Minor Program Course Requirements

Five courses are required for the minor:

- CONS 2500: Consumers in Global Communities (T2S) - Prerequisite: NONE
- CONS 3100: Human Resources for Customer Service Professions - Prerequisite: CONS 2500
- CONS 3890 / RFPD 3890: Career Development for Customer Service Professions / Career Search Strategies - Prerequisite: CONS 2500
- CONS 4953: Workshop in Customer Service - Prerequisite: NONE
- CONS 4915: Internship - Customer Service (3-12 hours) - Prerequisite: CONS 2500, 2100, 3890, 4953

Information about the Internship in Customer Service (CONS 4915)

All students earning a minor in customer service are required to complete an internship for credit – this internship must be exclusive from internship or work experience activities that bear credit for other courses required for the student's major.

A minimum of 3 hours of internship credit are required to earn the minor. Students may earn either 3, 6, 9, or 12 semester hours of internship credit, depending on the number of work hours completed during the term of course enrollment. Students must enroll for the internship credit during the term (fall, spring, summer) in which the actual work experience occurs.

Both paid and non-paid internship experiences are acceptable for earning credit. Internships must be approved for the minor program by the Customer Service minor program coordinator and by the CONS 4915 course instructor. Students are encouraged to meet with the program coordinator or course instructor prior to enrolling in the internship course. Upon enrollment, students will be required to provide verification of internship status in compliance with the program requirements.

Students are required to meet the following minimum experiential work hour requirements, in supervised customer service settings, associated with the credit hour enrollment:

- 3 credit hours: 100 hours of work
- 6 credit hours: 200 hours of work
- 9 credit hours: 300 hours of work
- 12 credit hours: 400 hours of work

Please note, in addition to the internship work hours, students must complete required assignments for the CONS 4915 course, which are submitted to the course instructor for evaluation and feedback throughout the semester of work. The number and scope of required assignments are commensurate with the number of credit hours in which the student is enrolled.

Course Availability
Online at Athens and regional campuses

**FALL semester:**

- CONS 2500: Families as Consumers in Global Communities
- CONS 3890 Career Development for Customer Service Professions OR RFPD 3890 Professional Career Search Strategies
- CONS 4953: Workshop in Customer Service
- CONS 4915: Internship in Customer Service (3-12 hours)

**SPRING semester:**

- CONS 2500: Families as Consumers in Global Communities
- CONS 3100: HR for Customer Service Professions
- CONS 4953: Workshop in Customer Service
- CONS 4915: Internship in Customer Service (3-12 hours)

**SUMMER semester:**

- CONS 2500: Families as Consumers in Global Communities
- CONS 3100: HR for Customer Service Professions
- CONS 4915: Internship in Customer Service (3-12 hours)

Courses available in face-to-face format on ATHENS campus:

**FALL semester:**

- CONS 2500: Families as Consumers in Global Communities
- CONS 3100: HR for Customer Service Professions
- CONS 4953: Workshop in Customer Service

**SPRING semester:**

- CONS 2500: Families as Consumers in Global Communities
- CONS 4953: Workshop in Customer Service