



**10-102-3 BUSINESS MANAGEMENT (2.5 Yr.) - GENERAL EMPHASIS (SPRING)**  
**31-102-9 CUSTOMER SERVICE MANAGER**  
**2021-22 PROGRAM CURRICULUM CHECKLIST**  
**NORTHWOOD TECHNICAL COLLEGE**



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

**\*Combination of Online, Your Choice, or On Site instruction.**

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

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

| CATALOG NUMBER             | COURSE TITLE                                   | HOURS PER WEEK    | CREDITS    | CUSTOMER SERVICE MANAGER<br>TECHNICAL DIPLOMA<br><i>(Financial Aid Eligible)</i> | BUSINESS MANAGEMENT -<br>GENERAL EMPHASIS (GE)<br><i>(Financial Aid Eligible)</i> | NOTES | DATE COM-<br>PLETED | TRANSFER<br>OR GRADE |
|----------------------------|--|-------------------|------------|--|---|-------|---------------------|----------------------|
| <b>FIRST TERM (SPRING)</b> |  |                   |            |  |   |       |                     |                      |
| 10103162                   | MS Access 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  |       |                     |                      |
| 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  |       |                     |                      |
| 10196188                   | Project Management                             | 3 hours per week  | 3 credits  | Customer Service Manager   | Business Management - GE  |       |                     |                      |
| <b>1st 8 weeks</b>         |  |                   |            |  |   |       |                     |                      |
| 10103151                   | MS Excel A                                     | 2 hours per week  | 1 credit   | Customer Service Manager   | Business Management - GE  |       |                     |                      |
| <b>2nd 8 weeks</b>         |  |                   |            |  |   |       |                     |                      |
| 10103152                   | MS Excel B<br>Corequisite: 10103151 MS Excel A | 2 hours per week  | 1 credit   | Customer Service Manager   | Business Management - GE  |       |                     |                      |
| <b>FIRST TERM TOTAL</b>    |  | 19 hours per week | 15 credits | 15 Credits<br>Customer Service Manager   | 15 Credits<br>Business Management - GE  |       |                     |                      |
| <b>SUMMER TERM</b>         |  |                   |            |  |   |       |                     |                      |
| 10801136                   | English Composition 1                          | 6 hours per week  | 3 credits  | Customer Service Manager   | Business Management - GE  |       |                     |                      |
| 10804123                   | Math with Business Applications                | 6 hours per week  | 3 credits  | Customer Service Manager   | Business Management - GE  |       |                     |                      |
| <b>SUMMER TERM TOTAL</b>   |  | 12 hours per week |            | 6 Credits<br>Customer Service Manager  | 6 Credits<br>Business Management - GE   |       |                     |                      |



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|----------------------------|--|---------------------|------------|---|--|-------|----------------|-------------------|
| <b>SECOND TERM (FALL)</b>  |  |                     |            |   |  |       |                |                   |
| 10101101                   | Financial Accounting 1   | 5 hours per week    | 4 credits  |   | Business Management - GE   |       |                |                   |
| 10103106                   | MS PowerPoint ( <i>Customer Service Manager ONLY; Business Management students will complete in third term</i> )   | 2 credits per week  | 1 credit   | Customer Service Manager  |  |       |                |                   |
| 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   |       |                |                   |
| 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   |       |                |                   |
| 10xxxxxx                   | Elective   | 3 hours per week    | 3 credits  |   | Business Management - GE   |       |                |                   |
|                            | <b>SECOND TERM TOTAL</b>   | 18 hours per week   |            | 9 Credits<br>Customer Service Manager   | 15 Credits<br>Business Management - GE   |       |                |                   |
| <b>THIRD TERM (SPRING)</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   |       |                |                   |
| 10103106                   | MS PowerPoint  | 2 hours per week    | 1 credit   |   | Business Management - GE   |       |                |                   |
| 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 | 5.5 hours per week  | 2 credits  |   | Business Management - GE   |       |                |                   |
| 10145101                   | Entrepreneurship#  | 4 hours per week    | 3 credits  |   | Business Management - GE   |       |                |                   |
| 10196157                   | Strategic Planning   | 1 hour per week     | 1 credit   |   | Business Management - GE   |       |                |                   |
| 10809198                   | Introduction to Psychology   | 3 hours per week    | 3 credits  |   | Business Management - GE   |       |                |                   |
|                            | <b>THIRD TERM TOTAL</b>  | 18.5 hours per week | 12 credits |   | 12 Credits<br>Business Management - GE   |       |                |                   |

All prerequisite/corequisite courses must be completed with a grade point of 2.0 or better. Revised 7/15/2021



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| <b>FOURTH TERM (FALL)</b>  |   |                   |                         |   |  |       |                |                   |
| 10104198<br>or<br>10116100 | Managing Human Resources<br>or<br>Human Resource Management | 3 hours per week  | 3 credits               |   | Business Management - GE   |       |                |                   |
| 10105125                   | Business Law  | 3 hours per week  | 3 credits               |   | Business Management - GE   |       |                |                   |
| 10196191                   | Supervision   | 3 hours per week  | 3 credits               |   | Business Management - GE   |       |                |                   |
| 10809195                   | Economics   | 3 hours per week  | 3 credits               |   | Business Management - GE   |       |                |                   |
|                            |   |                   |                         |   |  |       |                |                   |
|                            | <b>FOURTH TERM TOTAL</b>                                    | 12 hours per week | 12 credits              |   | 12 Credits<br>Business Management - GE   |       |                |                   |
|                            |   |                   |                         |   |  |       |                |                   |
|                            | <b>PROGRAM REQUIREMENTS</b>                                 |                   | <b>60 Total Credits</b> | 30 Credits<br>Customer Service Manager  | 60 Credits<br>Business Management - GE   |       |                |                   |

# 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.

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*NORTHWOOD TECH GENERAL STUDIES COURSE OPTIONS FOR NORTHWOOD TECH 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.NorthwoodTech.edu/academic-programs/degree-programs-and-certificates/general-studies-courses/courses>. If you have completed General Studies coursework at Northwood Tech 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.NorthwoodTech.edu/admissions/preparing-for-college/credit-for-prior-learning> for more information

If you have difficulty accessing this content or notice any accessibility problems, please contact the Northwood Tech Curriculum Office at [curriculum.office@NorthwoodTech.edu](mailto:curriculum.office@NorthwoodTech.edu) or 715.234.7082 x5410. You will receive a response within 5 business days.

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