



# Talent Development

## COMPLETION FORM

### Administrative Professionals Program Certificate Program

#### Overview

Administrative professionals are the administrative support system throughout the university. They work with a variety of internal and external customers to accomplish the work of the university. Administrative professionals interface with students, parents, co-workers, leaders, administrators, faculty, donors and campus visitors. The Administrative Professionals Program is designed specifically to provide professional development for individuals who serve in an administrative professional role.

*You must be in one of the following class codes to enroll in the Administrative Professionals Program: 0328 Advanced Administrative Support Staff, 0338 Administrative Support Contributor, 0340 Administrative Support Supervisor, 0332 Administrative Services Contributor, 0334 Administrative Services Supervisor. There are many positions that fall within these job codes)*

#### Track Completion Information

- We highly encourage you to work with your supervisor to select a professional development program and the individual courses to take to complete the program.
- Although you can work on this track at your own pace, we require completion within 2 years.
- Courses listed in multiple tracks can only be counted towards the completion of one learning track. You cannot use the same course to meet the course requirements of multiple learning tracks.
- You may participate in only one training program at a time.


#### Participation Expectations:

1. 8 core courses are needed to complete this learning track. All courses are classroom sessions.
  - Courses have been selected by Talent Development and are in the learning scope of the track.
  - The 8 courses are listed on page 3 of this document.
  - A course can only be counted one time. All courses used to obtain a certificate of completion cannot be used to complete any other track.
  - Session attendance records will be used for verification purposes. Be sure to sign-in for any session attended.
2. Once you have completed the specific number of courses, return page 3 of the Completion Form to Talent Development, 106 Whitehurst or by e-mailing the completion form to [osu-trng@okstate.edu](mailto:osu-trng@okstate.edu).
3. An official Certificate of Completion will be sent through campus mail. Your supervisor will be notified that you have completed the program.
4. The update to this program is exclusive to those who enroll in 2019.

#### **DISCLAIMER**

This program requires a 2-year commitment.

## How to ENROLL in the Administrative Professionals Program

- 1) Using your o-key credentials log-In to the Cornerstone at <http://talent.okstate.edu>
- 2) Hover over the "Learning" tab on your Cornerstone home page
- 3) Click the "Browse for Training" option on the pull-down menu
- 4) Click the "Curriculum" icon under "type" on the left-hand side of the screen (the curriculum icon looks like a stack of books )
- 5) Click the program titled "Administrative Professionals Program"
- 6) Click the "request" tab on the training details page

Once you request a curriculum program, Talent Development will be notified and will approve or deny your request. You will receive a notification email of the determination.

Talent Development will also add the "due date" for program completion. You will see this date on your transcript.

We suggest that once you are approved for a curriculum program that you print the tracking/completion form that can be found under materials, in the training details on your transcript or from the Talent Development website <https://hr.okstate.edu/training/certificate>.

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Please note that we are always improving and adding new sessions to our certificate programs. Here are some helpful tips to know if a training applies to your program or not:

1. Click on a session title on the training calendar, which will take you to the "training details" page. On this page scroll down to where it says "Subjects." The certificate program(s) the session applies to will be listed.
2. Go into the training calendar and follow these steps:
  - a. click "**Add Subject(s) filters**" on the left side of the screen
  - b. click the white box with the black + sign next to "**Certificate Programs**"
  - c. click the blue + sign next to the certificate program you are enrolled in
  - d. click "**Done**" in the box

The calendar will then show sessions that only apply to your certificate program.

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If you are participating in a certificate training program, it is critical that you pace your progress in the program. Pacing is important for two reasons: 1.) so that you are able to take advantage of a variety of courses that will best serve your needs and interests when a course is offered, 2.) so that you complete the program before your due date.

It is our policy to not extend program due dates as we feel the program time frames allow ample time to complete. If you are enrolled in a curriculum program and do not know your current due date, please contact Talent Development at 4-5374 for this information.



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**Administrative Professionals Program**  
Certificate Program

Employee Name: \_\_\_\_\_ Department: \_\_\_\_\_ E-mail: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_ Supervisor Email: \_\_\_\_\_

Classroom	Title	Credit	Completion Date
<b>Core Courses</b>			
Classroom	Administrative Professionals Day	1	
Classroom	Communication Fundamentals	1	
Classroom	E-mail Etiquette	1	
Classroom	First Things First	1	
Classroom	Non-Verbal Communication	1	
Classroom	Remarkable Customer Service	1	
Classroom	SMART Goals	1	
Classroom	Top 10 Telephone Skills	1	