

# CUSTOMER SERVICE AND SUPPORT, CERTIFICATE - CSS6

## Graduation Plan

### Fall Start

Course	Title	Hours
<b>First Year</b>		
<b>Fall Semester</b>		
AOT 105	Keyboarding	3
AOT 133	Professional Development	3
AOT 180	Customer Service	3
CPT 101	Introduction to Computers	3
Hours		12

### Spring Semester

AOT 161	Records Management	3
AOT 165	Information Processing Software	3
CPT 274	Advanced Microcomputer Spreadsheets	3
CWE 101	Cooperative Work Experience Preparation	1
CWE 112	Cooperative Work Experience I	2
Hours		12
Total Hours		24

### Spring Start

Course	Title	Hours
<b>First Year</b>		
<b>Spring Semester</b>		
AOT 105	Keyboarding	3
AOT 133	Professional Development	3
AOT 180	Customer Service	3
CPT 101	Introduction to Computers	3
Hours		12

### Summer Semester

AOT 161	Records Management	3
AOT 165	Information Processing Software	3
CPT 274	Advanced Microcomputer Spreadsheets	3
CWE 101	Cooperative Work Experience Preparation	1
CWE 112	Cooperative Work Experience I	2
Hours		12
Total Hours		24

### Summer Start

Course	Title	Hours
<b>First Year</b>		
<b>Summer Semester</b>		
AOT 105	Keyboarding	3

AOT 133	Professional Development	3
AOT 180	Customer Service	3
CPT 101	Introduction to Computers	3
Hours		12

### Fall Semester

AOT 161	Records Management	3
AOT 165	Information Processing Software	3
CPT 274	Advanced Microcomputer Spreadsheets	3
CWE 101	Cooperative Work Experience Preparation	1
CWE 112	Cooperative Work Experience I	2
Hours		12
Total Hours		24