RECEIVED

OCT 2 1 1998

LIBERAL STUDIES

Revised 2-4-99

UWUCC USE Only 99-18a
Number: 98-33a
Submission Date: _____
Action-Date: App 3/16/00
Senate App 4/4/00

CURRICULUM PROPOSAL COVER SHEET
University-Wide Undergraduate Curriculum Committee

I. **CONTACT**

Contact Person _Dr. Szul/Dr. Moore/Dr. Rowell_____ Phone_X 7 3003_

Department _Office Systems and Business Education_

II. **PROPOSAL TYPE** (Check All Appropriate Lines)

_____ **COURSE** _____
Suggested 20 character title

_____ New Course* _____
Course Number and Full Title

_____ Course Revision _____
Course Number and Full Title

_____ Liberal Studies Approval + _____
for new or existing course   Course Number and Full Title

_____ Course Deletion _____
Course Number and Full Title

_____ Number and/or Title Change _____
Old Number and/or Full Old Title

_____
New Number and/or Full New Title

_____ Course or Catalog Description Change _____
Course Number and Full Title

__X__ **PROGRAM:**   __X__ Major   _____ Minor   _____ Track

_____ New Program* _____
Program Name

__X__ Program Revision* _Office Systems_____
Program Name

_____ Program Deletion* _____
Program Name

__X__ Title Change _Office Systems_____
Old Program Name

Business Technology Support
New Program Name

III. **Approvals** (signatures and date)

[signature] 4-23-98   _[signature] Moore_ 4/23/98
Department Curriculum Committee   Department Chair

[signature] 9/17/98   _[signature] Robert C Camp_ 9/30/98
College Curriculum Committee   College Dean

[signature] 10/21/98
+Director of Liberal Studies (where applicable)   *Provost (where applicable)

85

Office Systems & Business Education

Part II. Description of curriculum change

1.   Catalog description:

Old Catalog Description:

Office Systems Major (Bachelor of Science)

The Office Systems majors are equipped to be versatile professionals who "bridge the gap" between the developer of computer systems and the typical users of computers. The program encompasses the knowledge, skills, and attitudes required of a professional who provides support to users of information technology to maintain and improve overall organizational effectiveness. The Office Systems 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 Office Systems curriculum is designed to challenge students to understand their dynamic role from both an organizational and an individual viewpoint. Graduates of the program can pursue career paths such as office managers/supervisors, local area network administrators, telecommunications consultants, web site administrators, technical trainers, help desk administrators, and documentation developers as they relate to customer focused solutions, support services, and technical training.

New Catalog Description:

Business Technology Support Major (Bachelor of Science)

The Business Technology Support majors are equipped to be versatile professionals who "bridge the gap" between the developer of information technology systems and the typical users of computers. The program encompasses the knowledge, skills, and attitudes required of a professional who provides 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 office managers/supervisors, web site managers, technology trainers, help desk 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.

2.   Summary of changes:

     A.   Table: The following table compares the old program and the proposed revised program (underlined areas denote program differences).

Old Program		New Program	

New Program

Bachelor of Science – Business Technology Support

Old Program

Bachelor of Science – Office Systems

Bachelor of Science – Office Systems		Bachelor of Science – Business Technology Support	
Liberal Studies: As outlined in Liberal Studies section with the following specifications	53-56*	Liberal Studies: As outlined in Liberal Section with the following specifications	55-58
Mathematics: MA 121		Mathematics: MA 121	
Social Science: EC 121, PC 101		Social Sciences: EC 121, PC 101	
Liberal Studies electives: MA 214, EC 122, BE/CO/IM 101		Liberal Studies electives: MA 214, EC 122, BE/CO/IM 101	
College:	**33**	**College:**	**33**
Required courses: Business Administration Core		**Required Courses: Business Administration Core**	
AD 321 Business & Interpersonal Comm	3sh	AD 321 Business & Interpersonal Comm	3sh
AG 201 Accounting Principles I	3sh	AG 201 Accounting Principles I	3sh
AG 202 Accounting Principles II	3sh	AG 202 Accounting Principles II	3sh
BL 235 Introduction to Business Law	3sh	BL 235 Introduction to Business Law	3sh
FI 310 Finance I	3sh	FI 310 Finance I	3sh
IM 300 Info. Systems: Theory & Practice	3sh	IM 300 Info. Systems: Theory & Practice	3sh
MG 310 Principles of Management	3sh	MG 310 Principles of Management	3sh
MG 330 Production & Operations Mgmt.	3sh	MG330 Production & Operations Mgmt.	3sh
MG 495 Business Policy	3sh	MG 495 Business Policy	3sh
MK 320 Principles of Marketing	3sh	MK 320 Principles of Marketing	3sh
QB 215 Business Statistics	3sh	QB 215 Business Statistics	3sh
Major:	**27**	**Major:**	**24**
Required courses:		**Required courses:**	
IM 251 Business Sys. Analysis & Design	3sh	OS 301 Microcomputer Software Solutions	3sh
OS 301 Advanced Microcomputer Appl.	3sh	OS 310/w/ Telecommunications	3sh
OS 313 Office Systems Technology	3sh	OS 311 Trng Methods in Bus/Info Tech Sup	3sh
OS 315 Records Administration	3sh	OS 313 Office Systems Technology	3sh
OS 400 Telecommunications	3sh	**CO/IM 352 Comp Netwrk Install & Admin	3sh
OS 411 Microcomputer Support for Office Systems	3sh	OS 411 Microcomputer Support for Office Systems	3sh
OS 480 Seminar in Office Systems	3sh	OS 413 Enterprise Technology Support	3sh
		OS 480 Seminar in Business Technology Support	3sh
___ Business Electives	6sh		
		Controlled Electives (select 3 of the following)	**9**
		AD 221 Business Technical Writing	3sh
		BE 201 Internet & Multimedia	3sh
		CO 110 Problem Slvg & Strc. Program	3sh
		IM 450 Data Base Theory & Applications	3sh
		***CO 304 Interactive Internet Prog. w/Java	3sh
		OS 402 Web Site Development & Admin.	3sh
		OS 493 Internship	3sh
		Other Requirements:	**0**
Other Requirements: (BE 134 Keyboarding)	0-1	**Non-Business Electives:**	**5**
Free Electives:	7-11*	Total Degree Requirements	126-129
Total Degree Requirements	124		

* After an arduous review of the program as listed in catalog these numbers were found to be incorrectly printed and are corrected in the new program

** New course proposed by MIS/DS & CO

***New course proposed by computer science

2b. Major:
Required Courses

BE 134 Keyboarding	Deleted as a requirement from program
IM 251 Business Systems Analysis & Design	Deleted as a requirement from program
*CO/IM 352 Computer Network Install & Admin.	Add as new course
OS 301 Advanced Microcomputer Applications	OS 301 Microcomputer Software Solutions (Course revision)
OS 311 Trng Methods in Bus/Info Tech Sup	Add as new course
OS 315 Records Administration	Deleted from program; placed on inactive status
OS 400 Telecommunications	OS 310 Telecommunications (Number change)
OS 411 Microcomputer Support for Office Systems	
OS 413 Enterprise Technology Support	Course revision
OS 480 Seminar in Office Systems	OS 480 Seminar in Business Technology Support (Name change)

Controlled Electives

AD 221 Business Technical Writing
BE 201 Internet & Multimedia
CO 110 Problem Solving & Structure Programming
CO 304 Interactive Internet Programming with Java
IM 450 Data Base Theory & Appl.
OS 402 Web Site Development and Administration
OS 493 Internship

3. Rationale for Change:

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. OSRA, IS 97 Model, and private vendor certification programs (i.e. NOVELL, MICROSOFT). 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.

The Office Systems Business Advisory Council represents a number of professionals in the information technology support area, and they made it very clear (see attachment A- pgs. 44-45) that the current name of the program "...would not have caught the attention of many Information Systems or Technical Customer Service department directors because it frankly sounds like an advanced secretarial program." The name change to **Business Technology Support** is a direct result of the Council's recommendation and feedback from current and prospective majors.

All Eberly College of Business majors (except those majoring in Business Education) must take a minimum of 50 percent of their degree requirements (i.e., at least 62 semester hours) in non-business courses.

BE 134 Keyboarding. Obsolete due to refocus of program but is still offered from the department.

OS 301 Advanced Microcomputer Applications. Because of refocus of program obsolete material replaced based on advanced technology. New name – Microcomputer Software Solutions more clearly reflects content of course.

OS 315 Records Management. Obsolete due to refocus of program.

OS 413 Enterprise Technology Support. Because of refocus of program obsolete material replaced with content that reflects current practices.

OS 400 Telecommunications. Lowering number to OS 310 allows for logical sequencing in curricula.

OS 480 Seminar in Business Technology Support. Name change complements change in title of major.

IM 251 Systems Analysis & Design. With the refocus of the program it is not a required course.

CO/IM 352 Computer Network Installation and Administration. Course included to better prepare graduates for the job market. In addition, it will assist students in preparing for certification programs in their field.

Controlled Electives. Expanded from 6sh to 9sh to provide students with greater selection opportunities to enhance marketability. The courses in this section were carefully chosen based on input from the MIS department, Computer Science department, Advisory Committee, and colleagues in the Information Technology field.

Non-business electives. The number of credits in this section has been reduced. An analysis of entry-level requirements in this field indicates that students need more content courses than the current program provides. In addition, employers are seeking individuals with competencies that will prepare them for certification in areas related to this major. Reducing the free electives while increasing the controlled electives helps meet these needs.

Total Degree Requirements. Increased from 124 to 126 to give students the opportunity to take content courses that will enable them to be successful in the job market. Employment opportunities available to Business Technology Support majors necessitate skills that develop a well-rounded employee proficient in all aspects of information technology. In addition employers are seeking individuals with the skill set that provides the foundation for further industry certification (i.e. Novell, Microsoft...).

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 teaching loads will be adjusted to accommodate the revised curriculum; no additional faculty will be requested.

3. All resources are adequate.

4. The number of students in the program will remain the same.

Part IV. Course Proposals

See attached pages 7 to 43

Part V. Letters of Support

Letter from MIS Dept., page 47 to 48
Letter from Computer Science, page 49