



CALL CENTER

Designed to introduce the student to the dynamics of providing exceptional customer service in a variety of customer service settings. The training provides an overview of the service industry including why service is important and the demand for skilled customer service representatives. Training also includes developing skills that help the learner: project the right image and develop interpersonal skills, build rapport, problem solve, address diversity, and work collaboratively. Learners also train on the Microsoft Window Environment and learn to produce documents in Microsoft Office applications.



TREND DATA

	2020	2021	2022
ENROLLMENT	892	357	505
AWARDS	553	330	369
GRADUATES	553	330	369

PROGRAMS INCLUDED

- Bilingual Customer Service Specialist
- Business and Customer Service Technology
- Call Center Insurance Marketing Representative
- Certified Customer Service Specialist
- Help Desk Specialist

AWARDS BY LEVEL: 2020-2022

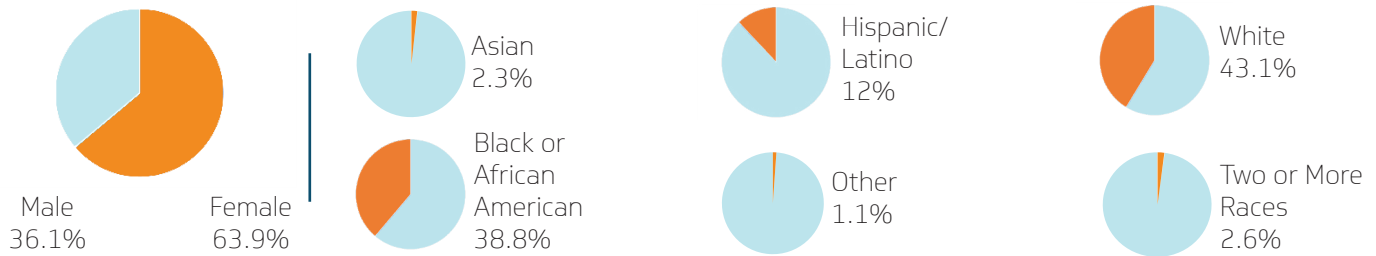
TECHNICAL CERTIFICATES OF CREDIT

1,252

COLLEGES OFFERING

- | | | |
|-----------------|----------------------|-------------------|
| Albany | Columbus | South Georgia |
| Athens | Georgia Northwestern | Southeastern |
| Atlanta | Georgia Piedmont | Southern Crescent |
| Augusta | Lanier | West Georgia |
| Central Georgia | North Georgia | Wiregrass Georgia |
| Coastal Pines | Oconee Fall Line | |

DEMOGRAPHICS *SYSTEM OVERALL*

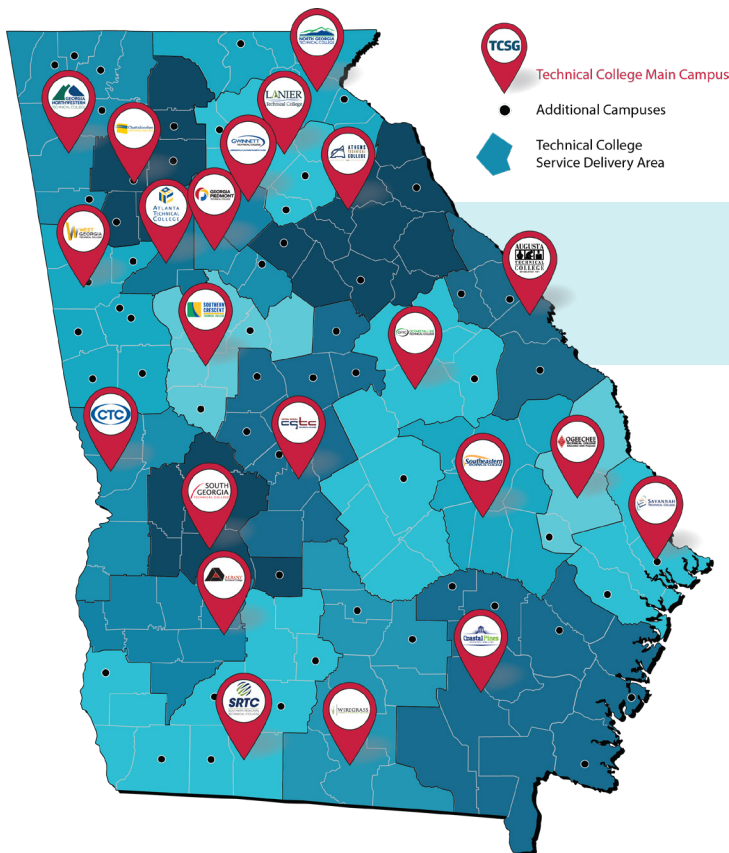


FINANCIAL AID

The HOPE Career Grant provides Free Tuition for students that enroll in one of 18 High Demand career fields. It also helps Georgia's employers by creating a pipeline of skilled workers they can hire well into the future. In addition, many technical college students of all ages in Diploma and Technical Certificate programs have unique access to tuition assistance for workforce credentials. Georgia's HOPE Grant (a separate program from the HOPE Scholarship) is available to Georgia residents who are working towards a certificate or diploma at an eligible college in Georgia.

TCSG GRADUATE GUARANTEE

To demonstrate confidence in and commitment to quality technical education programs which are relevant, current, and responsive to the stated expectations of Georgia's businesses and industries TCSG guarantees every graduate from a technical certificate of credit, diploma or associate degree program. The TCSG warranty guarantees that the graduate has demonstrated the knowledge and skills and can perform each competency as identified in the industry-validated Standard or Program Guide, and any program graduate who is determined to lack such competence will be retrained at no cost to the employer or graduate for tuition or instructional fees.



88 CAMPUS LOCATIONS ACROSS GEORGIA



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