Business Services Manager (31-102-5)

Technical Diploma
Effective 2023/2024

The course sequence shown on this sheet is the recommended path to completion. Courses will be scheduled in the terms indicated here.
All courses should be taken in the order shown to help you stay on track and graduate according to your academic plan.
Courses in this program may be offered in a variety or combination of formats (for example: in-person, video conferencing, online, etc.).

E-D = Elkhorn/days, R-D=Racine/days, K-D=Kenosha/days, K-E=Kenosha/evenings, F=Fall, S=Spring, SU=Summer

Term	Course #	Cr.	Course Title	Requisites (prereq- before/ coreq-with)	E-D	R-D	K-D	K-E
1	890-155	1	⏻ Gateway to Success (G2S)		F	F	F	F
1	*102-137	3	Business / Intro to[2]		F	F	F	F
1	*196-191	3	Supervision[2]		F	F	F	F
2	*102-160	3	🎓Business Law[2]		S	S	S	S
2	*104-101	3	Marketing Principles[2]		S	S	S	S
2	*104-104	3	Selling Principles		S	S	S	S
2	*104-105	3	Promotion Principles		S	S	S	S
3	*101-114	4	Accounting Principles[2]		F	F	F	F
3	*103-143	3	Computers for Professionals[2]		F	F	F	F
3	801-198	3	Speech[2]		F	F	F	F

Minimum Program Total Credits Required: 29

Students interested in continuing into the 10-102-3 Business Management program can earn their associate degree by completing an additional 34 credits. Please see your academic advisor for details.

Notes associated with courses (identified by a superscript number at the end of the course title) are located on the back of the sheet.
⏻ Mastery of this course will put students on a path to achieve successful degree completion, on-time graduation, and enrich the college experience. Students are required to take this course in their first semester of enrollment. Please see an advisor for details.
🎓 = Milestone Course. Faculty have identified this course as providing a strong foundation for success throughout the program.
(*) indicates students must achieve a combined average of 2.0 ("C") or above for these major courses to meet graduation requirements.

Business Services Manager (31-102-5)
The focus of the *Business Services Manager* diploma is to provide the learner with knowledge in the major functional areas of a business including law, accounting, information technology, and marketing. Students will develop competence in the business functions of planning organizing, directing and controlling. Graduates will be prepared to supervise the work of office administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, and will be equipped to implement corporate or departmental policies, procedures, and service standards in conjunction with management.

Program Learning Outcomes
Graduates will be able to:
1. Plan the operations of a business across functional areas.
2. Organize resources to achieve the goals of the organization.
3. Direct individuals and/or processes to meet organizational goals.
4. Control business processes.

Essential Career Competencies
Gateway's six essential career competencies are the general attitudes and skills promoted and assessed by all programs. All Gateway graduates will develop skills in:

- Communication Competence
- Critical Thinking and Problem Solving
- Professionalism and Career Management
- Teamwork and Collaboration
- Cultural Competence
- Technology Competence

Admission Requirements
1. Students must submit an application and pay $30 fee.
2. Students must meet one of the following: minimum cumulative high school GPA of 2.6 (unweighted); earned at least 12 college credits with a minimum GPA of 2.0; or complete valid reading, writing, and math placement assessments.

Graduation Requirements
1. Minimum 29 credits with an average of 2.0 or above.
2. *Average of 2.0 ("C") or above for these major courses.
3. Complete 890-155 Gateway to Success (G2S) in the first semester.

For a complete list of Graduation Requirements, check the Student Handbook or Graduation Requirements.

Notes
1. Satisfactory college placement results (through multiple measures or placement test scores) or successful remediation is required prior to enrollment. See an advisor for details.
2. A credit for prior learning assessment is available for this course. For more information, please contact cfpl@gtc.edu.