# Atlantic Technical College
## Customer Assistance Technology
## Program Syllabus
## 100% Distance
## 2020-2021

**Instructor Name:** Karen Jurgens
**Department Name:** Business and Information Technology
**Office Location:** Building 7, Room 181. **Classroom:** Online
**Phone Number:** 754-321-5100
**Email Address:** karen.jurgens@browardschools.com

**Instructor Office Hours:**
**W & F:** 5:30 – 8:30 pm (appointment preferred)
Instructor responses to student requests will be provided within 24 hours of regular school operating hours.

**Student Hours:**
**Online:** Monday – Friday
**Online Lab:** Mandatory Monday Virtual Meetings - 5:30 p.m. – 8:30 p.m.

**Program Name:** Customer Assistance Technology

| OCPs | Course Names | Hours |
|---|---|---|
| A | OTA0040 Information Technology Assistant | 150 |
| B | MNA0083 Customer Care Representative | 150 |
| C | MNA0086 Customer Care Specialist | 150 |

**Course Description:**

This program prepares students for customer centric careers and further education. Students who successfully complete the program will be qualified for high demand positions across multiple industries such as Customer Care Representative, Customer Care Specialist, Customer Service Representative, and Computer User Support Specialist.

The content focuses on rapid development of essential entry-level skills upon which students can build for a variety of career options. Training focuses on information technology, interpersonal skills, business communication including reading, writing, speaking, and listening, leadership, decision making, problem solving, supervision, career planning, employability skills, personal finance, diversity awareness, telephone techniques, and technical applications in the customer care environment. Students gain hands-on experience with essential software applications for word processing, presentations, spreadsheets, databases, electronic mail using Microsoft Office 2016.

Additional skills covered include basic business financial principles, keyboarding, ten key operation, call center operations, professional ethics, legal responsibilities, teamwork, use of personal information management (PIM) systems, and record keeping.

**Technical College Policy/Adult Student Attendance:**
- A student must be withdrawn after being absent for six (6) consecutive days.
- Two (2) additional absences may be allowed under certain circumstance with appropriate documentation.
- Please refer to the Student Handbook for postsecondary students.
  http://www.atlantictechnicalcollege.edu/atc-student-handbook/

**Required Book(s) and/or Online Access:**
Purchased from the ATC Bookstore:
- CIW Internet Business Associate voucher ($61)
Not Purchased from ATC Bookstore:
- High speed Internet connection
- E-books provided free for Microsoft Office. Hard copies listed below are optional and at the student's expense.
  - Microsoft Office 365 Office 2016, Intro Beskeen, Cram, Duffy, Friedrichsen, Reding ISBN-13# 978-1-305-87603-3

- Florida Ready to Work website (free)
- Online textbooks and resources (free)

**Required Materials/Supplies:**
- Windows-based PC computer with microphone, speakers and camera is recommended. No Macs or Chromebooks.

| | |
|---|---|
| • Microsoft Office 365 Office 2016, Intermediate<br>Beskeen, Cram, Duffy, Friedrichsen, Reding<br>ISBN-13# 978-1-337-11378-6 | |

*All required books and most materials/supplies can be purchased from the ATC bookstore.*
*Stop by during operational hours for pricing, booklist and other purchasing information.*

| **Grading System:** | **Additional Program Specific Grading Information:** |
|---|---|
| A- 90 – 100%<br>B- 80 – 89%<br>C- 70 – 79%<br>D- 60 – 69%<br>F- 0 – 59%<br>I- Incomplete | Quizzes/Tests     25%<br>Daily/Classwork  25%<br>Projects            50% |

**Online Course Grading Policy:**

Online students' grades and attendance are based on the following:
- Scheduled assignments are due by the due date. Late submission of work will affect the assignment grade.
- Students assume full responsibility for the content and integrity of submitted work. As the guiding principle of academic integrity, a student's submitted work, examinations, reports, projects, etc. must be his/her own.
- Unless otherwise stated by the instructor, physical or digital references including books, charts, graphs, diagrams, photos, notes or calculators may not be utilized during assessments or exams. Blank scratch paper will be permitted during certain assessments.
- Exams may include an oral or lab/skills component and final exams will be completed in-person during a lab session.

**View Your Grades:**

**Grades can be viewed online by following the directions below:**
1. Go to Clever SSO Website link: https://sso.browardschools.com and login:
   a. Username: 10-digit student ID number
   b. Password: PMM/DD/YYYY (or your personally created password after initial login)
2. Click on the FOCUS app on your Clever opening page.
   (You may need to scroll-down the page to see the FOCUS app.)
3. Enter your FOCUS username and password.
   *NOTE:* If the Focus App. is not visible after logging into Clever, please navigate to the Broward Focus website directly: https://broward.focusschoolsoftware.com/focus/.

**Online Class Rules:**
- Follow all rules in the student and discipline code books.
- Cell phones must be turned OFF and PUT AWAY during online class meetings.
- Contact instructor when it is necessary for you to miss your virtual class meetings (telephone preferred).
- Log in to class prepared to work and be respectful of ALL class members.
- ALL assignments submitted to instructor must reflect the student's own individual work.
- Extend the same professional courtesies to classmates and instructor as you would in person.

| **Industry Certification & State Credential Exam Cost:** | **Outstanding Student Recognition Information:** |
|---|---|
| • Microsoft Office Specialist Word- $100<br>• Microsoft Office Specialist Excel- $100<br>• Microsoft Office Specialist Access- $100<br>• CIW Internet Business Associate- included with voucher<br>*You may qualify for certification reimbursement of your exam cost(s)*<br>*upon passing.  Credential fees are estimated & subject to change.* | A gold seal will be applied to a Program Completion Certificate or an Applied Technology Diploma if the student has earned a 3.5 GPA or higher in their Career and Technical Education (CTE) classes. |

**Program Name: Customer Assistance Technology**

**Course Number: OTA0040**
**Course Name: Information Technology Assistant (150 Hours)**
**Occupational Completion Point: A**
**Intended Outcomes:** (From FL DOE Curriculum Framework)
Student will be able to:

- Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and Enhance workplace performance
- Develop an awareness of microprocessors and digital computers
- Demonstrate an understanding of operating systems
- Use technology to enhance the effectiveness of communication skills utilizing word processing applications
- Use technology to enhance communication skills utilizing presentation applications
- Use technology to enhance the effectiveness of communication utilizing spreadsheet and database applications
- Use technology to enhance communication skills utilizing electronic mail
- Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work lifelong learning, and personal and professional goals
- Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance
- Demonstrate competence using computer networks, internet, and online databases to facilitate collaborative or individual learning and communication.
- Demonstrate proficiency in page design applicable to the WWW
- Develop an awareness of emerging technologies
- Develop awareness of computer languages and software applications
- Demonstrate comprehension and communication skills

**Course Number: MNA0083**
**Course Name: Customer Care Representative (150 Hours)**
**Occupational Completion Point: B**
**Intended Outcomes:** (From FL DOE Curriculum Framework)
Student will be able to:

- Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels.
- Demonstrate procedures for customer care.
- Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance.
- Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals.
- Participate in simulated work-based learning experiences.
- Demonstrate human relations and interpersonal skills necessary for customer care services.
- Perform problem-solving activities relevant to customer care services.
- Use oral and written communication skills in creating, expressing and interpreting information and ideas.
- Develop communication skills and techniques relevant to customer care services.
- Demonstrate an understanding of global concepts relevant to customer care services.
- Perform technology applications relevant to customer care services.
- Explain the importance of employability skill and entrepreneurship skills.
- Describe the importance of professional ethics and legal responsibilities.

**Course Number: MNA0086**
**Course Name: Customer Care Specialist (150 Hours)**
**Occupational Completion Point: C**
**Intended Outcomes:** (From FL DOE Curriculum Framework)
Student will be able to:

- Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels.
- Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance.
- Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals.
- Participate in simulated work-based learning experiences.
- Demonstrate human relations and interpersonal skills necessary for customer care services.
- Perform problem solving activities relevant to customer care services.
- Develop skills and techniques relevant to customer care services.
- Perform technology applications relevant to customer care services.
- Use information technology tools.
- Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
- Solve problems using critical thinking skills, creativity and innovation.
- Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
- Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
- Demonstrate money-management concepts, procedures, and strategies.