Course Descriptions

- Additions, Changes and Deletions
  - Business Management
  - Networking
Business Management

**BSMT 119 - Customer Service Management** 3

Introduction to the customer service function of business. Students will acquire and apply communication skills needed to be successful in today’s competitive customer-oriented work environment. Topics include communication, leadership, relationship building, customer retention, problem solving, and measurement of satisfaction.

Networking

**NET 203 - Connecting Networks** 3

Prerequisite: NET 201 with a grade of C or higher. Discusses the WAN technologies and network services required by converged applications in a complex network. The course enables students to understand the selection criteria of network devices and WAN technologies to meet network requirements. Students learn how to configure and troubleshoot network devices and resolve common issues with data link protocols. Students also develop the knowledge and skills needed to implement IPSec and virtual private network (VPN) operations in a complex network.