



**CERTIFICATE,
BROADBAND CUSTOMER SERVICE
REPRESENTATIVE
2007-2008**

Students will use this certificate to gain the knowledge they need to perform as effective and efficient customer service representatives, as well as achieve the credibility associated with a college certificate. They will learn the technical and people skills needed to be the valuable interface between broadband companies and customers.

Major Courses – 18 credit hours

	BTE 100 Computer Keyboarding	1
	CIS 118 Introduction to PC Applications	3
	CTC 108 Broadband Cable Overview	1
	CTC 121 Understanding Broadband Technology	3
	MAR 160 Customer Service	3
	PSY 101 General Psychology OR	
	PSY 116 Stress Management	3

_____ **Total Required – 14 credit hours**

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IMPORTANT PROGRAM INFORMATION:

Please see Advising with any questions concerning this program; 303.797.5664 or Advising@arapahoe.edu .

ASSESSMENT REQUIREMENTS:

Basic Skills courses may be required based on assessment scores. It is the student's responsibility to take these course requirements within the first 30 credits at ACC. Basic Skills courses are also available at other area community colleges.

Tested Out/ Completed	Semester	ACT/ SAT Last 2 yrs	Accuplacer	Course	Credits
Sentence Skills					
			25-49	See Developmental Studies Advisor	
			50-69	ENG060	3
			70-94	ENG090	3
		18/440	95-120	ENG 121	3
Reading					
			25-39	See Developmental Studies Advisor	
			40-61	REA060	3
			62-79	REA090	3
		17/430	80-120	REA 112	3
Mathematics					
		Arithmetic	24-56	MAT030	2
		Arithmetic	57-120	MAT060	3
		Elem. Alg.	45-60	MAT090	4
		Elem. Alg.	61-84	MAT106/111	5
		19/460	85-120	MAT 120,121,123,135/179	4
Study Skills/Orientation					
	Academic Achievement Strategies			AAA090	3
	College Orientation			AAA101	1
	Advanced Academic Achievement			AAA 109	3

EXEMPTIONS TO ASSESSMENT TESTING:

1. Have successfully completed a college-level mathematics and college-level English course with a grade of C or better. You must provide a transcript.
2. Have achieved the minimum ACT/SAT scores shown above within the last 2 years and provide documentation.
3. Have successfully completed necessary remedial course(s), if required with a "C" or better.
4. Have earned an Associate's degree or higher. You must provide documentation.
5. Some degree programs do not allow a waiver for the CPT.

IMPORTANT TELEPHONE NUMBERS:

Admission and Records	admissions@arapahoe.edu	M2470	303.797.5621
Advising and Counseling Center	advising@arapahoe.edu	M 2010	303.797.5664
Bookstore	0249mgr@fhcg.follett.com	M1200	303.797.5676
Campus Police	campuspolice@arapahoe.edu	M2600	303.797.5800
Career Center	careers@arapahoe.edu	M2025	303.797.5805
Cashier		M2300	303-797-5638
Child Development Center		N1000	303.797.5678
Disability Services	heather.lawler@arapahoe.edu	M2710	303.797.5937 v/tty
Financial Aid		M2115	303.797.5661
• Apply online at www.FAFSA.ed.gov			
Information Central	info-central@arapahoe.edu	M2800	303-797-4222
Library	library@arapahoe.edu	M2500	303.797.5090
Math Lab	math@arapahoe.edu	M3610	303.797.5877
• Students must register for MAT 101 Enhanced Mathematics Lab			
Open Computer Lab		M1650	303.797.5907
Student Affairs	heather.lawler@arapahoe.edu	M2820	303.797.5668
Testing Center		M2280	303.797.5993
Tutorial Services	debra.goldberg@arapahoe.edu	M2710	303.797.5937 v/tty
Writing Center		M2855	303.797.5830

Location Abbreviations:

A – Annex	AD – Art and Design Center
CSB – Church Street Building	M – Main Building
UCC – University Center @ Chaparral (15653 Brookstone Dr, Parker)	N – North Building

TRANSFER INFORMATION:

1. It is important that you consult an advisor and the transfer institution when choosing courses, as certain majors have particular degree prerequisites and general education course requirements that need to be taken within the Associate degree program.
2. Students who complete a 60 credit hour A.A./A.S. degree with appropriate course requirements and grades of C or better may be able to complete a Baccalaureate degree in 60 additional credits after transferring to a 4-year public institution.
3. Consult your ACC Advisor about Colorado's 60 + 60 plans.
4. ACC has articulation agreements with several four-year institutions; visit the ACC Transfer Center of the website (www.arapahoe.edu) for more information.

SUGGESTIONS FOR SUCCESS

1. Obtain and read a copy of the ACC catalog.
2. Attend a New Student Orientation session.
3. Maintain current contact information on file and read all correspondence from ACC.
4. Take your CPT or be exempted (see above) before meeting with an academic advisor.
5. Take English, Speech and Math classes early in your program.
6. See your advisor about balancing your workload with credit load.
7. If you want to graduate in two years, take a minimum of fifteen college-level credits per fall/spring semester or twelve credits Fall/Spring and six credits Summer.
8. Transfer and financial aid students should consult an advisor before registering.

GRADUATION INFORMATION

1. No catalog more than six years old may be used for graduation requirements; the 2007/2008 catalog may not be used beyond the Spring 2013 semester.
2. **You must apply for graduation; obtain the application online at www.arapahoe.edu (Student Services) and apply by: April 1 (summer graduation), July 1 (fall graduation) and November 1 (spring graduation).**

For more information log on to www.arapahoe.edu.

Last Updated 06.21.2007