



Human Resources Training Services

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 it 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. 7 core courses and 12 elective courses are needed to complete this learning track. Both online and classroom courses can be used.
 - **Online Courses:**
 - We recommend that test scores be printed and kept on file in case they are needed. The Learning Management System must show the class as completed in order for credit to be given.
 - **All elective courses are online** and approved online courses are listed on the completion form
 - **Classroom Courses:**
 - Classroom courses can be selected from any Training Services department-sponsored sessions or events that fall into the learning scope of the track selected. If in doubt, contact Training Services at osu-trng@okstate.edu.
 - 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 the track Completion Form to Training Services, 106 Whitehurst or by e-mailing the completion form to osu-trng@okstate.edu.
3. An official Certificate of Achievement will be sent through campus mail. Your supervisor will be notified that you have completed the program.

DISCLAIMER

This program requires a 2 year commitment. Core classroom courses are offered twice a year and online courses are offered online at all times. Elective courses vary for each certificate program.

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www.hr.okstate.edu/training



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Employee Name: _____ Department: _____ E-mail: _____

Supervisor Name: _____ Supervisor Email: _____

Classroom or Online	Title	Credit	Completion Date
Core Courses			
Classroom	Communication Fundamentals	1	
Classroom	Non-Verbal Communication	1	
Online	Effective Business Writing: Clarity and Conciseness in Business Writing	1	
Online	Effective Business Writing: Editing and Proofreading Business Documents	1	
Online	Writing for Business	1	
Online	Final Exam: Business Writing Basics	1	
Elective Courses			
Online	Administrative Support: Working in Partnership with Your Boss	1	
Online	Administrative Support: Interacting Effectively with Colleagues	1	
Online	Administrative Professionals: Projecting a Positive Professional Image	1	
Online	Asserting Yourself in the Workplace	1	
Online	Business Grammar: Troublesome Words and Phrases: Common Usage Mistakes in Writing	1	
Online	Practical Grammar for Business Writing: Abbreviating, Capitalizing, and Using Numbers	1	
Online	Developing a Personal Accountability Framework	1	
Online	Rapport Building in Customer Service	1	
Online	Forging Ahead with Perseverance and Resilience	1	
Online	Emotional Intelligence: Owning Your Emotions	1	
Online	Goals and Setting Goals	1	



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Elective Courses			
Online	Making Yourself Approachable	1	
Online	Mastering Active Listening in the Workplace	1	
Online	Taking Action for Performing under Pressure	1	
Online	Time Management: Aligning Goals and Priorities to Manage Time	1	
Online	Time Management: Make the Time You Need: Get Organized	1	
Online	Writing Effective E-mails and Instant Messages	1	

