

November 15, 2012

13-049

APPLY TO THE STATE BOARD OF EDUCATION FOR
APPROVAL OF THE CAREER PATHWAY
CERTIFICATE IN CUSTOMER SERVICE
MANAGEMENT FOR PORTLAND COMMUNITY
COLLEGE

PREPARED BY: Sally Earll, Curriculum Coordinator, Curriculum Support Services

FINANCIAL RESPONSIBILITY: Kurt Simonds, Division Dean, Liberal Arts and Sciences, Portland Community College

APPROVED BY: Dr. Christine Chairsell, Vice President, Academic and Student Affairs
Dr. Preston Pulliams, District President

REPORT: The proposed Career Pathway Certificate in Customer Service Management builds upon the Customer Service Professional Certificate presenting an optional second term of courses to increase students' customer service knowledge and skills. The certificate will replace what is currently a program award in Management and Supervisory Development. Unlike the current program award, the college will be able to track and report on students completing the certificate. The Customer Service Management Certificate is one of several Career Pathway Certificates supported by the Bank of America donation. All courses in the 28-credit certificate are embedded in the MSD AAS, allowing students to continue their education with ease.

RECOMMENDATION: That the College be authorized to submit an application to the Oregon State Board of Education for the Career Pathway Certificate in Customer Service Management for Portland Community College