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# **Business Management - General Emphasis Pathway**

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EXPERIENCE. SUCCESS. ONE STACKABLE CREDENTIAL AT A TIME.

Career Pathways are an innovative model that connects progressive levels of education allowing you to build upon your education in increments. Along the way you develop job skills, have potential for higher earnings, and become more marketable to employers. WITC also has support services available to help you along the pathway, including Study Skills, Employment Services, Accommodations, Financial Aid, and others.

#### **Customer Service Manager**

Technical Diploma (one-year)

#### **CAMPUSES**

Ashland\*, New Richmond\*, Rice Lake\*, Superior\*

OUTREACH CENTERS: Hayward\*, Ladysmith\*,

Balsam Lake\*

#### **CREDITS 30**

#### **ESTIMATED 2020-2021 TUITION**

\$4,512

Financial Aid Eligible

#### **POTENTIAL CAREERS**

Account Coordinator, Customer Service Specialist, Help Desk Specialist, Account Representative

#### POTENTIAL STARTING WAGE RANGE

\$12.98 to \$16.90 hourly: Annually \$6,011 to \$46.796

#### **WITC 2019 GRADUATES**

Data not available

### Business Management - General Emphasis

Associate Degree (two-year)

#### CAMPUSES

Ashland\*, New Richmond\*, Rice Lake\*, Superior\*
OUTREACH CENTERS: Hayward\*, Ladysmith\*,

# Balsam Lake\* CREDITS 60

30 Credits Remain – If successfully completed the Customer Service Manager Technical Diploma

60 Credits - Total Credits Needed to Receive Business Management-General Emphasis Associate Degree

#### **ESTIMATED 2020-2021 TUITION**

\$9,158

Financial Aid Eligible

#### **POTENTIAL CAREERS**

Store Manager, Customer Service, Assistant Manager, Management Trainee, Department Manager, Branch Manager, Operations Assistant, Coordinator, Owner/Entrepreneur, Sales, Agent, Client Services

# **RANGE OF YEARLY SALARY**

\$6,011 to \$46,796 annually

#### WITC 2019 GRADUATES\*\*

Employed Within 6 Months 100% Average Yearly Salary: \$33,795

#### **BEYOND WITC**

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#### **Transfer Options**

UW Stout
UW Superior+
UW Whitewater
Concordia University
Franklin University+
Lakeland University+
Milwaukee School of Engineering (MSOE)
Northland College+
UM-Crookston+

### **Important Notes on Transferring:**

- Check out *witc.edu/transfer* for details on specific agreements listed above
- The colleges listed above have developed a Technical Diploma/Associate Degree to Bachelor Degree Articulation Agreement with
- + These colleges have developed an agreement directly related to a Business Administration / Business Management degree
- To learn how your education, or previous college credits, will transfer, talk to a transfer coordinator, at any of the four year colleges listed, to learn how to maximize your credit transfer opportunities
- Transferology, www.transferology.com, or Transfer Evaluation System (TES), may be helpful tools to assist your transfer process

\*Combination of Online, Your Choice, and On Site Instruction. Select courses are available at the WITC Outreach Centers. Please contact your local campus for specifics.



If you have completed previous credits that transfer into the more advanced program, your costs may be less. Please speak with WITC staff if you have questions on how costs are determined. Tuition is an estimate and does not include any miscellaneous fees for various courses, tools, books, supplies or uniforms. Program book costs are in addition to tuition and fees and vary depending on course selection and where the books are purchased or rented

\*\*Wage and employment data is compiled from the 2019 WITC Graduate Follow-Up Report for the Business Management - General Emphasis program. The wage data presented for the Customer Service Manager was reviewed with the advisory committee and is in alignment with Emsi Q1 2020 data and Wisconomy 2018 data for the assigned SOC Code. Educational decisions should not be entirely based on the wage data presented as wages are subject to error and sampling bias. Some people may be hired at a lower or higher starting wage than what is reported here. Annual salaries are based on a 40 hour work week over 52 weeks (2080 hours).

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# **Business Management - General Emphasis Pathway**

### **PATHWAYS TO WITC:**

#### START COLLEGE IN HIGH SCHOOL

Take dual credit or advanced standing courses in high school. To find out what courses are available at your high school, go to: WITC .EDU and enter "Dual Credit" in the search buttom. Click on your high school. Additional opportunities may be available through AP courses, ITV Programming, or High School Academies.

#### **ACADEMIC SUPPORT CENTER**

Basic Education Courses: Basic Education Communication, Basic Education Reading, Basic Education Math

General Studies Courses: Writing Foundations, Reading Foundations, Math Foundations

**Additional Academic Support Services Include:** GED/HSED Preparation, Study Skills Strategies, Test Taking Strategies, Peer Tutoring, Personal Readiness, Career Exploration, (ELL) English Language Learner, Computer Literacy

#### **CREDIT FOR PRIOR LEARNING**

National Exams (AP, CLEP, DSST, IB) or Industry Credentials

Work/Life Learning, Challenge Exams, Military, Credit from Other Colleges For specifics on Credit for Prior Learning Options, please go to WITC .EDU and enter

"Credit for Prior Learning" in the search button

# **Getting Started is Simple:**

Associate Degree or Technical Diploma (Full or Part-Time):

- Apply Online at witc.edu/apply
- Schedule and Attend an Admissions Meeting

**Take one class:** Register during Open Enrollment (no application required). Depending upon the course, you may be required to assess or submit other eligible college entrance scores.

Certificate: Apply (no fee) and Register for courses

Reasonable accommodations for persons with disabilities will be made to ensure access to academic programs, activities, services and employment in accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA), Amendments Act of 2008 (ADAA). For more details and to contact an Accommodations Specialist go online: WWW. WITC .EDU /stusvcs/disability.htm

## **Class Formats Offered**

To view specific class times within the programs:

- 1. Go to WWW. WITC .EDU
- 2. Click on "Find a Class" on the top of the webpage
- 3. Search for courses.

# **Upcoming Start Dates**

**FALL 2021:** August 23, 2021 **SPRING 2022:** January 17, 2022 **FALL 2022:** August 22, 2022

# **Financial Assistance**

Financial Aid (FAFSA stands for Free Application for Federal Student Aid, including loans, grants, and workstudy): www.fafsa.ed.gov
WITC Scholarships: WWW. WITC .EDU; enter "scholarships" in the search button
WITC Promise Scholarship: Tuition assistance for qualifying high
school graduates

## 2020-2021 Cost Per Credit

(WI and MN Residents) \$153/credit. (plus books and supplies) Online courses are an additional \$10/credit

# **Contact a WITC Admissions Advisor and Get Started:**

Ashland: 800.243.9482 extension 3195 New Richmond: 800.243.9482 extension 4339 Rice Lake: 800.243.9482 extension 5220 Superior: 800.243.9482 extension 6243 E-mail: admissionadvisors@ WITC .EDU

If you have difficulty accessing this content or notice any accessibility problems, please contact the WITC Curriculum Office at <a href="mailto:curriculum.office@witc.edu">curriculum.office@witc.edu</a> or 715.234.7082 x5410. You will receive a response within 5 business days.

