

THE UNIVERSITY OF ALABAMA
Course Inventory

Date 11/25/03 Department Consumer Sciences College CHRS

A PROPOSAL TO OFFER A NEW COURSE OR CHANGE AN EXISTING COURSE
(Please attach a copy of course syllabus for Office for Academic Affairs)

Add X Change _____

Course No. C5M 515 Effective Term/Year of Addition or Change Fall 2004

Classification of Instructional Programs (CIP) # _____

Title Customer Service

Short Title (24 characters or less) Cust Serv

FILL IN ALL REMAINING PARTS OF SECTION A FOR A NEW COURSE, BUT MARK ONLY THE APPLICABLE PORTIONS FOR CHANGES TO AN EXISTING COURSE

DESCRIPTION: (not to exceed 280 characters for catalog copy)

Course provides an in-depth study of the functions and structures of customer relations as it relates to business and government agencies. Course analyzes consumer needs, complaints, and education.

1. Credit Hours 3
2. Credit Equivalent Hours _____ (for courses counted as equivalent hours only)
3. Prerequisites Graduate standing
4. Corequisites _____
5. Cross Listing (if applicable) _____
(cross listed courses refer to the same course offered at the same level by different departments at the same time in the same room)
6. Slash Listing (if applicable) C5M 415
(slash-listed courses refer to courses offered by the same department at different levels)

*Please note policy regarding slash listing of courses for undergraduate and graduate credit on reverse side of this page. Attach separate forms for graduate and undergraduate slash-listed courses, and ensure that the catalog descriptions and course requirements reflect the graduate/undergraduate differentiation.

7. Core Designation _____ (Include only if approval by Core Curriculum Oversight Committee has been granted) If this is a change for an existing course, has the change been approved for Core Designation? _____

8. Mark one of the following course grading patterns:

- (a) Letter grade X
(b) Pass/fail _____

9. Indicate one of the following types of instruction:

- (a) Seminar _____ (b) Lecture X
(c) Independent Study _____ (d) Laboratory _____
(e) Thesis/Dissertation _____ (f) Experiential Learning _____
(g) Recitation/Discussion/Quiz _____ (h) Lecture/Laboratory _____
(i) Activity/Performance/Studio _____

10. If this is a change for an existing course, indicate the nature of the change, and whether substantive changes have been made in either course content or requirements, and list programs that might be affected by the change.

11. If the content of this course might overlap with other existing courses, describe your efforts to consult other departments about potential course duplication.

B PROPOSAL TO DELETE AN EXISTING COURSE

Course No. _____ Title _____

Effective Term and Year of Course Deletion _____

Approved: _____ SIS/Data Resources [] Institutional Research []

Department Head: M.D. Boschuy 12-15-0
Signature Date

Dean: M.D. Boschuy 12-15-0
Signature Date

Academic Affairs: J. Schmitt 2/20/04
Signature Date

(Completion of this form does not fulfill needs of revisions of undergraduate or graduate catalogs.)