

# Get Your Certificate in 12 Months!

## Customer Service Certificate–Virtual Cohort Option–1 Year

Customer Service is a one-year certificate program that starts each fall semester. This program meets virtually one evening per week where students will only focus on one course at a time. Students will attend these weekly virtual class sessions for each of their courses so the expectations and content are clear. This program will help strengthen students' skills in customer service and make them more marketable to gain meaningful employment in the service industry.

### Features:

- Weekly virtual interactive class sessions throughout the courses to ensure students stay on track.
- Students focus on only one course at a time to help provide work/life balance.
- This certificate program is eligible for federal financial aid.

### Advantages:

- Students will be in a virtual class environment with "like-minded" people who are focused, self-disciplined, and want to earn their certificate.
- Networking Opportunities–students form strong connections with other working students/professionals.
- Students know up front their scheduling for the entire program.

### Benefits:

- Working towards your degree as a group has been proven to dramatically improve graduation rates.
- Faculty are committed to helping students achieve their individual goals, and understand the demands working adults face.
- Earning a certificate in Customer Service may open doors for promotion within your organization.
- The courses in this certificate program fall in line with the Associate of Applied Science Degree in Business–if students decide to pursue their two-year degree the transition will be seamless without losing credits.

(See Class Schedule on Back)

Gabby Goins, Cleveland State Advance Student, Cleveland, TN

*"The flexibility of the program is great. I'm able to work my 40-hour job and still get an education in addition to being a wife and a mom. I have everything I could want, and I'm building a better future for my family."*

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Customer Service

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### Fall: Online

| Course                                   | Hours    | Delivery/Duration |
|--|----------|-------------------|
| BUSN 1305 Introduction to Business       | 3        | Virtual (Term 1)  |
| BUSN 1302 Keyboarding with Word          | 3        | Virtual (Term 2)  |
| BUSN 1315 Principles of Customer Service | 3        | Online (Term 3)   |
| <b>Total Semester Hours</b>              | <b>9</b> |                   |

### Spring: Online

| Course                             | Hours    | Delivery/Duration |
|------------------------------------|----------|-------------------|
| BUSN 2380 Principles of Marketing  | 3        | Virtual (Term 1)  |
| BUSN 1310 Business Communications  | 3        | Virtual (Term 2)  |
| BUSN 1325 Customer Service Methods | 3        | Online (Term 3)   |
| <b>Total Semester Hours</b>        | <b>9</b> |                   |

### Summer: Online

| Course                          | Hours    | Delivery/Duration |
|---------------------------------|----------|-------------------|
| INFS 1010 Computer Applications | 3        | Online (Term 1)   |
| <b>Total Semester Hours</b>     | <b>3</b> |                   |

**Total Program Hours** 21



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