

**Genesee Community College**  
 733–Customer Relationship Management–A.A.S.  
 SEMESTER COURSE PLANNING WORKSHEET  
 2009-2010

Suggested First Semester	Credits	Suggested Second Semester	Credits
BUS108	3	ENG106	3
ENG101 (By Placement)	3	BUS201	3
BUS101	3	ACC101	3
SOCIAL SCIENCE ELECTIVE	3	HUR101	3
CIS116	3	BUSINESS ELECTIVE	3
		HEALTH/PE/REC	1
<b>Total</b>	<b>15</b>	<b>Total</b>	<b>16</b>
Suggested Third Semester	Credits	Suggested Fourth Semester	Credits
ARTS/HUMANITIES/LANG ELECTIVE	3	BUS204	3
BUSINESS ELECTIVE	3	SCIENCE ELECTIVE	3
ECO101 or ECO105	3	BUS217	3
BUS106	3	BUS216	3
BUS214	3	BUS213	3
MAT129	3	HEALTH/PE/REC	1
<b>Total</b>	<b>18</b>	<b>Total</b>	<b>16</b>

**General Curriculum Information**

**English (by placement):** Satisfactory completion of the writing skills exam is a prerequisite for ENG101. Students who do not satisfactorily complete the writing exam must register for ENG091 and/or ENG100 prior to completing their six (6) hour English sequence.

**Mathematics (by placement):** Mathematics placement is based on the ACT, ASSET, or COMPASS placement test.

**Reading Proficiency Requirement:** All students will be required to demonstrate proficiency in reading through testing prior to earning a degree or certificate. Students who do not meet the required standard will be expected to begin remediation immediately.

**Electives:** Electives for this program should be selected with the transfer institution and program of interest in mind. For additional assistance with course selection, see the Transfer Coordinator in the Career & Transfer Center.

733	Degree Requirements for Customer Relationship Management	A.A.S.
<b>2009-2010</b>		
<b>1</b>	<b>COMMUNICATIONS</b>	<b>6</b>
	ENG101 English Communications 1	3
	ENG106 Technical Writing	3
<b>2</b>	<b>FINE ARTS/HUMANITIES/LANGUAGE</b>	<b>3</b>
	Select one: <a href="#"><u>SUNY Approved Arts course</u></a> or <a href="#"><u>SUNY Approved Humanities course</u></a> , or <a href="#"><u>SUNY Approved Foreign Language course</u></a>	
<b>3</b>	<b>SOCIAL SCIENCE/HISTORY</b>	<b>9</b>
	ECO101 Microeconomics or ECO105 Macroeconomics	3
	HUR101 Human Relations	3
	Select one: <a href="#"><u>SUNY Approved American History course</u></a> or <a href="#"><u>SUNY Approved Western Civilizations course</u></a> , or <a href="#"><u>SUNY Approved World Civilizations course</u></a>	3
<b>4</b>	<b>MATH/SCIENCE</b>	<b>6</b>
	MAT129 Statistics	3
	Science Elective–Select one: <a href="#"><u>SUNY Approved Natural Science course</u></a>	3
<b>5</b>	<b>BUSINESS</b>	<b>39</b>
	ACC101 Accounting 1	3
	BUS101 Principles of Business	3
	BUS106 Business Communications	3
	BUS108 Principles of Customer Relationship Management	3
	BUS201 Professional Sales	3
	BUS204 Business Management Problems	3
	BUS213 Principles of Marketing	3
	BUS214 Management Principles	3
	BUS217 Co-op Education	3
	BUS216 Assessing Service Quality	3
	CIS116 Microcomputer Applications	3
	Business Elective(s)–Select from: ACC***, BUS***, CIS***, FBM***, OFT***, THM***	6
<b>6</b>	<b>HEALTH/PE/REC</b>	<b>2</b>
	HED***, PED***, REC***	
	<b>TOTAL</b>	<b>65</b>
	<b>Reading &amp; Math Proficiency Required</b>	
	<b>Minimum QPI: 2.00</b>	

Revised: 2/11/04, 2/17/05, 3/10/06, 2/26/07, 1/6/09, 2/20/09