



THE OHIO STATE UNIVERSITY

JOHN GLENN COLLEGE OF PUBLIC AFFAIRS

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

Most Frequently Asked Questions

What are the Requirements to take a Virtual Course?

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 are the COVID Policies for an In-Person Course?

MAPS courses are structured to follow State of Ohio and Ohio State University protocols regarding COVID. Please visit <https://safeandhealthy.osu.edu/> for the latest updates from the university.

What is the Cancellation Policy?

If for any reason you need to cancel, you must do so at least five (5) business days before the course to receive a full refund.

Follow these steps to make a cancellation:

1. Refer to your registration confirmation email
2. Scroll down to "Cancellation Policy"
3. Follow link in email
4. Enter the confirmation number from the registration email
5. At the top of the page, click on "Cancel Registration" button
6. Click Finish

What is the Substitution Policy?

Can't make it to the course? You can always send someone in your place.

Follow these steps to make a substitution:

1. Refer to your registration confirmation email
2. Scroll down to "Substitutions"

3. Follow link in email
4. Enter the confirmation number from the registration email
5. At the top of the page, click on the "Substitute Registrant" button
6. Enter the name and email of the new registrant
7. Click Next
8. Click Confirm

Membership Questions

What is a MAPS membership?

A MAPS member organization 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 organization?

To inquire about becoming a MAPS member organization, 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 member organizations can purchase more credits at the member rate by emailing glenn-training@osu.edu.

How can I find my MAPS Membership credit balance?

Please refer to your MAPS Member Information Packet, or email glenn-training@osu.edu.

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

Please email glenn-training@osu.edu if have any trouble or forget your 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 membership code?

If your employer is a MAPS member organization 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.

What credits/certifications will I receive?

You earn 0.6 Continuing Education Units and 7.2 Continuing Professional Education Units for completing a MAPS course. Earned CEUs and CPEs are reflected on your course certificate. Continuing Legal Education Units are also available for select courses.

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?

If for any reason you need to cancel, you must do so at least five (5) business days before the course to receive a full refund.

Follow these steps to make a cancellation:

1. Refer to your registration confirmation email
2. Scroll down to "Cancellation Policy"
3. Follow link in email
4. Enter the confirmation number from the registration email
5. At the top of the page, click on "Cancel Registration" button
6. 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. Refer to your registration confirmation email
2. Scroll down to "Substitutions"
3. Follow link in email
4. Enter the confirmation number from the registration email
5. At the top of the page, click on the "Substitute Registrant" button
6. Enter the name and email of the new registrant
7. Click Next
8. 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 Zoom such as breakout rooms and polling.

What technology is used for a MAPS Online course?

Zoom 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 an email from OSU Glenn College Professional Development Team four **(4) business days** before your course date with the Zoom link to your registered MAPS online course. 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