



**10-102-3 BUSINESS MANAGEMENT - GENERAL EMPHASIS (4 year)**  
**31-102-9 CUTOMER SERVICE MANAGER**  
**2020-21 PROGRAM CURRICULUM CHECKLIST**  
**WISCONSIN INDIANHEAD TECHNICAL COLLEGE (WITC)**  
**ASHLAND\*, NEW RICHMOND\*, RICE LAKE\*, SUPERIOR\***  
**OUTREACH CENTERS: BALSAM LAKE\*, HAYWARD\*, LADYSMITH\***



\*Combination of Online, Your Choice, In Person, or Web Conferencing instruction.

Select courses are available at the WITC Outreach Centers. Please contact your local campus for specifics.

Name/ID \_\_\_\_\_

Date \_\_\_\_\_

| CATALOG NUMBER     | COURSE TITLE                    | HOURS PER WEEK    | CREDITS   | CUSTOMER SERVICE MANAGER TECHNICAL DIPLOMA<br><i>(Financial Aid Eligible)</i> | BUSINESS MANAGEMENT - GENERAL EMPHASIS (GE)<br><i>(Financial Aid Eligible)</i> | NOTES | DATE COMPLETED | TRANSFER OR GRADE |
|--------------------|---------------------------------|-------------------|-----------|---|--|-------|----------------|-------------------|
| <b>FIRST TERM</b>  |                                 |                   |           |   |  |       |                |                   |
| 10103106           | MS PowerPoint                   | 2 hours per week  | 1 credit  | Customer Service Manager  | Business Management - GE   |       |                |                   |
| 10104191           | Customer Service Management     | 3 hours per week  | 3 credits | Customer Service Manager  | Business Management - GE   |       |                |                   |
| 10105100           | Introduction to Business        | 3 hours per week  | 3 credits | Customer Service Manager  | Business Management - GE   |       |                |                   |
|                    | <b>FIRST TERM TOTAL</b>         | 8 hours per week  |           | 7 Credits<br>Customer Service Manager   | 7 Credits<br>Business Management - GE  |       |                |                   |
| <b>SECOND TERM</b> |                                 |                   |           |   |  |       |                |                   |
| 10103125           | MS Outlook                      | 2 hours per week  | 1 credit  | Customer Service Manager  | Business Management - GE   |       |                |                   |
| 10103146           | MS Word A                       | 2 hours per week  | 1 credit  | Customer Service Manager  | Business Management - GE   |       |                |                   |
| 10104102           | Marketing Principles            | 4 hours per week  | 3 credits | Customer Service Manager  | Business Management - GE   |       |                |                   |
| 10801136           | English Composition 1           | 3 hours per week  | 3 credits | Customer Service Manager  | Business Management - GE   |       |                |                   |
|                    | <b>SECOND TERM TOTAL</b>        | 11 hours per week |           | 8 Credits<br>Customer Service Manager   | 8 Credits<br>Business Management - GE  |       |                |                   |
| <b>THIRD TERM</b>  |                                 |                   |           |   |  |       |                |                   |
| 10103151           | MS Excel A                      | 2 hours per week  | 1 credit  | Customer Service Manager  | Business Management - GE   |       |                |                   |
| 10196191           | Supervision                     | 3 hours per week  | 3 credits |   | Business Management - GE   |       |                |                   |
| 10804123           | Math with Business Applications | 3 hours per week  | 3 credits | Customer Service Manager  | Business Management - GE   |       |                |                   |
|                    | <b>THIRD TERM TOTAL</b>         | 8 hours per week  |           | 4 Credits<br>Customer Service Manager   | 7 Credits<br>Business Management - GE  |       |                |                   |



**10-102-3 BUSINESS MANAGEMENT - GENERAL EMPHASIS (4 year)  
31-102-9 CUTOMER SERVICE MANAGER  
2020-21 PROGRAM CURRICULUM CHECKLIST**



**WISCONSIN INDIANHEAD TECHNICAL COLLEGE (WITC)**

**ASHLAND\*, NEW RICHMOND\*, RICE LAKE\*, SUPERIOR\*  
OUTREACH CENTERS: BALSAM LAKE\*, HAYWARD\*, LADYSMITH\***

**\*Combination of Online, Your Choice, In Person, or Web Conferencing instruction.**

**Select courses are available at the WITC Outreach Centers. Please contact your local campus for specifics.**

| CATALOG NUMBER             | COURSE TITLE   | HOURS PER WEEK    | CREDITS   | CUSTOMER SERVICE MANAGER TECHNICAL DIPLOMA<br><i>(Financial Aid Eligible)</i> | BUSINESS MANAGEMENT - GENERAL EMPHASIS (GE)<br><i>(Financial Aid Eligible)</i> | NOTES | DATE COMPLETED | TRANSFER OR GRADE |
|----------------------------|--|-------------------|-----------|---|--|-------|----------------|-------------------|
| <b>FOURTH TERM</b>         |  |                   |           |   |  |       |                |                   |
| 10103152                   | MS Excel B<br>Corequisite: 10103151 MS Excel A   | 2 hours per week  | 1 credit  | Customer Service Manager  | Business Management - GE   |       |                |                   |
| 10103162                   | MS Access A  | 2 hours per week  | 1 credit  | Customer Service Manager  | Business Management - GE   |       |                |                   |
| 10114107                   | Principles of Finance  | 3 hours per week  | 3 credits | Customer Service Manager  | Business Management - GE   |       |                |                   |
| 10801196                   | Oral/Interpersonal Communication   | 3 hours per week  | 3 credits | Customer Service Manager  | Business Management - GE   |       |                |                   |
|                            | <b>FOURTH TERM TOTAL</b>   | 10 hours per week |           | 8 Credits<br>Customer Service Manager   | 8 Credits<br>Business Management - GE  |       |                |                   |
| <b>FIFTH TERM</b>          |  |                   |           |   |  |       |                |                   |
| 10101101                   | Financial Accounting 1   | 5 hours per week  | 4 credits |   | Business Management - GE   |       |                |                   |
| 10104198<br>or<br>10116100 | Managing Human Resources<br>or<br>Human Resource Management  | 3 hours per week  | 3 credits |   | Business Management - GE   |       |                |                   |
|                            | <b>FIFTH TERM TOTAL</b>  | 8 hours per week  |           |   | 7 Credits<br>Business Management - GE  |       |                |                   |
| <b>SIXTH TERM</b>          |  |                   |           |   |  |       |                |                   |
| 10101174                   | QuickBooks Accounting - Beginning<br>Prerequisite: 10101101 Financial Accounting 1 or 10101176 Financial Accounting 1A | 3 hours per week  | 2 credits |   | Business Management - GE   |       |                |                   |
| 10145101                   | Entrepreneurship#  | 4 hours per week  | 3 credits |   | Business Management - GE   |       |                |                   |
| 10196188                   | Project Management   | 3 hours per week  | 3 credits | Customer Service Manager  | Business Management - GE   |       |                |                   |
|                            | <b>SIXTH TERM TOTAL</b>  | 10 hours per week |           | 3 Credits<br>Customer Service Manager   | 8 Credits<br>Business Management - GE  |       |                |                   |



**10-102-3 BUSINESS MANAGEMENT - GENERAL EMPHASIS (4 year)**  
**31-102-9 CUSTOMER SERVICE MANAGER**  
**2020-21 PROGRAM CURRICULUM CHECKLIST**  
**WISCONSIN INDIANHEAD TECHNICAL COLLEGE (WITC)**  
**ASHLAND\*, NEW RICHMOND\*, RICE LAKE\*, SUPERIOR\***  
**OUTREACH CENTERS: BALSAM LAKE\*, HAYWARD\*, LADYSMITH\***



\*Combination of Online, Your Choice, In Person, or Web Conferencing instruction.

Select courses are available at the WITC Outreach Centers. Please contact your local campus for specifics.

| CATALOG NUMBER      | COURSE TITLE  | HOURS PER WEEK     | CREDITS   | CUSTOMER SERVICE MANAGER TECHNICAL DIPLOMA<br><i>(Financial Aid Eligible)</i> | BUSINESS MANAGEMENT - GENERAL EMPHASIS (GE)<br><i>(Financial Aid Eligible)</i> | NOTES | DATE COMPLETED | TRANSFER OR GRADE |
|---------------------|---|--------------------|-----------|---|--|-------|----------------|-------------------|
| <b>SEVENTH TERM</b> |   |                    |           |   |  |       |                |                   |
| 10105125            | Business Law  | 3 hours per week   | 3 credits |   | Business Management - GE   |       |                |                   |
| 10809195            | Economics   | 3 hours per week   | 3 credits |   | Business Management - GE   |       |                |                   |
| 10xxxxxx            | Elective  | 3 hours per week   | 3 credits |   | Business Management - GE   |       |                |                   |
|                     | <b>SEVENTH TERM TOTAL</b>   | 9 hours per week   |           |   | 9 Credits<br>Business Management - GE  |       |                |                   |
| <b>EIGHTH TERM</b>  |   |                    |           |   |  |       |                |                   |
| 10104180            | Business and Marketing Field Study (This class is only offered in the Spring term)<br>Prerequisite: Minimum of 36 credits of program coursework must be completed prior to enrolling in this course | 5.5 hours per week | 2 credits |   | Business Management - GE   |       |                |                   |
| 10809198            | Introduction to Psychology  | 3 hours per week   | 3 credits |   | Business Management - GE   |       |                |                   |
| 10196157            | Strategic Planning  | 1 hour per week    | 1 credit  |   | Business Management - GE   |       |                |                   |
|                     | <b>EIGHTH TERM TOTAL</b>  | 9.5 hours per week |           |   | 6 Credits<br>Business Management - GE  |       |                |                   |
|                     | <b>PROGRAM REQUIREMENTS</b>   |                    |           | 30 Credits<br>Customer Service Manager  | 60 Credits<br>Business Management - GE   |       |                |                   |

All prerequisite/corequisite courses must be completed with a grade point of 2.0 or better. Revised 6.11.2021



**10-102-3 BUSINESS MANAGEMENT - GENERAL EMPHASIS (4 year)  
31-102-9 CUSTOMER SERVICE MANAGER  
2020-21 PROGRAM CURRICULUM CHECKLIST  
WISCONSIN INDIANHEAD TECHNICAL COLLEGE (WITC)  
ASHLAND\*, NEW RICHMOND\*, RICE LAKE\*, SUPERIOR\*  
OUTREACH CENTERS: BALSAM LAKE\*, HAYWARD\*, LADYSMITH\***



**\*Combination of Online, Your Choice, In Person, or Web Conferencing instruction.**

**Select courses are available at the WITC Outreach Centers. Please contact your local campus for specifics.**

# It is strongly recommended that students have previous work experience or completed coursework in marketing, finance, human resources, and accounting prior to registering for this course.

Select the curriculum checklist based on the academic year you begin enrollment in your program. Students admitted mid-year (January) and/or any student who takes courses out of sequence are not guaranteed course availability in all terms of the program. Enrollment in additional terms may be required to complete graduation requirements.

Please be advised that low enrollment class sections may be cancelled. You will be contacted by Student Services with information on other class sections available in alternate formats.

WITC GENERAL STUDIES COURSE OPTIONS FOR WITC ASSOCIATE DEGREE PROGRAMS:

Co-enrollment in 99831900 Writing Essentials may be recommended in addition to English Composition 1.

Specific General Studies courses are scheduled as requirements for this program. If you have completed General Studies coursework at another Wisconsin technical college, please refer to the Acceptable Transfer Course document at the following link (find your program) to see if your previous coursework will transfer <https://www.witc.edu/academic-programs/degree-programs-and-certificates/general-studies-courses/courses>

If you have completed General Studies coursework at WITC in a prior term, the same options will apply for your program requirements.

ELECTIVE REQUIREMENTS: To meet the elective credit requirements for this program, you will be required to take associate degree level coursework, i.e., catalog numbers beginning with a 10 (with the exception of General College courses 10831103, 10834109, 10835103, and 10838104).

Suggested elective for Business Management – General Emphasis: 10104189 Social Media Marketing

*GRADUATION REQUIREMENTS: Although your academic advisor can provide guidance, you are ultimately responsible for selecting courses that meet a program's graduation requirements. If you do not take courses in the recommended sequence above, it may delay your completion of graduation requirements. A program plan grade point average (GPA) of 2.0 in a 4.0 grade system is required to graduate.*

*EARN CREDIT FOR WHAT YOU ALREADY KNOW:* Visit <https://www.witc.edu/admissions/preparing-for-college/credit-for-prior-learning> for more information

All prerequisite/corequisite courses must be completed with a grade point of 2.0 or better. Revised 6.11.2021