



THE OHIO STATE UNIVERSITY

JOHN GLENN COLLEGE OF PUBLIC AFFAIRS

Management Advancement for the Public Service (MAPS) Frequently Asked Questions and Information.

COVID Related Questions

Are courses in person or online?

MAPS courses are 100% online at least through December 2020. There is more information about online participation below. Beginning January 2021 our goal is to offer courses online and on campus – this information is included in the course registration.

Is it safe to attend a MAPS course in person?

MAPS courses are structured to follow State of Ohio and Ohio State University protocols regarding COVID. Masks are required for in-person courses that are inside a building. A course will have no more than 40 people and require 6 feet of distance between participants. Sanitation stations and wipes will be available.

Membership Questions

What is a MAPS membership?

A MAPS member receives a discounted rate of \$225 for each course with the purchase of at least 12 credits. Each credit equals one course for one individual.

How do I become a MAPS member?

To inquire about becoming a MAPS member, please fill out this [survey](#). A Glenn College Professional Development team member will reach out to you.

Can I purchase more credits?

Yes, after the initial 12 membership credits have been purchased, MAPS members can purchase more credits at the member rate by emailing glenn-training@osu.edu.

How can I find my MAPS Membership credit balance?

Each MAPS member contact receives an email from the Glenn College Professional Development team monthly. Please check your spam if you are unable to locate this email. You may access the credits used by clicking on the report link within the email using MAPS member login credentials.

What should I do if I can't access reports or forget my membership code?

Please email glenn-training@osu.edu if you forget your membership code.

How can I change my contact information?

Please email glenn-training@osu.edu.

General Questions

When are MAPS courses offered?

MAPS courses are offered October – June. Please refer to the MAPS training calendar [here](#) for course offerings.

What payment methods are accepted?

We accept checks and the following credit cards - Amex, Discover, Mastercard and Visa. Members may pay using their pre-paid membership code.

How do I get a pre-paid membership code?

If your employer is a MAPS member and approved your participation in a course, you will use their pre-paid membership code to register for a MAPS course.

What happens if I am on a waitlist for a course?

You will receive an email confirming you have been added to a waitlist. If a spot becomes available, you will be notified by email. After this notification, you have 24 hours to register for the course.

Will I receive Continuing Education Units?

Yes, you earn CEUs for completing a MAPS course. The amount of earned CEUs are reflected on your course certificate.

When will I receive my course certificate?

You will receive your certificate after 4:00 pm on the day of the completed course. If you do not receive your certificate, please email glenn-training@osu.edu.

What is the cancellation policy?

Cancellations must be made at least five **(5) business days** prior to your course date. A full refund will be issued with a cancellation. Follow these steps to make a cancellation:

1. Follow link in registration email
2. Enter the confirmation number from the registration email
3. At the top of the page, click on "Cancel Registration" button.
4. Click Finish.

For additional assistance, email glenn-training@osu.edu

Instead of cancelling, can someone else take my place?

Substitutions can be made at least three **(3) business days** prior to your course date. Follow these steps to make a substitution:

1. Follow link in registration email
2. Enter the confirmation number from the registration email
3. At the top of the page, click on the “Substitute Registrant” button
4. Enter the name and email of the new registrant.
5. Click Next. Click Confirm.

For additional assistance, email glenn-training@osu.edu

Online Course Questions

Are there requirements to take an online course?

Yes, a device that has a working microphone is required. A camera is strongly recommended. The online courses use features that enhance your experience with the use of your device’s camera and microphone for interaction and participation.

What can I expect with a MAPS online course?

MAPS online courses are highly participatory. Using the camera and microphone on your computer create a shared experience. Along with instruction and participant dialogue, we use features of the online format such as breakout rooms and polling.

What technology is used for a MAPS Online course?

CarmenZoom is the secured academic audio and web conferencing solution for Ohio State and is used to administer the MAPS online courses.

When will I receive a Zoom link to my registered MAPS online course?

You will receive a link to your registered MAPS online course four **(4) business days** before your course date from glenn-training@osu.edu. If you did not receive a link to your course, please check your spam folder or email glenn-training@osu.edu.

For more questions, please email glenn-training@osu.edu