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| Name (last,first): | | 2005 - 2006 CERTIFICATE CHECKLIST | |
| | | Help Desk | |
| Date: _____ | SSN: _____ | All courses must have a grade of "C" or above. All courses must be completed at San Joaquin Delta College. Units earned through Credit by Exam do not apply. | |
| Evaluator: _____ | Phone: _____ | Notes: | |
| Applied: ___ Summer ___ Fall ___ Spring ___ Year _____ | | | |
| Status: ___ Pending ___ Complete ___ Denied | | | |
| | | | |
| | | | |

Minimum units required = 10.5

| | | Units | Status |
|---------|---------------------------------|-------|--------|
| BUS 82A | Business Math 1 | 3.0 | |
| BUS 90 | Intro. To Telephone Call Center | 1.5 | |
| BUS 94F | Customer Service Strategies | 1.0 | |
| BIM 1A | Beginning Keyboarding | 1.5 | |
| BIM 95E | Telephone Techniques | 0.5 | |

Take one of the following:

| | | | |
|----------|-----------------------------|-----|--|
| COM ST 3 | Interpersonal Communication | 3.0 | |
| COM ST 7 | Intercultural Communication | 3.0 | |