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|------------------|------------------|--------------------|--------------------|---------------------|
| LSC Use Only No: | LSC Action-Date: | UWUCC USE Only No. | UWUCC Action-Date: | Senate Action Date: |
|                  |                  | 04-10              | Apr 9/14/04        | Apr 10/15/04        |

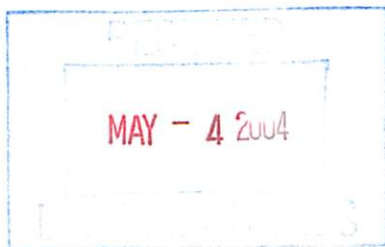
**Curriculum Proposal Cover Sheet - University-Wide Undergraduate Curriculum Committee**

|  |                                 |
|--|---------------------------------|
| Contact Person<br>LeAnn Wilkie                               | Email Address<br>wilkie@iup.edu |
| Proposing Department/Unit<br>Technology Support and Training | Phone<br>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.

|  |         |
|--|---------|
| <b>1. Course Proposals (check all that apply)</b><br><input type="checkbox"/> New Course <input type="checkbox"/> Course Prefix Change <input type="checkbox"/> Course Deletion<br><input type="checkbox"/> Course Revision <input type="checkbox"/> Course Number and/or Title Change <input type="checkbox"/> Catalog Description Change |         |
| <hr/> <u>Current Course prefix, number and full title</u> <u>Proposed course prefix, number and full title, if changing</u>  |         |
| <b>2. Additional Course Designations: check if appropriate</b><br><input type="checkbox"/> This course is also proposed as a Liberal Studies Course. <input type="checkbox"/> Other: (e.g., Women's Studies, Pan-African)<br><input type="checkbox"/> This course is also proposed as an Honors College Course.                            |         |
| <b>3. Program Proposals</b><br><input type="checkbox"/> New Degree Program <input type="checkbox"/> Program Title Change <input checked="" type="checkbox"/> Program Revision<br><input type="checkbox"/> New Minor Program <input type="checkbox"/> New Track <input type="checkbox"/> Other  |         |
| <hr/> <u>Current program name</u> <u>Proposed program name, if changing</u>  |         |
| <b>4. Approvals</b>  |         |
| Department Curriculum Committee Chair(s)   | Date    |
| <i>LeAnn Wilkie</i>  | 4-20-04 |
| <i>Melissa D. Senardo</i>  | 4-20-04 |
| Department Chair(s)  | Date    |
| <i>Andrew Spud</i>   | 4-20-04 |
| College Curriculum Committee Chair   | Date    |
| <i>Robert C. Conroy</i>  | 4-27-04 |
| College Dean   | Date    |
| <i>Robert C. Conroy</i>  | 4/29/04 |
| Director of Liberal Studies *  |         |
| Director of Honors College *   |         |
| Provost *  |         |
| Additional signatures as appropriate: (include title)  |         |
| UWUCC Co-Chairs  | Date    |
| <i>Gail Sedquist</i>   | 9-14-04 |

\* where applicable



**PROGRAM REVISION FOR  
MINOR - BUSINESS TECHNOLOGY SUPPORT**

**Fall 2004**

**Part II. Description of Curriculum Change**

**1. Catalog description**

**Minor-Business Technology Support** **18**

**Required Courses:**

|          |                                  |     |
|----------|----------------------------------|-----|
| BTST 273 | Hardware Support Solutions       | 3cr |
| BTST 310 | Telecommunications               | 3cr |
| BTST 383 | Microcomputer Software Solutions | 3cr |

Three courses from the following:

|          |   |     |
|----------|---|-----|
| BTST 311 | Training Methods in Business<br>and Information Technology<br>Support | 3cr |
| BTST 401 | Web Design  | 3cr |
| BTST 402 | Website Development<br>and Administration                             | 3cr |
| BTST 411 | Technology Support Development  | 3cr |
| BTST 413 | Enterprise Technology Support   | 3cr |

**2. Summary of Changes**

a. Table comparing old and new programs.

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

**Current**

**Minor-Business Technology Support 15**

**Required Courses:**

|          |                                  |     |
|----------|----------------------------------|-----|
| BTST 273 | Hardware Support Solutions       | 3cr |
| BTST 383 | Microcomputer Software Solutions | 3cr |
| BTST 310 | Telecommunications               | 3cr |
| BTST 411 | Technology Support Development   | 3cr |
| BTST 413 | Enterprise Technology Support    | 3cr |

**Proposed**

**Minor-Business Technology Support 18**

**Required Courses:**

|          |                                  |     |
|----------|----------------------------------|-----|
| BTST 273 | Hardware Support Solutions       | 3cr |
| BTST 310 | Telecommunications               | 3cr |
| BTST 383 | Microcomputer Software Solutions | 3cr |

Three courses from the following:

|          |   |     |
|----------|---|-----|
| BTST 311 | Training Methods in Business and Information Technology Support | 3cr |
| BTST 401 | Web Design  | 3cr |
| BTST 402 | Website Development and Administration                          | 3cr |
| BTST 411 | Technology Support Development                                  | 3cr |
| BTST 413 | Enterprise Technology Support                                   | 3cr |

b. List of all associated course changes:

|  |   |
|--|---|
| BTST 311 Training Methods in Business and Information Technology Support | Existing course was added to the program. |
| BTST 401 Web Design  | Existing course was added to the program. |
| BTST 402 Website Development and Administration                          | Existing course was added to the program. |

**3. Rationale for Program Changes.**

a. There are several reasons for the program changes:

- i. Course number and title changes were required due to revisions to the Business Technology Support Bachelor of Science degree program.
- ii. The changes are deemed pedagogically necessary by members of the Department. In addition, BTST 311 is offered only in the Spring semester and BTST411 and BTST 413 are offered only in the Fall semester to be taken concurrently. Therefore, several alternative choices are provided to give students more flexibility to meet their needs.
- 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.

b. Overview of significant changes:

**Addition of BTST 311 Training Methods in Business and Information Technology**

Rationale: Training is a primary mission of our department. This course provides students with the theoretical base and application skills necessary to plan, deliver and evaluate training for information technology in business environments.

### Addition of BTST 401 Web Design

Rationale: This course provides students with the knowledge and skills necessary to create effective web sites for business organizations.

### Addition of BTST 402 Website Development and Administration

Rationale: This course provides students with the knowledge and skills necessary to learn how to install, configure and maintain a WWW server.

## **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. Faculty resources are adequate 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 requirement that all minor programs of study consist of 18 credit hours.

## **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 Business Technology Support 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**

None.

**Part VI. Letters of Support or Acknowledgement**

None required.