

CUSTOMER ENERGY SERVICE

CERTIFICATE (C) OR ASSOCIATE IN APPLIED SCIENCE (AAS) DEGREE

DESCRIPTION: This three-semester certificate program prepares students for work in the utility industry as a single point of contact for the customer from the first phone call requesting service to the completion of the job. The program stresses public relations/communication skills, business skills, and computer-aided drafting skills, as well as an understanding of electricity necessary to design electric services. In addition, students who desire a broader educational experience can complete a fourth semester of study to meet requirements for an Associate in Applied Science degree.

GENERAL EDUCATION REQUIREMENTS CREDITS: 17

ENG 120	APPLIED COMMUNICATION (3/3)
ENG 123	TECHNICAL COMMUNICATION (3/3)
MTH 115	APPLIED ALGEBRA & TRIGONOMETRY I (5/6)
SPE 121	SPEECH COMMUNICATION (3/3)
PHY 111	APPLIED PHYSICS (3/4)

CORE PROGRAM REQUIREMENTS CREDITS: 34-35

APP 100E	ELECTRICAL STUDIES FOR THE TRADES (3/4) ^A
APP 104E	AC & DC FUNDAMENTALS (3/4) ^A
BUS 121	INTRODUCTION TO BUSINESS (3/3) ^A
BUS 131	APPLIED ACCOUNTING (3/4) ^A
BUS 221	BUSINESS LAW (3/3) ^A
BUS 241	PRINCIPLES OF MARKETING (3/3) ^A
CAD 132	AUTOCAD FUNDAMENTALS (1.5/2) ^A
CAD 135	INTERMEDIATE AUTOCAD (1.5/2) ^A
CAD 150	3D MODELING (3/4) ^A
CIS 120	INTRODUCTION TO MICROCOMPUTERS (3/4) ^A
UTT 204	SYSTEM DESIGN & OPERATION (4/4) ELECTRICAL ELECTIVE (3-4/4) ^B

MINIMUM 51 CREDIT HOURS/60 CONTACT HOURS (CERTIFICATE)

MINIMUM 60 CREDIT HOURS/69 CONTACT HOURS (AAS)

NOTES:

^A Included in occupational specialty.

GPA of 2.0 or higher must be maintained in occupational specialty courses

^B Select from: APP 102E, App 103E, APP 107E, APP 111E, APP 115E, APP 122E, or APP 123E

An Associate in Applied Science (AAS) degree can be earned by completing the above Certificate program, the American Government Requirement (PLS 221 or PLS 222 or HST 221 & HST 222), and six credits of general electives. Sixty total credit hours are needed for and AAS degree.

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SUGGESTED SEQUENCE OF COURSES

YEAR 1 (FALL SEMESTER)	CREDITS: 17
ENG 120	APPLIED COMMUNICATION (3/3)
CIS 120	INTRODUCTION TO MICROCOMPUTERS (3/4)
CAD 132	AUTOCAD FUNDAMENTALS (1.5/2)
CAD 135	INTERMEDIATE AUTOCAD (1.5/2)
APP 100E	ELECTRICAL STUDIES FOR THE TRADES (3/4)
MTH 115	APPLIED ALGEBRA & TRIGONOMETRY I (5/6)

YEAR 1 (SPRING SEMESTER)	CREDITS: 16
ENG 123	TECHNICAL COMMUNICATION (3/3)
APP 104E	AC & DC FUNDAMENTALS (3/4)
CAD 150	3D MODELING (3/4)
UTT 204	SYSTEM DESIGN & OPERATION (4/4)
PHY 111	APPLIED PHYSICS (3/4)

YEAR 2 (FALL SEMESTER)	CREDITS: 18
BUS 121	INTRODUCTION TO BUSINESS (3/3)
BUS 131	APPLIED ACCOUNTING (3/4)
BUS 221	BUSINESS LAW (3/3)
BUS 241	PRINCIPLES OF MARKETING (3/3)
SPE 121	SPEECH COMMUNICATION (3/3) ELECTRICAL ELECTIVE (3/4)

YEAR 2 (SPRING SEMESTER)	CREDITS: 18
PLS 221 or	AMERICAN GOVERNMENT REQUIREMENT (3-6/3-6)
PLS 222 or	
HST 221 & HST 222	
	GENERAL ELECTIVES (6/6)

[Gainful Employment information for Customer Energy Service](#)