

The University of Maine at Augusta
A Member of the University of Maine System
Certificate, CUSTOMER SERVICE & TELECOMMUNICATIONS
LEVEL II
(12 credit hours)

Name _____ Soc Sec # _____ Date _____

This sheet is intended to be informational only.

Prior to taking these courses, a student should complete a student application form.

To assure success, students should fulfill the prerequisite course(s) before the requirements.

In effect for students admitted to Fall 2007

LEVEL I CERTIFICATION

UMA Customer Service & Telecommunications Level I Certificate

CERTIFICATE REQUIREMENTS

- BUSINESS (3 credit hours)
_____ BUA 263: Marketing
- COMMUNICATIONS (3 credit hours)
_____ COM 205: Persuasive Communication
- ENGLISH (3 credit hours)
_____ ENG 317W: Advanced Technical Communication (prerequisite ENG 101)
- PSYCHOLOGY (3 credit hours)
_____ PSY 100: Introduction to Psychology

APPROVED TO RECEIVE CERTIFICATE:

Records Office

Date

Students are encouraged to contact their local Advising Center
for academic advising and support services throughout their stay at UMA.
