



2020-2021 Completion Guide
Customer Service, Certificate of Completion BU200
ICCB Approved Total Program Hours:

Date:

The following schedule is based on full-time enrollment. Students planning to transfer to a senior institution should check with that institution for specific transfer requirements.

Program Prerequisites

T= Traditional H = Hybrid W = Web

First Semester

Course	Title	Credit Hours	Mode of Delivery	Prerequisites	Terms offered	Notes
BUS 110 or	Principles of Customer Service	3	T	None	FL/SP	
HOSP 110	Customer Service for Hospitality	3	T	None	FL/SP	
MGMT 102	Human Relations	3	T, B	None	FL/SP	
BUS 111	Business Communications	3	T, W	None	FL/SP/SM	
	Total Semester Hours	9				

Second Semester

Course	Title	Credit Hours	Mode of Delivery	Prerequisites	Terms offered	Notes
	Total Semester Hours					

Third Semester

Course	Title	Credit Hours	Mode of Delivery	Prerequisites	Terms offered	Notes
	Total Semester Hours					

Fourth Semester

Course	Title	Credit Hours	Mode of Delivery	Prerequisites	Terms offered	Notes
	Total Semester Hours					

Graduation Requirements

To be awarded an Associate degree at Joliet Junior College, each student must meet the following requirements:

1. Satisfy all admissions requirements.
2. Complete the courses required to earn the given degree. If the student is a transfer student with coursework taken elsewhere, he/she must complete a minimum of 60 credit hours of which 15 credit hours applicable to the degree are earned at JJC. Proficiency test, CLEP, and Advanced Placement does not meet this requirement.
3. Earn a cumulative grade point average of at least 2.0.
4. Discharge all financial obligations to the College and have no restrictions.
5. File an application for graduation. An application should be filed at the time of registration for the student's anticipated last semester.
6. Have all official transcripts from other college/universities on file in the Graduation Office by the graduation filing date for evaluation of credit. A delay in the process may result in a later graduation date.

To be awarded a Certificate of Achievement or Certificate of Completion at JJC, each student must meet the following requirements:

1. Satisfy all admission requirements.
2. Complete the courses required to earn the chosen certificate. Complete a minimum of 4-29 credit hours (Certificate of Completion) or 30-50 credit hours (Certificate of Achievement). If the student is a transfer student with coursework taken elsewhere, he/she must complete a minimum of 25% of the total required credit hours applicable to the certificate at JJC. Proficiency test, CLEP, and Advanced Placement do not meet this requirement.
3. Earn a cumulative grade point average of at least 2.0 in the area of concentration.
4. Discharge all financial obligations to the college and have no restrictions.
5. File an application for graduation. An application should be filed at the time of registration for the student's anticipated last semester.
6. Have all official transcripts from other college/universities on file in the Graduation Office by the graduation filing date for evaluation of credit. A delay in the process may result in a later graduation date.

For more information:	Department Chairperson	Program Coordinator	Department Secretary to contact for appointment with Program Advisor
	Name: William O'Connor	Name:	Name: Susan Bell
	E-mail: woconnor@jjc.edu	E-mail:	E-mail: sbell@jjc.edu
	Phone: 815-280-2404	Phone:	Phone: 815-280-2228