

## BADM 234 Customer Service 1 Credit

### Course Description

Students will learn how to build a loyal, long-term customer relationship by meeting the needs and wants of customers, handling difficult customers with tact and skill, respecting diversity, and providing superior customer service in person, online and via telephone in a variety of customer service environments.

### Required Text

***Customer Service, A Practical Approach*** 6<sup>th</sup> Edition by Elaine K. Harris

This text may be purchased from the NDSCS Bookstore at [www.ndscsbookstore.com](http://www.ndscsbookstore.com).

Contact Coleen at the NDSCS Bookstore for the most current textbook information (1-800-342-4325, ext. 2239 or [coleen.thoe@ndscs.edu](mailto:coleen.thoe@ndscs.edu)). You may also visit the NDSCS Bookstore web site at [www.ndscsbookstore.com](http://www.ndscsbookstore.com) and search for book information by class by clicking the "Textbook" tab.

### Learning Outcomes

Upon completion of this course, the student will be able to:

1. Discuss the importance of positive customer relations.
2. Describe ways that organizations can build positive customer relations.
3. Explain how customer service facilitates sales relationships
4. Identify opportunities to use customer service in facilitating sales relationships.
5. Identify different types of difficult customers.
6. Effectively handle different types of difficult customers.
7. Explain the relationship between customer service and business image.
8. Explain management considerations in providing customer service.
9. Describe customer relationship management.
10. Discuss the role of customer relationship management within a business.

### Course Policies and Procedures

#### Access Policy: Computer Failures and Viruses

Online students must maintain computer access at all times to the online course. Lack of computer access as an excuse for late work or missed exam/quiz will NOT be accepted. Review the [Computer Access Policy](#) to learn how you can take a proactive approach to your online success.

#### Student Attendance

Regular attendance and completion of all assignments, on time and as scheduled, is important to your success in this course. An online student who does not regularly attend their online class for a period of seven consecutive days may be dropped from the course. Attendance is evidenced by weekly completion of assignments and/or participation in online discussions. Efforts to contact inactive students are attempted as soon as each semester begins; however, if there is no response

from the student and inactivity continues, a drop will be enacted. See the entire NDSCS Attendance Policy at [www.ndscs.edu/online-attendance](http://www.ndscs.edu/online-attendance).

If your instructor is unexpectedly unavailable and may be delayed in reviewing or correcting assignments, you will be notified of this as a sign of courtesy and respect.

## Online Discussions

The online discussions are required activities, and full participation is essential for your success of this course. These discussions are an equivalent to the traditional classroom discussions. You are expected to read all postings, and interact with each other. Refer to the specific Discussion expectations under Discussion Grading Criteria.

## Online Student Participation and Conduct Guidelines

The practices of courtesy and respect that apply in the traditional classroom also apply online. However, the expectations and practice differ in the online classroom to greater extent. Review the Online Student Participation and Conduct Guidelines (**Appendix A**) to learn of these expectations.

## Submitting Assignments

All assignments should be turned in via **Dropbox** unless otherwise specified. You are **strongly encouraged** to make hard copies of your assignments and communications with the instructor to avoid losing data in the case of technical issues. *At the first sign* of problems, contact your Internet Service Provider (ISP) immediately.

It is your responsibility to access the class on another computer in the event of hardware or software problems. If your problems are not cleared up within 12 hours, contact the instructor to make other arrangements.

## Proctored Exams

Academic integrity is important to NDSCS, the instructor, and yourself. To ensure academic integrity to this online course, a completed Exam Proctor Form is required.

A proctor is a person you choose to supervise you while you take tests for this course. (There will be six tests this semester that require the use of a proctor.) Your instructor will email a password to your proctor for each test taken. The password will be required to access the test.

Possible proctors are job service employees, librarians, college or public school administrators or instructors, or a supervisor. A proctor **cannot** be a co-worker, personal friend, spouse or relative of the student, or a current NDSCS student. If you are on campus or in the area, you may take your tests at the Academic Services Center located on the second floor of the library.

The proctor form will be available within your online course once it is open. You will need to view the Proctor Form content under Course Home for the form and due date.

## Grading and Evaluation

Grades will be determined from assignments, quizzes, discussions and tests. Missed assignments, quizzes and tests may not be made up unless prior arrangements are made or a defined emergency exists. **Late homework will not be accepted.**

The final grade will consist of a combined score from assignments, quizzes, discussions and tests. Letter grades will be awarded as follows:

LETTER GRADE	PERCENT
A	90-100%
B	80-89%
C	70-79%
D	60-69%
F	Below 60%

Points will be earned in the gradebook for your participation in the assigned discussions. Points will be assigned using the following method and may be computed on a combination of columns 1 through 3:

**Each cyber cafe or discussion contribution is worth a possible 10 points.**

(BEST)	Pts	(GOOD)	Pts	(MINIMUM)	Pts
You respond with an opinion or information pertinent to the topic. Use two or more complete sentences.	<b>5 max</b>	You respond with an opinion or information that is pertinent to the topic but in only one sentence.	<b>3 max</b>	You respond with an opinion or information not pertinent to the topic.	<b>1 max</b>
You not only post your thoughts, but also post reaction to another student as described above.	<b>3 max</b>	You not only post your thoughts, but also post reaction to another student as described above.	<b>1 max</b>	You not only post your thoughts, but also post reaction to another student as described above.	<b>1 max</b>
0-1 spelling or grammar errors	<b>2 max</b>	2-3 spelling or grammar errors	<b>1 max</b>	4 or more spelling or grammar errors	<b>1 max</b>
<i>Total Possible Points</i>	<b>10 max</b>	<i>Total Possible Points</i>	<b>5 max</b>	<i>Total Possible Points</i>	<b>3 max</b>

### Tie to Program Assessment Outcomes

This course will support the outcome of developing skills necessary for effective communication and also enhance the outcome of being successfully employed. Students will be applying skills of empathy and diplomacy in various customer/client relationship scenarios.

### Student-Instructor Communications

While an online class is available 24 hours a day and offers greater flexibility for the student and instructor, keep in mind that your instructor will not be available 24 hours a day. Instructors will check email, voicemail, and Cyber Office messages on a regular basis, but there may be times when they

are unavailable due to other commitments and job responsibilities. Email, voicemail, or Cyber Office Messages will be responded to as time allows. As a general rule, you can expect your direct questions to be answered within 24 hours during week days.

When sending an email, please include your full name so your instructor knows who they are responding to. Often, the email address does not indicate who is sending the message.

## Student E-Mail Accounts

NDSCS students are to use an NDSCS email account exclusively to ensure the lines of communication with your instructor and NDSCS are not broken, which often happens with other email providers. You can access your email account by following instructions at [www.ndscs.edu/It-Setup](http://www.ndscs.edu/It-Setup). If you need help accessing your NDSCS email, contact the NDSCS IT Service Desk at 800-342-4325 ext 3333 or [ndscs.servicedesk@ndscs.edu](mailto:ndscs.servicedesk@ndscs.edu).

To make your NDSCS email account your preferred email address, log into your CampusConnection account and check the “preferred” box by campus email.

The NDSCS e-mail system provides students with an entire suite of services such as:

- 10 GB storage for email
- Instant messaging through Skype for Business
- Rich calendaring
- Photo sharing
- Multi-browser support
- SMS alerts to mobile phones

## Academic Integrity

Integrity is an NDSCS core value and there is an expectation that all students, as members of the college community, adhere to the highest levels of academic integrity.

Dishonesty in class, laboratory, shop work or tests is regarded as a serious offense and is subject to disciplinary action by the instructor and dean of the respective division. For more information, refer to the NDSCS Student Planner or [College Catalog](#) under College Policies and Basic Regulations of Conduct (page 32).

## Types of Misconduct

**Cheating:** Intentionally using or attempting to use unauthorized materials, information, or study aids in any academic exercise.

**Fabrication:** Intentionally and unauthorized falsification or invention of any information or citation in an academic exercise.

**Facilitating academic dishonesty:** Intentionally or knowingly helping or attempting to help another to commit an act of academic dishonesty.

**Plagiarism:** Intentionally or knowingly representing the words or ideas of another as one’s own in any academic exercise.

## Disabilities and Special Needs

If you have a disability for which you are or may be requesting an accommodation, you are encouraged to contact both your instructor and the **Student Accessibility Coordinator** (phone 671-2623, or toll-free 1-800-342-4325 ext. 3-2623) as early as possible in the term.

## APPENDIX A ONLINE STUDENT PARTICIPATION AND CONDUCT GUIDELINES

Online courses are based on the premise that students learn best in a community. The instructor plays an important role, but this is a different role than most instructors play in the traditional, face-to-face classroom. While you may see a shift in the way classes work, you'll also notice that some things don't change: the practices of courtesy and respect that apply in the ordinary classroom also apply online, and may actually require more attention in this venue. Here are some guidelines:

1. **Get involved.** In the online environment, it's not enough to show up! Your voice must be heard in order to show your presence. Your comments are needed to add to the information, the shared learning, and the sense of community in each class.
2. **Be persistent.** Remember that for many this is a fairly new environment. Each instructor still sets the rules, and you need to abide by them; however, if you run into any difficulties, don't wait! Send your instructor an email immediately or post in the Discussion Area. Most problems are easily solved, but your instructor and your fellow students need to hear from you before they can help.
3. **Share tips, helps, and questions.** For many, taking online courses is a new experience. There are no dumb questions, and even if you think your solution is obvious, please share it by posting it in the Discussion Area. For every student who asks a question, there are 10 others wanting to know the same thing.
4. **Think before you push the Send button.** Did you say just what you meant? How will the person on the other end read the words? While you can't anticipate all reactions, do read over what you've written before you send it.
5. **Consider the context.** Remember that we can't see the grin on your face when you make a sarcastic comment, we can't see the concern on your face if you only say a couple of words, and we can't read your mind and fill in the gaps if you abbreviate your comments. So: help us "see" you by explaining your ideas fully.
6. **Ask for feedback.** Not sure how your ideas and comments will be taken? Remember there's a person on the other side. If you disagree with what someone has said, practice all your communication skills as you express that disagreement. "Flaming," or flying off the handle and ranting at someone is unacceptable; it is the equivalent of having a tantrum, something most of us wouldn't do in an onsite, face to face classroom.
7. **Act with respect.** Any discriminatory, derogatory or inappropriate comments are unacceptable and subject to the same disciplinary action that they would receive if they occurred in the face to face classroom. If you have concerns about something that has been said, please contact your instructor.
8. **Exercise integrity.** Plagiarism, cheating, and other violations of ethical student behavior are serious actions in a learning community. See Academic Integrity Policy in the course syllabus.
9. **Recognize the consequences.** Consequences of online student behavior that contradicts the NDSCS Academic Integrity policy will be addressed on an individual basis and in accordance with NDSCS Academic Integrity policy. Refer to the NDSCS Student Planner or College Catalog for more information.

\*Adapted with permission from Dr. C. A. Keller, San Antonio College