

LSC Use Only No: LSC Action-Date:	UWUCC USE Only No. UWUCC Action-Date: Senate Action Date:
	02-81a App - 4/15/03 App - 4/29/03

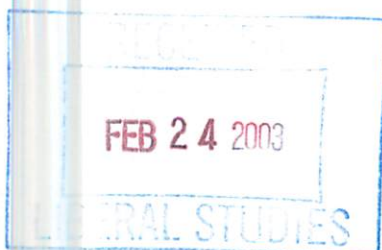
Curriculum Proposal Cover Sheet - University-Wide Undergraduate Curriculum Committee

Contact Person LeAnn Wilkie	Email Address wilkie@iup.edu
Proposing Department/Unit Technology Support and Training	Phone 724.357.3003

Check all appropriate lines and complete information as requested. Use a separate cover sheet for each course proposal and for each program proposal.

1. Course Proposals (check all that apply) ☐ New Course ☐ Course Prefix Change ☐ Course Deletion ☐ Course Revision ☐ Course Number and/or Title Change ☐ Catalog Description Change		
<u>Current</u> Course prefix, number and full title		<u>Proposed</u> course prefix, number and full title, if changing
2. Additional Course Designations: check if appropriate ☐ This course is also proposed as a Liberal Studies Course. ☐ Other: (e.g., Women's Studies, Pan-African) ☐ This course is also proposed as an Honors College Course.		
3. Program Proposals ☐ New Degree Program ☒ Catalog Description Change ☒ Program Revision ☐ New Minor Program ☐ Program Title Change ☐ Other ☐ New Track		
<u>Current</u> program name		<u>Proposed</u> program name, if changing
4. Approvals		
Department Curriculum Committee	<i>LeAnn Wilkie</i>	2-14-03
Chair(s)		
Department Chair(s)	<i>LeAnn Wilkie</i>	2-19-03
College Curriculum Committee Chair	<i>John W. Smith</i>	2/20/03
College Dean	<i>Robert C. Ory</i>	2/20/03
Director of Liberal Studies *		
Director of Honors College *		
Provost *		
Additional signatures as appropriate: (include title)		
UWUCC Co-Chairs	<i>Gail Schuist</i>	4-15-03

* where applicable



PROGRAM REVISION FOR THE BACHELOR OF SCIENCE DEGREE IN BUSINESS TECHNOLOGY SUPPORT

Fall 2003

Part II. Description of Curriculum Change

1. Catalog description

There will be minor changes to the catalog description for the program. The term "office managers/supervisors" was removed from the list of career paths due to a previous change in the focus of the program away from office systems. The terms, "e-business designers" and "local area network administrators" were added since graduates of the program have been employed in these areas. These two items are indicated in bold below.

Business Technology Support majors are equipped to be versatile professionals who "bridge the gap" between the developers of information technology systems and the typical users of computers. The program encompasses the knowledge, skills, and attitudes required of a professional who provide support to users of information technology to maintain and improve overall organizational effectiveness. The Business Technology Support program places emphasis on understanding how technology contributes to individual and work group performance and to behavioral factors, such as communications, ergonomics, training, and change.

The Business Technology Support curriculum is designed to challenge students to understand their dynamic role from both an organizational and individual viewpoint. Graduates of the program can pursue career paths such as website managers, technology trainers, help desk administrators, **e-business designers, local area network administrators**, and documentation/curriculum developers as they relate to enterprise-wide solutions, support services, and technology training.

The department welcomes minors. A newly revised minor provides Business majors with the opportunity to complement their major with business technology support courses.

Bachelor of Science – Business Technology Support

Liberal Studies: As outlined in Liberal Studies section with the following specifications: **55 cr**

Mathematics: MATH 115

Social Science: ECON 121, PSYC 101

Liberal Studies Electives: BTED/COSC/IFMG 101, ECON 122, MATH 214

College: **33 cr**

Required Courses: Business Administration Core

ACCT 201	Accounting Principles I	3cr
ACCT 202	Accounting Principles II	3cr
BLAW 235	Legal Environment of Business	3cr
BTST 321	Business and Interpersonal Comm.	3cr
FIN 310	Fundamentals of Finance	3cr
IFMG 300	Info Systems: Theory and Practice	3cr
MGMT 310	Principles of Management	3cr
MGMT 330	Production and Operations Mgmt.	3cr
MGMT 495	Business Policy	3cr
MKTG 320	Principles of Marketing	3cr
QBUS 215	Business Statistics	3cr

Major: **30cr**

Required Courses:

BTST 273	Hardware Support Solutions	3cr
BTST 310/w/	Telecommunications	3cr
BTST 311	Training Methods in Business and Information Technology Support	3cr
BTST 383	Microcomputer Software Solutions	3cr
BTST 411	Technology Support Development	3cr
BTST 413	Enterprise Technology Support	3cr
BTST 480	Seminar in Business Tech. Support	3cr
COSC/IFMG 352	Computer Network Installation and Administration	3cr

Controlled Electives: (select two of the following): **6cr**

BTED 201	Internet and Multimedia
COSC 110	Problem Solving and Structured Programming
COSC 304	Interactive Internet Programming with Java
BTED 401	Web Design
BTST 402	Website Development and Administration
BTST 493	Internship

Other Requirements: 0 cr

Non-Business Electives: _____ 2 cr

Total Degree Requirements: 120 cr

2. Summary of Changes

- a. Table comparing old and new programs.

(See next page. Course revisions or additions are indicated in bold.)

CURRENT

Bachelor of Science – Business Technology Support

Liberal Studies: As outlined in Liberal Studies section with the following specifications: **55-58**

Mathematics: MATH 121

Social Science: ECON 121, PSYC 101

Liberal Studies Electives: BTED/COSC/IFMG 101, ECON 122, MATH 214

College: **33**

Required Courses: Business Administration Core

ACCT 201	Accounting Principles I	3sh
ACCT 202	Accounting Principles II	3sh
BLAW 235	Legal Environment of Business	3sh
BTST 321	Business and Interpersonal Comm.	3sh
FIN 310	Fundamentals of Finance	3sh
IFMG 300	Info Systems: Theory and Practice	3sh
MGMT 310	Principles of Management	3sh
MGMT 330	Production and Operations Mgmt.	3sh
MGMT 495	Business Policy	3sh
MKTG 320	Principles of Marketing	3sh
QBUS 215	Business Statistics	3sh

Major: **33**

Required Courses:

BTST 283	Microcomputer Software Solutions	3sh
BTST 310/w/	Telecommunications	3sh
BTST 311	Training Methods in Business and Information Technology Support	3sh
BTST 313	Office Systems Technologies	3sh
BTST 411	Microcomputer Support for OSYS	3sh
BTST 413	Enterprise Technology Support	3sh
BTST 480	Seminar in Business Tech. Support	3sh
COSC/IFMG	352 Computer Network Installation and Administration	3sh

Controlled Electives: (select three of the following):9sh

BTED 201	Internet and Multimedia
BTST 221	Business Technical Writing
COSC 110	Problem Solving and Structured Programming
COSC 304	Interactive Internet Programming with Java
IFMG 251	Business Systems Analysis and Design
BTST 402	Website Development and Admin.
BTST 493	Internship

Other Requirements: **0**

Non-Business Electives: **2-5**

Total Degree Requirements: **126**

PROPOSED

Bachelor of Science – Business Technology Support

Liberal Studies: As outlined in Liberal Studies section with the following specifications: **55**

Mathematics: MATH 115

Social Science: ECON 121, PSYC 101

Liberal Studies Electives: BTED/COSC/IFMG 101, ECON 122, MATH 214

College: **33**

Required Courses: Business Administration Core

ACCT 201	Accounting Principles I	3cr
ACCT 202	Accounting Principles II	3cr
BLAW 235	Legal Environment of Business	3cr
BTST 321	Business and Interpersonal Comm.	3cr
FIN 310	Fundamentals of Finance	3cr
IFMG 300	Info Systems: Theory and Practice	3cr
MGMT 310	Principles of Management	3cr
MGMT 330	Production and Operations Mgmt.	3cr
MGMT 495	Business Policy	3cr
MKTG 320	Principles of Marketing	3cr
QBUS 215	Business Statistics	3cr

Major: **30**

Required Courses:

BTST 273	Hardware Support Solutions	3cr
BTST 310/w/	Telecommunications	3cr
BTST 311	Training Methods in Business and Information Technology Support	3cr
BTST 383	Microcomputer Software Solutions	3cr
BTST 411	Technology Support Development	3cr
BTST 413	Enterprise Technology Support	3cr
BTST 480	Seminar in Business Tech. Support	3cr
COSC/IFMG	352 Computer Network Installation and Administration	3cr

Controlled Electives: (select two of the following): 6cr

BTED 201	Internet and Multimedia
COSC 110	Problem Solving and Structured Programming
COSC 304	Interactive Internet Programming with Java
BTED 401	Web Design
BTST 402	Website Development and Admin.
BTST 493	Internship

Other Requirements: **0**

Non-Business Electives: **2**

Total Degree Requirements: **120**

b. List of all associated course changes:

BTST 273 Hardware Support Solutions	Course number and title has changed from BTST 313 Office Systems Technologies; syllabus has been revised
BTST 310/w/ Telecommunications	Syllabus has been revised
BTST 383 Microcomputer Software Solutions	Course number has changed from BTST 283 Microcomputer Software Solutions; syllabus has been revised
BTST 411 Technology Support Development	Course title has changed from BTST 411 Microcomputer Support for OSYS; syllabus has been revised
BTST 413 Enterprise Technology Support	Syllabus has been revised to add BTST 411 as a corequisite
BTST 221 Business Technical Writing	Deleted as a controlled elective
BTST 401 Web Design	New course added to controlled electives

3. Rationale for Program Changes.

a. There are several reasons for the program changes:

- i. It is mandated that we reduce our program to 120 credits.
- ii. The Business Technology Support majors at IUP are equipped to be versatile employees who “bridge the gap” between the technical developer of information technology and the typical users. The Business Technology Support curriculum reflects a historical background of the Business Technology Support field and career opportunities within the field as well as content from model curricula, i.e. Organizational Systems Research Association (OSRA), IS 2002 Model, and private vendor certification programs. Alumni, advisory board members, and students have all contributed to defining the core of the Business Technology Support curriculum. Faculty scholarship in the areas of Business Technology Support has also played a role in the development of the curriculum.
- iii. Rapid change in the technology sector requires that we update our curriculum on a regular basis. The Business Technology Support Business Advisory Council represents a number of professionals in the

information technology support area. The Council has recommended that the program stay current with the needs of technology sector employers. The revisions made to the program are in response to the Council's recommendations and feedback from current majors, prospective majors and graduates of the program.

iv. Department faculty have met from time to time with MIS department regarding curriculum revision and enhancement. Our departments have determined a distinct focus for each discipline by previous consensus. The focus for MIS is to take existing technology and configure it to meet organizational needs. The focus of Business Technology Support is on the use of technology by individuals within an organization - training, interfacing, integrating, administering, and organizing.

b. Overview of significant changes:

- i. Course number, title change and minor revision to syllabus - BTST 273 Hardware Support Solutions.

Rationale: The decision to change the course number comes as a result of significant revisions to Microcomputer Software Solutions discussed below. A 200-level course is needed to serve majors in Business Technology Support, Business Education program, and Computer Office and Information Systems (COIS). BTST 273 Hardware Support Solutions better serves the needs of students from all majors to provide exposure to both computer hardware and software. The title change reflects previous program revisions moving the focus away from office systems.

- ii. Course number, title change and revision to syllabus - BTST 383 Microcomputer Software Solutions.

Rationale: Many changes have occurred within the area of technology since the construction of the old syllabus of record. For example, the move toward networked enterprises is reflected within the updated course content. Significant revisions made to the course reflect a higher level of knowledge in terms of software maintenance and troubleshooting than previously offered in the course. Therefore, the course number will be changed to the 300-level to more logically align subject matter among major courses within the curriculum.

- iii. Remove BTST 221 Business Technical Writing as a controlled elective.

Rationale: The removal reflects previous program revisions reflecting a change in focus away from office systems. This course will be replaced with a new course, BTST401 Web Design to serve as a controlled elective.

- iv. Add a new course - BTST 401 Web Design

Rationale: This course will serve a variety of students in multiple ways. For students in the Bachelor of Science in Business Technology Support, Bachelor of Science in Education – Business Education, and in the Bachelor of Science in Business, this course will be one of the controlled electives. This course will also serve as an elective not only for students in the Eberly College of Business & Information Technology but will also serve as an elective for students from other majors across campus. The proposed course content is too extensive to be incorporated into an existing course.

- v. Reduce Non-Business electives to 2 credits.

Rationale: Non-Business electives were reduced to 2 credits to meet the State system mandate that we reduce our program to 120 credits.

Part III. Implementation

1. Advisor approved course substitutions will be provided to students, if necessary, to ensure that all students currently in the program graduate on time.
2. No additional faculty are necessary to accommodate these program and course changes.
3. Other resources such as lab and classroom space, equipment and supplies are adequate to implement the revised program.
4. We do not expect student enrollment to change due to the revisions. However, student enrollment may fluctuate due to reasons beyond our control (i.e., economic conditions, market appeal, etc.) The revision is required because of the System mandate to take all programs to 120 credits required for graduation.

Part IV. Periodic Assessment

1. Describe the evaluation plan.

Periodic assessment of the program will include both an internal and external evaluation. The internal evaluations will be conducted annually by the department faculty. The B.S. in Business Technology Support degree program is evaluated regularly by the Technology Support and Training Chair, the Department Curriculum Committee, the Department faculty, the majors, and the Department's Business Advisory Committee.

For individual courses, several evaluation methodologies will be used to evaluate student-learning outcomes. The instructor of each class will be evaluated following the criteria outlined in the Collective Bargaining Agreement (CBA). Both the Student Evaluation Instrument for Distance Learning and the Student Evaluation of Teaching for Web Based (on-line) Courses will be used to evaluate instructors and courses when they are offered using distance education technologies. Courses taught by traditional methods will be evaluated using the IUP Student Evaluation Instrument.

External evaluation will be conducted by an Association to Advance Collegiate Schools of Business (AACSB) evaluation team. AACSB is responsible for ensuring that the program meets AACSB standards. The program is subject to periodic review by AACSB.

2. Specify the frequency of the evaluation.

An internal evaluation of the program and courses is conducted annually by Department faculty. The Department Advisory Committee reviews our programs semi-annually. AACSB conducts interim periodic reviews from time to time and performs a full accreditation review every five years.

3. Identify the evaluating entity.

Internal: Department faculty, Business Advisory Committee, and students

External: AACSB

Part V. Course Proposals

The proposals for course revisions to BTST 273, 310, 383, 411, 413 and the addition of a new course, BTST401, are attached. Except as noted above, most of these revisions involve minor changes.

Part VI. Letters of Support or Acknowledgement

The following page contains an emailed letter of support from Management Information Systems.

Emailed Letter of Support from MIS

Message

Page 1 of 1

LeAnn Wilkie

From: lfszul [lfszul@iup.edu]
Sent: Thursday, February 06, 2003 1:56 PM
To: LeAnn Wilkie
Subject: FW: Curriculum Proposal--FYI

LeAnn

Here is our approval from Dr. Burky in MIS/DS

Thanks for a job well done!

Linda

-----Original Message-----

From: Louise Burky [mailto:lbburky@iup.edu]
Sent: Thursday, February 06, 2003 12:05 PM
To: lfszul
Subject: Curriculum Proposal

Dear Linda,

This is in support of your curriculum proposal/revision submitted by Dr. Wilkie. We have no problems with it whatsoever..

Louise Burky
MIs/ DS Department