

GUIDED PATHWAY: CALL CENTER SPECIALIST

BUSINESS, HOSPITALITY and GLOBAL TRADE CAREER PATH



For more information, visit the [Dallas College Marketing webpage](http://www.dcccd.edu/Marketing) [www.dcccd.edu/Marketing] and your academic advisor at the Brookhaven Campus.

This is an example course sequence for students interested in pursuing Marketing. It does not represent a contract, nor does it guarantee course availability. Following this pathway will help you earn the Call Center Specialist Skills Achievement Award. Students must earn at least 25% of the credit hours required for graduation through instruction by Dallas College. See the catalog for [official certificate requirements](#).

This sequence of courses will prepare students for entry-level employment in a call center environment by developing core proficiency in communications, computer literacy and customer service.

Students pursuing this certificate are waived from the [Texas Success Initiative \(TSI\)](#) standards, but must meet course prerequisites.

Catalog Year	2020-2021	You may use this pathway if you entered Dallas College on or before this date.
Degree Type	Skills Achievement Award	
GPA Requirement	Student must earn a GPA of 2.0 or higher	
TSI	May be Exempt	

SEMESTER-BY-SEMESTER MAP FOR FULL-TIME STUDENTS

All plans can be modified to fit the needs of part-time students. This is not an official degree plan. See catalog for [official certificate requirements](#).

CERTIFICATE MINIMUM: 12 SEMESTER CREDIT HOURS

SEMESTER 1

Total Hours: 9

[POFI 1301](#) – Computer Applications I
[SPCH 1311](#) – Introduction to Speech Communication *This is a Core course.*
[MRKG 1301](#) – Customer Relationship Management

SEMESTER 1 ACTION ITEMS

1. Meet with your advisor to confirm academic and career goals before the end of the semester.
2. Meet with a faculty or career advisor regarding placement for the Cooperative course.

SEMESTER 2

Total Hours: 3

[MRKG 1381](#) – Cooperative Education – Marketing/Marketing Management, General

SEMESTER 2 ACTION ITEMS

1. After successfully completing the coursework above and, apply for graduation for the Call Center Specialist Skills Achievement Award.

PATHWAY TOTAL: 12 SEMESTER CREDIT HOURS