



## Customer Service Certificate - Academic Planner

Certificate: 97-106-5

Campus: Beaver Dam; Fond du Lac; West Bend

Curriculum for 2012-2013

10/24/2011

✓	T/G	Course		Title	Hours/ Week			Total		Prerequisites	Typically Offered			Comments
		Subj	Num		Lec	Lab	Other	Hours	Credits		S	F	SP	
	T	102	101	Customer Service Essentials	3			54	3	Completion of or concurrent enrollment in 103-159 Computer Literacy		x		Recommend take 2nd 8 weeks
	T	103	159	Computer Literacy - MS Office		2		36	1		x	x	x	
	T	103	165	Exploring the Internet - Client Software	1			18	1			x	x	
	T	106	112	Information Storage and Retrieval	1	2		54	2			x		
	T	106	120	Document Processing		2		36	1	"A" grade in 106-103 Keyboarding <b>OR</b> Demonstrated 30 wpm with 3 or fewer errors using correct fingering	x	x	x	Offered in Summer in FDL only. Enroll in Keyboarding Pretest to determine placement
	G	801	196	Oral and Interpersonal Communication	3			54	3		x	x	x	
	G	890	125	Student Success	1			18	1		x	x	x	
<b>Total Certificate Credits</b>									<b>12</b>					

T/G: T - Technical Studies course; G - General Studies course

Semester Codes: S-Summer; F-Fall; SP-Spring

Curriculum and program acceptance requirements are subject to change.

For a complete list of course descriptions for this program, please consult the College Catalog at <http://www.morainepark.edu/MPTCCatalog>.