

**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 2008

**LEVEL I CERTIFICATION**

UMA Customer Service & Telecommunications Level I Certificate

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**CERTIFICATE REQUIREMENTS**

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

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**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.

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