

University of Maine at Augusta
College of Math & Professional Studies
Certificate in CUSTOMER SERVICE & TELECOMMUNICATIONS LEVEL II
2009-2010 Catalog

Name:

ID#:

Date:

CERTIFICATE REQUIREMENTS (12 credit hours):

Prerequisite: UMA Customer Service & Telecommunications Level I Certificate

- COM 205 Persuasive Communication (3)
- BUA 263 Marketing (3)
- ENG 317W Professional Writing (3) *prerequisite ENG 101*
- PSY 100 Introduction to Psychology (3)

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

Approved to Receive Certificate

Records Office

Date

College Dean

Date
