

Program Discontinuance Proposal:

Customer Service Academy

Rationale:

The Customer Service Academy was created to create a connection to the Entrepreneurship program at Fresno State. The original program created is no longer being offered at Fresno State and the classes are remedial. We are recommending the discontinuance of the Customer Service Academy.

The following classes are included:

Completion of 5 units is required to earn this skills award.

MGMT P050 - Communication in the Workplace0.5 unit
MGMT P051 - Customer Service0.5 unit
MGMT P052 - Team Building0.5 unit
MGMT P053 - Attitude in the Workplace0.5 unit
MGMT P054 - Values and Ethics0.5 unit
MGMT P055 - Stress Management0.5 unit
MGMT P056 - Time Management0.5 unit
MGMT P057 - Conflict Resolution0.5 unit
MGMT P058 - Decision Making & Problem Solving .0.5 unit
MGMT P059 - Managing Organizational Change0.5 unit

Impact:

The discontinuance of this program will have no impact on full-time staff or faculty (full-time or adjunct) that teach in this area. There is no impact, fiscal or otherwise, on the CTE division or Porterville College as a whole.