



# Technical College System of Georgia

## CONTENT MODERATOR

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. The Marketing focus is designed to prepare students for employment in a variety of positions in today's marketing and management fields. There are specializations in marketing management, e-business, professional selling, or social media.



### TREND DATA

	2021	2022	2023
<b>ENROLLMENT</b>	1,658	1,702	1,763
<b>AWARDS</b>	686	663	713
<b>GRADUATES</b>	570	560	597

### AWARDS BY LEVEL: 2021-2023

TECHNICAL CERTIFICATES OF CREDIT	TCSG DIPLOMAS	ASSOCIATE DEGREES
1,492	261	309

### COLLEGES OFFERING

Albany  
Athens  
Atlanta  
Augusta  
Central Georgia  
Chattahoochee

Coastal Pines  
Columbus  
Georgia Northwestern  
Georgia Piedmont  
Gwinnett  
Lanier

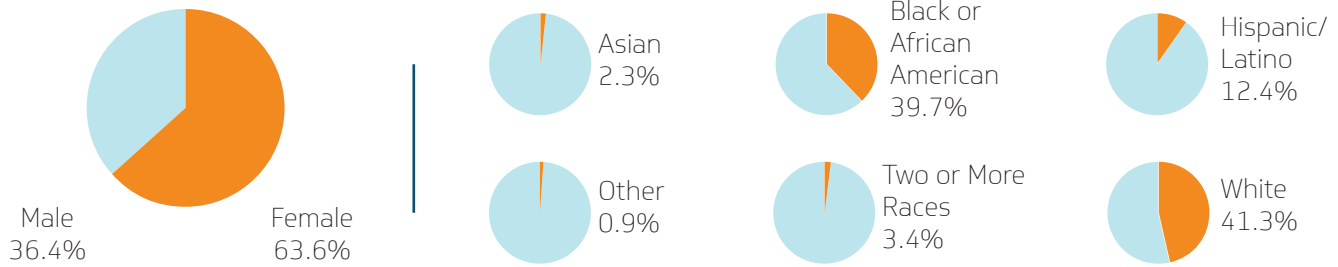
North Georgia  
Oconee Fall Line  
Savannah  
South Georgia  
Southeastern  
Southern Crescent

Southern Regional  
West Georgia  
Wiregrass Georgia

### PROGRAMS INCLUDED

- Bilingual Customer Service Specialist
- Business and Customer Service Technology
- Certified Customer Service Specialist
- Help Desk Specialist
- E-Commerce Marketer
- ECommerce
- Marketing Management
- Marketing Specialist
- Social Media Marketing
- Social Media Specialist
- Sales Professional
- Sales Rep
- Call Center Insurance Marketing Representative
- Social Media Developer

## DEMOGRAPHICS *SYSTEM OVERALL*

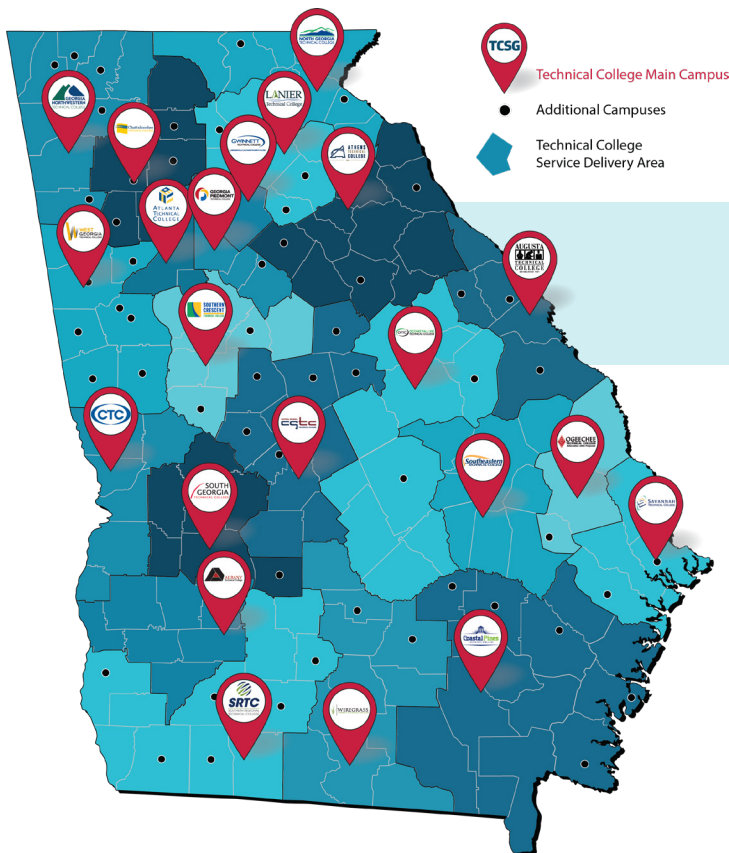


## FINANCIAL AID

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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