

# Teacher CEU Toolbox

## Course Syllabus

### Customer Service in Education

#### What is this course about?

*Ever-present technology and the need to constantly multitask require school staff to learn to communicate effectively with stakeholders and each other across multiple platforms. Stakeholders expect excellent customer service all the time. In this ten contact hour course, participants will learn the ins and outs of customer service when applying the concept in an educational setting. Topics reviewed in this course include: what good customer service means, who your “customers” are, and effects of poor customer service. The minimum time for participant completion of this course includes both enrollment time and system logged in activity time. Enrollment time is a total of one calendar day (1440 minutes) from the moment of enrollment. Activity time includes 100 minutes logged into the system. This 10-hour course uses a combination of both time requirements to maximize participation and allow time for completion of ongoing assignments and assessments. Completion certificates are restricted until both time requirements are accomplished. The minimum time for participant completion of this course includes both enrollment time and system logged in activity time. Completion certificates are restricted until both time requirements are accomplished. It is suggested that you use this syllabus to seek prior approval from your individual licensing agency BEFORE registering for this course.*

- Approved for 1.0 Continuing Education Unit (CEU) = 10 hours (10 clock hours)
- Approved by Nevada Department of Education (NVDOE) as 0.5 CEUs for Nevada Educators

#### By the end of this course, you will:

- ✓ Understand what customer service is and how it should be defined in schools
- ✓ Know and understand how to effectively provide excellent customer service to others
- ✓ Understand how customer service impacts school stakeholders and school reputations
- ✓ Be able to see students, parents, administrators and other educational employees as “customers” who need excellent customer service from you

#### The main topics covered in this course are:

- ✓ Unit 1: Defining Customer Service in Schools
  - An Introduction to Customer Service
  - Identifying and Serving Your Customers
- ✓ Unit 2: Serving Your Educational Customers
  - Students as Customers
  - Parents as Customers
  - Colleagues as Customers
- ✓ Unit 3: Why Customer Service Is Important
  - The Effects of Poor Customer Service

➤ *Maintaining Excellent Customer Service*

**Intended Audience**

- ✓ *Educators and other school employees looking to earn license renewal credits*
- ✓ *Educators and other school employees who need a refresher in customer service*
- ✓ *Educational employees who want to make their school climates more positive*
- ✓ *Educators and professionals who want to focus on teamwork at school*

**Session Dates and Costs**

*This and all Teacher CEU Toolbox courses are self-paced. Once a participant purchases access to a course, that individual has one calendar year to complete the course requirements. Our courses are available 24 hours a day, 7 days a week. You can register and purchase access to courses online, via credit card, in our secure environment.*

- *Course Cost:*            **\$49.95**

**Course Credit Requirements**

- ✓ *This course is organized into three academic units*
- ✓ *You need a reliable internet connection and an internet connective device to take this course*
- ✓ *You must access all of the site pages to receive credit for the course*
- ✓ *You must spend a minimum of ten hours over two days in this course to receive credit*
- ✓ *You must spend a minimum of 100 minutes over two days logged in to this course to receive credit*
- ✓ *You must complete the lesson tasks, which you will find helpful in connecting with the course content*
- ✓ *You must take the Course Pre-Test, which is designed to evaluate your prior course content knowledge*
- ✓ *You must take each unit quiz and score 90% or higher to receive credit for this course (you have 3 chances on each quiz to score 90% or higher)*
- ✓ *Please complete the Course Evaluation*
- ✓ *You must take the Course Post-Test and score 85% or higher to receive credit for this course (you have 3 chances to score 85% or higher)*
- ✓ *Please print out one, and only one, completion certificate*
- ✓ *If you have questions or problems, email customer service at [help@teacherceutoolbox.com](mailto:help@teacherceutoolbox.com)*