu.

RESEARCH ACCESS:

Databases can only be accessed by authorized users, and students at Amberton must enter their Amberton ID credentials-same as Moodle login-to gain access when off-campus. Use an Amberton website, such as the University site (Amberton.edu) or the library site (Library.amberton.edu) to find links to databased and digital books. Online resources are available all day, every day.

Library Live Chat Feature

Library staff are available to assist students with research problems or questions during Library hours through a live online chat feature, telephone, email, "How-to" videos, or in person. The library telephone is (972-279-6511 ext. 185. You can email questions to library@amberton.edu or visit the library in person on the Garland campus for assistance.

Microsoft Office 365 Education:

Amberton University students have access to a license for Office 365 Education, a comprehensive suite of productivity tools. This package includes:

- Microsoft Word for document creation
- Excel for spreadsheets and data analysis
- PowerPoint for presentations
- OneNote for digital note-taking
- Microsoft Teams for collaboration
- Additional classroom tools to enhance your learning experience

To set up your student account and access these resources, please follow the instructions provided in our step-by-step guide: https://amberton.edu/wp-content/uploads/2025/01/Office365_Setup_Students.pdf

Google Workspace for Education:

All students are assigned a Gmail account in Google Workspace for Education.

To set up your student account and access these resources, please follow the instructions provided in our step-by-step guide: https://amberton.edu/wp-content/uploads/2025/01/Google_Drive_Students.pdf

Once logged into your student account, you'll have access to a suite of tools designed to enhance your learning experience:

- Google Docs: Create and edit essays, reports, and other written assignments
- Google Slides: Develop engaging presentations for projects and class discussions
- Google Sheets: Perform data analysis, create charts, and manage calculations
- Google Drive: Store, organize, and easily access all your files in the cloud
- Google Calendar: Schedule study sessions, track assignment deadlines, and manage your academic timetable
- Google Keep: Take and organize quick notes during lectures or study sessions
- Google Meet: Attend virtual classes, participate in group study sessions, or meet with teachers
- Google Classroom: Access course materials, submit assignments, and receive feedback from instructors
- Google Forms: Create surveys for research projects or participate in class quizzes
- Google Sites: Build websites or digital portfolios to showcase your work

Turnitin Draft Coach

Instructions for Accessing Turnitin Draft Coach in Google Docs

Turnitin Draft Coach is typically available as an add-on or extension within Google Docs, allowing you to check for similarity, citations, and grammar *before* final submission.

Important Pre-requisites:

- Institutional Access: Draft Coach must be licensed and enabled by your school or institution's Turnitin and Google Workspace administrators. If you cannot find the extension, contact your instructor or IT support.
- Account: You must be signed into Google Docs using your institutional/school email account, not a personal Gmail account, for the extension to appear and work correctly.
- Document Type: The document must be a native Google Doc (not an uploaded .doc, .docx, or .pdf file opened in Docs). If you have another file type, copy and paste the text into a new, blank Google Doc.

Step-by-Step Guide

1. Open Google Docs: Sign in to your institutional Google account and navigate to Google Docs.
2. Open Your Document: Open an existing assignment draft or start a new document and paste your writing into it.
3. Access the Extension: In the top menu bar of your Google Doc, click on Extensions.
4. Select Draft Coach: Hover over or click Turnitin Draft Coach, and then select Turnitin Draft Coach again from the submenu.
 - *Note: If the option does not appear immediately, refresh your page and try again.*
5. Draft Coach Panel: The Draft Coach panel should now appear on the right-hand side of your screen.
6. Get Started: The first time you open it, you may need to click a "Get Feedback" or similar button, and you will likely need to read and accept the Terms and Conditions to continue.
7. Run Reports: Once loaded, you can select the tabs or cards in the panel to run different checks:
 - Similarity Check: Checks against Turnitin's database. (*Note: You typically have a limited number of checks for similarity, often three.*)
 - Citations Check: Analyzes your document for correct citation and referencing practices.
 - Grammar Guide: Provides feedback on grammar and mechanics (usually US-English rules).

You are now ready to use Turnitin Draft Coach to review and improve your writing!