



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



**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 Northwood Tech Outreach Centers. Please contact your local campus for spec**

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

Date \_\_\_\_\_

CATALOG NUMBER	COURSE TITLE	HOURS PER WEEK	CREDITS	CUSTOMER SERVICE MANAGER TECHNICAL DIPLOMA <i>(Financial Aid Eligible)</i>	BUSINESS MANAGEMENT - GENERAL EMPHASIS (GE) <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 Customer Service Manager	7 Credits 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 Customer Service Manager	8 Credits 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 Customer Service Manager	7 Credits 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 CUTOMER SERVICE MANAGER**  
**2020-21 PROGRAM CURRICULUM CHECKLIST**  
**NORTHWOOD TECHNICAL COLLEGE**  
**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 Northwood Tech Outreach Centers. Please contact your local campus for specifics.

CATALOG NUMBER	COURSE TITLE	HOURS PER WEEK	CREDITS	CUSTOMER SERVICE MANAGER TECHNICAL DIPLOMA <i>(Financial Aid Eligible)</i>	BUSINESS MANAGEMENT - GENERAL EMPHASIS (GE) <i>(Financial Aid Eligible)</i>	NOTES	DATE COMPLETED	TRANSFER OR GRADE
<b>FOURTH TERM</b>								
10103152	MS Excel B 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 Customer Service Manager	8 Credits Business Management - GE			
<b>FIFTH TERM</b>								
10101101	Financial Accounting 1	5 hours per week	4 credits		Business Management - GE			
10104198 or 10116100	Managing Human Resources or Human Resource Management	3 hours per week	3 credits		Business Management - GE			
	<b>FIFTH TERM TOTAL</b>	8 hours per week			7 Credits Business Management - GE			
<b>SIXTH TERM</b>								
10101174	QuickBooks Accounting - Beginning 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 Customer Service Manager	8 Credits 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 CUTOMER SERVICE MANAGER**  
**2020-21 PROGRAM CURRICULUM CHECKLIST**  
**NORTHWOOD TECHNICAL COLLEGE**  
**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 Northwood Tech Outreach Centers. Please contact your local campus for specifics.

CATALOG NUMBER	COURSE TITLE	HOURS PER WEEK	CREDITS	CUSTOMER SERVICE MANAGER TECHNICAL DIPLOMA <i>(Financial Aid Eligible)</i>	BUSINESS MANAGEMENT - GENERAL EMPHASIS (GE) <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 Business Management - GE			
<b>EIGHTH TERM</b>								
10104180	Business and Marketing Field Study (This class is only offered in the Spring term) 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 Business Management - GE			
	<b>PROGRAM REQUIREMENTS</b>			30 Credits Customer Service Manager	60 Credits 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  
NORTHWOOD TECHNICAL COLLEGE**

**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 Northwood Tech 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.

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

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