10-102-3 BUSINESS MANAGEMENT (2.5 Yr.) - GENERAL EMPHASIS (SPRING)
31-102-9 CUSTOMER SERVICE MANAGER
2023-24 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 TECHNICAL DIPLOMA (Financial Aid Eligible)	BUSINESS MANAGEMENT - GENERAL EMPHASIS (GE) (Financial Aid Eligible)	NOTES	DATE COM-PLETED	TRANSFER OR GRADE
	FIRST TERM (SPRING 2024)							
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			
1st 8 weeks								
10103151	MS Excel A	2 hours per week	1 credit	Customer Service Manager	Business Management - GE			
2nd 8 weeks								
10103152	MS Excel B Corequisite: 10103151 MS Excel A	2 hours per week	1 credit	Customer Service Manager	Business Management - GE			
	FIRST TERM TOTAL	19 hours per week	15 credits	15 Credits Customer Service Manager	15 Credits Business Management - GE			
	SUMMER TERM 2024							
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			
	SUMMER TERM TOTAL	12 hours per week		6 Credits Customer Service Manager	6 Credits Business Management - GE			

All prerequisite/corequisite courses must be completed with a grade point of 2.0 or better.   Revised 4/5/2023

10-102-3 BUSINESS MANAGEMENT (2.5 Yr.) - GENERAL EMPHASIS (SPRING)
31-102-9 CUSTOMER SERVICE MANAGER
2023-24 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.

Northwood Technical College

CATALOG NUMBER	COURSE TITLE	HOURS PER WEEK	CREDITS	CUSTOMER SERVICE MANAGER TECHNICAL DIPLOMA *(Financial Aid Eligible)*	BUSINESS MANAGEMENT - GENERAL EMPHASIS (GE) *(Financial Aid Eligible)*	NOTES	DATE COM-PLETED	TRANSFER OR GRADE
	SECOND TERM (FALL 2024)							
10101101	Financial Accounting 1	5 hours per week	4 credits		Business Management - GE			
10103106	MS PowerPoint *(Customer Service Manager ONLY; Business Management students will complete in third term)*	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			
	SECOND TERM TOTAL	18 hours per week		9 Credits Customer Service Manager	15 Credits Business Management - GE			
	THIRD TERM (SPRING 2025)							
10101174	QuickBooks Accounting - Beginning 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 Prerequisite: Minimum of 36 credits of program coursework must be completed prior to enrolling in this course	4.5 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			
	THIRD TERM TOTAL	17.5 hours per week	12 credits		12 Credits Business Management - GE			

All prerequisite/corequisite courses must be completed with a grade point of 2.0 or better.   Revised 4/5/2023

10-102-3 BUSINESS MANAGEMENT (2.5 Yr.) - GENERAL EMPHASIS (SPRING)
31-102-9 CUSTOMER SERVICE MANAGER
2023-24 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.

CATALOG NUMBER	COURSE TITLE	HOURS PER WEEK	CREDITS	CUSTOMER SERVICE MANAGER TECHNICAL DIPLOMA (Financial Aid Eligible)	BUSINESS MANAGEMENT - GENERAL EMPHASIS (GE) (Financial Aid Eligible)	NOTES	DATE COMPLETED	TRANSFER OR GRADE
	FOURTH TERM (FALL 2025)							
10104198 or 10116100	Managing Human Resources or 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			
	FOURTH TERM TOTAL	12 hours per week	12 credits		12 Credits Business Management - GE			
	PROGRAM REQUIREMENTS		**60 Total Credits**	30 Credits Customer Service Manager	60 Credits 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 canceled. You will be contacted by Student Services with information on other class sections available in alternate formats.

All prerequisite/corequisite courses must be completed with a grade point of 2.0 or better.   Revised 4/5/2023

10-102-3 BUSINESS MANAGEMENT (2.5 Yr.) - GENERAL EMPHASIS (SPRING)
31-102-9 CUSTOMER SERVICE MANAGER
2023-24 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.

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

[Acceptable Transfer 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 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

or 715.752.8128. You will receive a response within 5 business days.