Business Technology (BTC) – Customer Service C.A.

Certificate of Achievement

This program provides the students with skills necessary to handle customers professionally, effectively and successfully. You will become comfortable with electronic communication, improve time management skills, review professional telephone skills, develop project management skills and brush up on computer skills.

The courses for this certificate may be applied to the Associate of Applied Science degree.

Instructors are committed to assisting students by keeping all course content, equipment and teaching methods current. This ensures better applied learning so students are successful in Business Technology career fields and can be placed in high-paying positions. Courses are offered online, on-campus and in a hybrid format.

BTC Careers

Customer service is part of most jobs today, and using those skills well can lead to advancement. Some people choose to focus on customers as a customer service representative or customer service specialist.

Occupational Outlook

Jobs in the customer service arena are growing at an average rate, about 13 percent.

Nearly all students who were seeking employment in a related area found jobs within 180 days of graduation.

Salary Outlook

Salaries vary greatly in different occupations within this field. The median 2012 salaries were between $27,000 and $40,000 annually for those working in the field.

Sources: Occupational Outlook Handbook

For more information about the program, contact Nancy Graviett at 636-922-8390 or ngraviett@stchas.edu.

If the student wants to transfer courses to a four-year institution, then the Associate of Arts degree should be pursued. The student earning a certificate needs to be aware that the courses taken are specifically designed to help in obtaining employment, and are not designed for transfer to a four-year institution.

SCC
ST. CHARLES COMMUNITY COLLEGE

Business Technology (BTC) – Customer Service C.A.

Certificate of Achievement

Sample Schedule

FIRST SEMESTER		
☐ BTC 101	Keyboarding	3
☐ BTC/CPT 103	Microcomputer Applications	3
☐ BTC 105	Proofreading and Editing Business Documents	3
☐ BTC 131	Telephone Communication Skills	1
☐ BTC 137	Interpersonal Skills	1
☐ BTC 160	Word Processing - Word	2
☐ BTC 165	Presentations - PowerPoint	2
☐ ENG 101	English Composition	3
TOTAL		**18**

SECOND SEMESTER		
☐ BTC 130	Customer Service Excellence	1
☐ BTC 132	Time Management	1
☐ BTC 135	Your Professional Image	1
☐ BTC 136	Business Communication	1
☐ BTC 150	Managing Information - Outlook	1
☐ BTC 170	Spreadsheet Applications - Excel	2
☐ BTC 175	Database Applications - Access	2
☐ MAT 105	Applied Math	3
☐ HIS or POL	Social Science	3
TOTAL		**15**

TOTAL PROGRAM HOURS 33

Credit by exam is available for some of the courses in the Business Technology program. Check with the Business Technology coordinator, Nancy Graviett (636-922-8390 or ngraviett@stchas.edu), for details.

Getting Started at SCC

Step 1: Apply for admission to SCC. For additional assistance, call 636-922-8226.

Step 2: Consider your options for financial assistance and scholarships. Apply early at *fafsa.gov*.

Step 3: Take the Academic Skills Assessment. Contact the Assessment Center with any questions ahead of time, but no appointment is necessary for the assessment. Following the assessment, complete the Smart Start orientation online at *stchas.edu/smartstart*.

Step 4: You're ready to register. To schedule your appointment with an academic advisor, call 636-922-8241. Before your meeting, view the catalog, credit course descriptions, credit class schedule, academic calendar and SCC's range of degrees and certificates offered.

Step 5: Pay your tuition and fees in full according to the current academic calendar to avoid being dropped from all of your courses.

Business Administrative Systems

Program Level - Undergraduate certificate
Program Length - 24 months

COST

Q. How much will this program cost me?*

A. Tuition and fees: $3,400
Books and supplies: $2,400
On-campus room & board: *not offered*

What other costs are there for this program?

For further program cost information click here.

*The amounts shown above include costs for the entire program, assuming normal time to completion. Note that this information is subject to change.

FINANCING

Q. What financing options are available to help me pay for this program?

A. Financing for this program may be available through grants, scholarships, loans (federal and private) and institutional financing plans. The median amount of debt for program graduates is shown below:

Federal loans: *
Private education loans: *
Institutional financing plan: *

* Less than 10 graduates received loans. Median amounts are withheld to preserve the confidentiality of the loan recipients.

SUCCESS

Q. How long will it take me to complete this program?

A. The program is designed to take 24 months to complete. Of those that completed the program in 2012-2013, *% finished in 24 months.

*Less than 10 students completed this program in 2012-13. The number who finished within the normal time has been withheld to preserve the confidentiality of the students.

Q. What are my chances of getting a job when I graduate?

A. The job placement rate for students who completed this program in 2012-2013 is *%.

* This institution is not currently required to calculate a job placement rate for program completers.

Click here for more information on jobs related to this program.

For additional information related to this program and/or the information provided above, click here.

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