

# Course Level SLOs: MGMT 1545- Customer Service

Course Level SLO	Institutional SLO(s) aligned with	Examples of Assessment(s)*
K- Students will be able to identify the elements of a value-added customer service system.	1. Communication 3. Critical and Creative Thinking 5. Discipline Content	Case Study Scenario Business Survey and Report
S- Students will be able to diagnose and remediate customer service systems.	1. Communication 3. Critical Thinking 4. Community and Global Consciousness 5. Discipline Content	Case Study Scenario Local Business Survey and Report
A- Students will be able to show an appreciation for how customer service programs impact people and organizations.	1. Communication 3. Critical Thinking 4. Community and Global Consciousness 5. Discipline Content	Scenario Action Research (Pre-post Survey) Self-reflection graded by rubric

(You may add or delete as many cells as you need. Aim for a manageable amount of SLOs that indicate the most important outcomes of your course.)

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