Quality Customer Service

Department of Education 6-digit CIP for program & website: 52.0411 - Customer Service Support/Call Center/Teleservice Operation

U.S. Department of Labor’s Standard Classification of Occupation (SOC) Code and Occupational Profile O*Net Link: 43-4051.00 - Customer Service Representatives

Program Length in Weeks: 32

On Time Graduation Rate for Program Seekers:

No reportable data. The on-time completion rate is not reported for programs with fewer than 10 completers per United States Department of Education regulations.

The on-time graduation rate may differ at Rio Salado College when compared to other institutions due to the multiple start dates available to students. Completion in standard time requires full-time enrollment. Some students attend part-time.

2012-2013 Estimated Cost of Completing Certificate/Program:

<table>
<thead>
<tr>
<th>Tuition</th>
<th>Registration Fees</th>
<th>Class Fees</th>
<th>Books</th>
<th>Program Prerequisites Tuition #</th>
<th>Equipment Supplies</th>
<th>Other Program Costs</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1216</td>
<td>$30</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$1246</td>
</tr>
</tbody>
</table>

*Tuition is calculated based on In-County residence. Fees are an estimated cost.

**Tuition is for Maricopa County Residents.

***Program Prerequisite costs may vary based on a student’s educational and work experience.

****Equipment/Supplies costs include items such as uniforms, specialized equipment or tools required for participation in the program.

*******Other program costs include items such as immunizations, fingerprint cards, drug screenings, background checks or certifications required for participation in the program.

Job Placement Rate for Program Completers:

Job placement information will be posted when the United States Department of Education publishes a standard formula.

Median Loan debt incurred by Program Completers:

<table>
<thead>
<tr>
<th>Federal Student Loan Debt</th>
<th>Private Loan Debt</th>
<th>Institutional Financing Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
</tbody>
</table>

Median is the middle value for all completers. If a majority of students do not have loan debt, the median will be $0.

This program is designed to prepare graduates to pursue employment in their field of study, or in related fields. However, the College does not guarantee that graduates will be placed in any particular job or employed at all.