



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
IN THE PATHWAY**

College Credit • Dual Credit
Military Experience • Work Experience

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



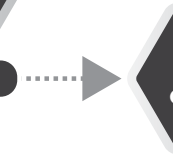
CAREER OPTIONS

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



CAREER OPTIONS

- Administrative Assistant
- Office Assistant
- Receptionist



CAREER OPTIONS

- Administrative Professional
- Executive Assistant
- Executive Secretary



OTHER OPTIONS

RELATED PROGRAMS

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

BACHELOR'S DEGREE OPTIONS

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), University of Phoenix, UW-Green Bay, UW-Oshkosh, UW-Stevens Point, UW-Stevens Point at Marshfield, UW-Stout, UW-Whitewater, and Wisconsin Private-Nonprofit Universities/Colleges.

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

SAMPLE FULL-TIME CURRICULUM OPTION

Term		12 credits
10103106	Microsoft Office-Introduction*	3
10106106	Quality Customer Service*	3
10801136	English Composition 1*	3
10809172	Introduction to Diversity Studies*	3
Total credits		12

* This course may also be offered in a different term including during winterim or summer terms, with 3-week, 8-week, or 16-week sessions available. A variety of modalities and class lengths may be available, including online, hybrid, TelePresence, or face to face.

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
10801136	English Composition 1*	3
Total credits		12

COURSE DESCRIPTIONS

English Composition 1

108011363 credits

Designed for learners to develop knowledge and skills in all aspects of the writing process. Planning, organizing, writing, editing, and revising are applied through a variety of activities. Students analyze audience and purpose, use elements of research, and format documents using standard guidelines. Individuals develop critical reading skills through analysis of various written documents.

Prerequisite: High School GPA of 3.0 or Accuplacer Writing of 262 or ACT of 20 or Intro to College Writing 10-831-103 with a grade of "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.

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

101031063 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. 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

101061063 credits

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