



Customer Service Certificate - Academic Planner

Certificate: 97-106-5

Campus: Beaver Dam; Fond du Lac; West Bend

Curriculum for 2015-2016

12/1/2014

✓	Course			Title	Hours/ Week			Total		Prerequisites	Typically Offered			Comments
	T/G	Subj	Num		Lec	Lab	Other	Hours	Credits		S	F	SP	
	T	106	101	Customer Service Essentials	3			54	3	Completion of or concurrent enrollment in 103-159 Computer Literacy - Microsoft Office "A" grade in 106-103 Keyboarding OR Demonstrated 30 wpm with 3 or fewer errors using correct fingering		x		Recommend take 2nd 8 weeks Keyboarding pretest can be taken at any college library to determine placement.
	T	106	120	Document Formatting		2		36	1		x	x	x	
	T	106	163	Database and Spreadsheet Essentials	2	2		72	3					
	G	801	196	Oral and Interpersonal Communication	3			54	3		x	x	x	
Total Certificate Credits									10					

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>.