



CUSTOMER RELATIONSHIP PROFESSIONAL

Technical Diploma Program Code: 30-106-8 Total Credits: 12

The only program of its kind in the Wisconsin Technical College System, Mid-State's Customer Relationship Professional program develops students into important members of a call center or customer service team. The program focuses on communicating with customers to help them navigate past challenges to fulfill their needs, emphasizing active listening, effective verbal communication, and customer service skills. Through hands-on projects, you will learn telephone etiquette, how to respond appropriately to customers, and how to perform quick problem-solving analysis while exceeding customer expectations.

Estimated tuition and fees: mstc.edu/programcosts

ACADEMIC ADVISOR

To schedule an appointment with an academic advisor, call 715.422.5300. Academic advisors will travel to other campuses as necessary to accommodate student needs. For more information about advising, visit mstc.edu/advising.

CHECKLIST:

This section will be completed when meeting with your academic advisor.

- ☐ FAFSA (www.fafsa.gov)
- ☐ Financial Aid Form(s)
Form(s): _____
- ☐ Follow-Up Appointment:
Where: _____
When: _____
With: _____
- ☐ Official Transcripts
Mid-State Technical College
Student Services Assistant
1001 Centerpoint Drive
Stevens Point, WI 54481
- ☐ Other: _____



mstc.edu • 888.575.6782 • TTY: 711



ADAMS CAMPUS
401 North Main
Adams, WI 53910

MARSHFIELD CAMPUS
2600 West 5th Street
Marshfield, WI 54449

STEVENS POINT CAMPUS
1001 Centerpoint Drive
Stevens Point, WI 54481

WISCONSIN RAPIDS CAMPUS
500 32nd Street North
Wisconsin Rapids, WI 54494

CAREER PATHWAY • BEGIN AT ANY POINT

HIGH
SCHOOL
STUDENT

COLLEGE
TRANSFER

RETURNING
ADULT

CREDIT FOR PRIOR LEARNING AND EXPERIENCE

CREDIT FOR PRIOR LEARNING AND EXPERIENCE

- Certifications and Licenses
- High School Credit
- Military Experience
- National/Standardized Exams
- Transfer Credit
- Work and Life Experience

Learn about Credit for Prior Learning at mstc.edu/cpl.

TECHNICAL DIPLOMA

CUSTOMER RELATIONSHIP PROFESSIONAL

Technical Diploma • 12 Credits

Start Your Career

- Call Center Agent
- Customer Care Representative
- Customer Service Representative

OFFICE SUPPORT SPECIALIST

Technical Diploma • 32 Credits

Start Your Career

- Administrative Assistant
- Office Assistant
- Receptionist

ASSOCIATE IN APPLIED SCIENCE (AAS)

ADMINISTRATIVE PROFESSIONAL

Associate in Applied Science (AAS) • 61-62 Credits

Start Your Career

- Administrative Professional
- Executive Assistant
- Executive Secretary

BACHELOR'S DEGREE

BACHELOR'S DEGREE OPTIONS

Arizona State University, Bellevue University, Colorado State University Global, Concordia University, Franklin University, Grand Canyon University (GCU), Herzing University, Lakeland University, Milwaukee School of Engineering (MSOE), Mount Mary University (MMU), Northern Michigan University, University of Phoenix, UW-Green Bay, UW-Oshkosh, UW-Stevens Point, UW-Stevens Point at Marshfield, UW-Stout, UW-Whitewater, Western Governors University, and Wisconsin Private-Nonprofit Universities/Colleges.

For more information and additional opportunities, visit mstc.edu/transfer.

OTHER OPTIONS

RELATED PROGRAMS

- Business Management
- Entrepreneurship
- Human Resources Assistant
- Leadership Development
- Project Management

Employers will expect you, as a Customer Relationship Professional graduate, to be able to:

Prerequisite: Accuplacer Math score of 65, Accuplacer Algebra score of 30, ABE Math Prep V 76854785 and ABE Math Prep VI 76854786 with a grade of "S." (Note: ABE Math Prep V and VI courses cannot be used to satisfy program completion requirements at Mid-State.)

SAMPLE FULL-TIME CURRICULUM OPTION

Term		12 credits
10103106	Microsoft Office-Introduction ☑	3
10106106	Quality Customer Service	3
10801195	Written Communication ☑	3
10809172	Introduction to Diversity Studies ☑	3
Total credits		12

☑ This course has options available to receive credit for prior learning (CPL) or work experience. Visit the website at mstc.edu/cpl or contact your advisor for details.

Please Note:

- **This program can be completed entirely online.**
- Students complete a full-time course load over a 16-week term. This term may include a combination of classes taken in an 8-week session and classes taken over the full 16-week term.
- This curriculum sequence is only for student planning. Actual student schedules will vary depending on course availability.
- Program completion time may vary based on student scheduling and course availability. For details, go to mstc.edu/schedule.

SAMPLE PART-TIME CURRICULUM OPTION

Term		6 credits
10103106	Microsoft Office-Introduction ☑	3
10809172	Introduction to Diversity Studies ☑	3
Total credits		6

Term		6 credits
10106106	Quality Customer Service	3
10801195	Written Communication ☑	3
Total credits		6

COURSE DESCRIPTIONS

Introduction to Diversity Studies ☑

10809172.....3 credits

Introduces learners to the study of diversity from a local to a global environment using a holistic, interdisciplinary approach. Encourages self-exploration and prepares the learner to work in a diverse environment. In addition to an analysis of majority/minority relations in a multicultural context, the primary topics of race, ethnicity, age, gender, class, sexual orientation, disability, and religion are explored. *Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237 or ACT of 15 Reading/16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.*

Microsoft Office-Introduction ☑

10103106.....3 credits

Develops introductory skills in the Microsoft Office Suite (Word, Excel, Access, PowerPoint, and Outlook) while reinforcing the students' knowledge of computer concepts, Windows Explorer, and web usage. This course prepares students for the Associate level MOS Certification exams for Word, Excel, PowerPoint, and Outlook. Students should possess basic keyboarding, mouse, and Windows 10 skills. Students may develop these skills in the LiNK while concurrently enrolled in this course.

Quality Customer Service

10106106.....3 credits

Addresses sensitivity in communicating with customers and co-workers. Includes international communications, teamwork, working relationships, and telephone skills.

Written Communication ☑

10801136.....3 credits

Develops writing skills which include prewriting, drafting, revising, and editing. A variety of writing assignments are designed to help the learner analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Also develops critical reading and thinking skills through the analysis of a variety of written documents.

Prerequisite: High School GPA of 3.0 or Accuplacer Writing of 262 or ACT of 20 or College Reading and Writing 1 10831104 with a "C" or better or equivalent. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements. Proficiency in word processing skills recommended.