



*Changing Lives,
Creating Futures*

Monty Sullivan
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Craig Spohn
Vincent St. Blanc, III

Student Members:
Jeremy Gray
Raissa Oliveira Yantis

Louisiana
Community
& Technical
College System

265 South Foster Drive
Baton Rouge, LA 70806

Phone: 225-922-2800
Fax: 225-922-1185

www.lctcs.edu

LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

TO: Dr. Monty Sullivan
LCTCS President

THROUGH: Dr. René Cintrón *RC*
Chief Academic Affairs Officer

FROM: Dr. Adrienne Fontenot *AF*
Director of Adult Learning and Educational Programs

SUBJECT: Program Requests at Delgado Community College

DATE: 01/23/2019

Stk **APPROVED**
2/13/19
LCTCS BOARD OF SUPERVISORS

FOR BOARD ACTION:

Recommendation: Staff recommends the Board approve the following program requests listed below.

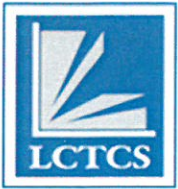
Program Additions

1. Associate of Applied Science in Business and Management, Concentrations in:
 - a. Business Systems Design (CIP 11.0103) – **5 STARS**
 - b. Banking and Lending Assistant (CIP 52.0803) – **4 STARS**
2. Certificate of Technical Studies (CTS) Business Systems Design (CIP 11.0103) – **5 STARS**
3. Certificate of Technical Studies (CTS) Banking and Lending Assistant (CIP 52.0803) – **4 STARS**

Program Modifications

4. Associate of Applied Science (AAS) Electronics Service Technology – (CIP 15.0401)- **3 STARS**

Background: Delgado Community College is requesting two new CTSs under the Associate of Applied Science (AAS) Business and Management. The first CTS, Business Systems Design, will help meet industry standards. The program’s learning outcomes were developed in conjunctions with DXC Technologies, a company that plans to hire 2,000 employees in the New Orleans area over the next five years. The program will provide students with the foundational knowledge to work in a cross-functional business environment to develop software solutions. The second CTS,



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Banking and Lending Assistant, was designed to provide fundamental knowledge and skills to individuals seeking entry-level positions in the retail banking industry, primarily in brand banking and direct customer services/sales. The course requirements of each CTS is also being proposed as concentrations under the Associate of Applied Science in Business and Management.

Delgado Community College requests a change of CIP Code from 15.0401: *Biomedical Technology/Technician* to 47.0199: *Electrical/Electronics Maintenance and Repair Technology*. The AAS in Electronics Service Technology is comprised of two unique concentrations: 1: Biomedical Equipment Repair and 2. Computer and Electronics Repair. The current CIP Code is representative of only one of the instructional program's concentration, Biomedical Equipment Repairs. As the overall goal of the program is to prepare students to install and service electronic equipment, the proposed CIP is more representative of the whole program, as opposed to only one of its concentrations.

Fiscal Impact: No additional cost will be incurred as a result of the program modifications.

History of Prior Actions: There is a history of making changes to meet student needs and industry demand.

Benefits to the System: The addition of two new CTSs in Business and Management provides students with additional exit points on the path to attaining an AAS. The modification of the AAS in Electronics Service Technology provides a clear description to DCC stakeholders of the overall degree.



Approved for Recommendation to the Board
Dr. Monty Sullivan

2-13-19
Date

CURRICULUM AND PROGRAM DEVELOPMENT

615 City Park Avenue
New Orleans, LA 70119-4399
(504) 671-5445
www.dcc.edu

November 20, 2018

Board of Supervisors
The Louisiana Community and Technical College System
265 South Foster Drive
Baton Rouge, Louisiana 70806

Attention: Rene Cintron, Ph.D.
Chief Academic Affairs Officer

Dear Dr. Cintron:

The following item from Delgado Community College is submitted to the Board of Supervisors for possible consideration at the first Board Meeting of 2019.

Change of Instructional Program CIP Code:

Associate of Applied Science in Electronics Service Technology
CIP Code: 15.0401

Justification: Delgado Community College requests a change of CIP Code for the A.A.S. in Electronics Service Technology *from* 15.0401: Biomedical Technology/Technician *to* 47.0199: Electrical/Electronics Maintenance and Repair Technology, other. The A.A.S. in Electronics Service Technology is comprised of two unique concentrations: 1) Biomedical Equipment Repair and 2) Computer and Electronics Repair. The current CIP Code: 15.0401 is representative of only one of the instructional program's concentration: the concentration in Biomedical Equipment Repair. As the overall goal of the program is to prepare students to install and service electronic equipment, the proposed CIP Code of 47.0199 (Electrical/Electronics Maintenance and Repair Technology) is more representative of the whole program, as opposed to only one of its concentrations.

If approved, the changes will be effective Spring 2019. If you require any additional information, please do not hesitate to contact Tim Stamm, Dean Library/Executive Director of Curriculum and Program Development at (504) 671-5482. Thank you for your consideration of this request.

Sincerely,



Mostofa Sarwar, Ph.D., M.S., M.Sc.
Interim Vice Chancellor, Academic Affairs & College Provost

MS/ts

CURRICULUM AND PROGRAM DEVELOPMENT

615 City Park Avenue
New Orleans, LA 70119-4399
(504) 671-5445
www.dcc.edu

January 16, 2019

Board of Supervisors
The Louisiana Community and Technical College System
265 South Foster Drive
Baton Rouge, Louisiana 70806

Attention: Rene Cintron, Ph.D.
Chief Academic Affairs Officer

Dear Dr. Cintron:

The following items from Delgado Community College is submitted to the Board of Supervisors for possible consideration at the February 21, 2019 Board Meeting.

New Instructional Program:

Certificate of Technical Studies in Business Systems Design
CIP Code: 11.0103

Justification: Delgado Community College proposes a 10-course, 30-credit hour Certificate of Technical Studies program in Business Systems Design. The proposed program's learning outcomes map to industry standards and were developed in conjunction with DXC Technologies, a company that plans to hire 2,000 employees in the New Orleans area over the next five year period. The Business Systems Design program provides students the foundational knowledge to work in a cross-functional business environment to develop software solutions. Existing faculty and courses will be used to initiate the proposed new program, so implementation will be of no additional cost to the College.
[STAR 5]

Curriculum Attached.

New Instructional Program

Certificate of Technical Studies in Banking and Lending Assistant
CIP Code: 52.0803

Justification: Delgado Community College proposes a 6-course, 18-credit hour Certificate of Technical Studies program in Banking and Lending Assistant. The goal of the proposed program is to provide fundamental knowledge and skills to individuals seeking entry-level positions in the retail banking industry - primarily in branch banking and direct customer service/sales. Career options include: bank teller, new account clerk, statement clerks, bill and account collectors, and loan interviewers. Existing

Board of Supervisors
January 16, 2019
PAGE TWO

faculty and courses will be used to initiate the proposed new program, so implementation will be of no additional cost to the College. **[STAR 4]**

Curriculum Attached.

Program Revision:

Associate of Applied Science in Business & Management
Establishment of two (2) new concentrations: 1) Concentration in Banking & Lending Assistant; 2) Concentration in Business Systems Design.

CIP Code: 52.0101

Justification: Creation of concentrations within the existing A.A.S. program will allow students who complete a related C.T.S. in Banking & Lending Assistant or Business Systems Design to continue their education to the Associate degree. All courses comprising the C.T.S. in Banking and Finance and the C.T.S. in Business Systems Design may be applied to the existing A.A.S. in Business & Management (note: students may complete the A.A.S. degree program with only one concentration). Additionally, students enrolling in the A.A.S. program may use a concentration as an exit point, earning a C.T.S., on the path to their educational goal of attaining an Associate degree. **[STAR 4]**

Curriculum attached, noting new concentrations, within the existing A.A.S. degree.

If approved, these changes will be in effect beginning Summer 2019, and will appear in the 2019-2020 College Catalog. If you require any additional information, or if you have any questions, please do not hesitate to contact Tim Stamm, Executive Director, Curriculum & Program Development/Dean, Library, at (504) 671-5482. Thank you for your consideration of this request.

Sincerely,



Mostofa Sarwar, Ph.D., M.S., M.Sc.
Interim Vice Chancellor, Academic Affairs & College Provost

Enclosure

MS/ts



LOUISIANA'S COMMUNITY & TECHNICAL COLLEGE SYSTEM

New Program and Curriculum Modification Form

TYPE OF PROPOSED CHANGE

 New Program

 Curriculum Modification

AWARD LEVEL(S)

Award Level(s):

- Associate of Applied Science (A.A.S.)
- Associate of Science (A.S.)
- Associate of Arts (A.A.)
- Other Associate Degree

Name:

- Technical Diploma (T.D.)
- Technical Competency Area (T.C.A.)
- Certificate of Technical Studies
(C.T.S.)
- Certificate of Applied Science (C.A.S.)
- Certificate of General Studies (C.G.S.)

NAME OF PROGRAM(S) and AWARD LEVEL(S)

Name: Business Systems Design, C.T.S.

CIP: 11.0103

Credit Hours: 30

Contact Hours: 450

Award Level: C.T.S.

Name:

CIP:

Credit Hours:

Contact Hours:

Award Level:

Name:

CIP:

Credit Hours:

Contact Hours:

Award Level:

Name:

CIP:

Credit Hours:

Contact Hours:

Award Level:

DESCRIBE THE PROPOSED CHANGE (For Curriculum Modifications, state previous credit and clock hours, and for Program Termination, state program and all award levels.)

Delgado Community College proposes a 10-course, 30-credit hour Certificate of Technical Studies program in Business Systems Design. The proposed program's learning outcomes map to industry standards and were developed in conjunction with DXC Technologies, who plan to hire 2000 employees in the New Orleans area over the next five year period.

The Business Systems Design program provides students the foundational knowledge to work in a cross-functional business environment to develop software solutions.

Completers of this program will understand fundamental systems design and architecture techniques to develop a deeper understanding of how all of the components of the solution work together. The graduate will be able to:

- ✓ Design, develop, and implement information technology-based solutions for business.
- ✓ Communicate effectively with both internal and external stakeholders in a project.
- ✓ Demonstrate critical thinking, problem solving, business analysis, and professional interpersonal skills in the workplace.
- ✓ Apply Agile and Scrum Principles in collaborative software design projects.
- ✓ Develop projects using multiple programming languages

As the technology sector of our economy grows it will require more skilled workers to fill that demand. The goal of this program is to provide the foundational skills for workers in that field. Business System Designers typically design, develop, and manage complex solutions and systems over their lifecycle. Drawing on an interdisciplinary systems design approach that can be applied to any field, the proposed program provides an overview of the process of developing documentation for any system, from initial scoping through detailed design. Instruction will include defining the systems design challenges, defining functional requirements, and objectively measuring the value of any potential systems design solution.

REASON/JUSTIFICATION FOR THE PROPOSED CHANGE (Include support such as four-year university agreements, industry demand, advisory board information, etc.)

The proposed program has been developed with the skill set provided by DXC Technologies who plan to hire 2000 skilled employees in New Orleans over the next five years. The curriculum is reflective of the computer science skills coupled with business skills that technology companies prioritize in today's market.

The Business & Technology Division will work with Workforce Development to develop alternative methods whereby students can get credit for these classes including CLEP exams, LEAP credit and Industry Based Certifications (IBC's)

IMPLEMENTATION DATE (Semester and Year)	Summer, 2019
--	--------------

SITE(S) OF NEW PROGRAM OR CURRICULUM MODIFICATION		
--	--	--

<input type="checkbox"/> Main Campus	<input checked="" type="checkbox"/> All Campuses	<input type="checkbox"/> Sites (list below)
--------------------------------------	--	---

Site 1:

Site 2:

Site 3:

Site 4:

LOUISIANA WORKFORCE COMMISSION STAR LEVEL (http://www.laworks.net/Stars/)
--

<input checked="" type="checkbox"/> 5 Stars	<input type="checkbox"/> 4 Stars	<input type="checkbox"/> 3 Stars	<input type="checkbox"/> 2 Stars	<input type="checkbox"/> 1 Star
---	----------------------------------	----------------------------------	----------------------------------	---------------------------------

PLAN FOR PROVIDING QUALIFIED FACULTY (Check all that apply)		
--	--	--

<input checked="" type="checkbox"/> Use Existing Faculty #:	<input type="checkbox"/> Hire Adjunct Faculty #:	<input type="checkbox"/> Hire Full-Time Faculty #:
---	--	--

MINIMUM CREDENTIALS REQUIRED FOR FACULTY		
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Education: Master's degree in Computer Information, Project Management, Management Information Systems, or related field.	Experience: 1-5 years in Business/Industry	Certification:
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ANTICIPATED ENROLLMENT:

Students	Year One	Year Two	Year Three	Year Four	Year Five
<u>DAY</u>	<u>12</u>	<u>12</u>	<u>15</u>	<u>15</u>	<u>20</u>
<u>EVENING</u>					
Describe Process for Attaining & Estimating Enrollment:	A completion rate of 75%-80% is projected, as the program meets the educational and training needs for growth as identified by an industry partner. Projections by DXC Technologies anticipate growing needs in this field. Enrollment estimates are based on regional and state-wide labor market projections.				

PROGRAM ACCREDITATION:		
Is Program Accreditation, Licensure or Certification Required?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
	If YES, please provide projected accreditation/licensure/certification date:	
Type/Name of Program Accreditation, Licensure or Certification Required:	Program accreditation for the proposed program is not required or available for the specific subject area; however, the related A.A.S. in Computer Information Technology is accredited by the Association of Technology, Management, and Applied Engineering, and the proposed C.T.S. will be covered by the existing accreditation. The proposed program will be a concentration within the College's existing A.A.S. in Business & Management, which is accredited by the Accreditation Council for Business Schools and Programs (ACBSP), and this accreditation will extend to the proposed C.T.S. program.	

DESCRIBE IMPLEMENTATION COSTS (Include Faculty, Facilities, Library Resources, etc.)

Full-time faculty are existing and teach in the related A.A.S. in Computer Information Technology and the related A.A.S. in Business & Management.

Adjunct instructors are hired each semester to augment instruction provided by full-time faculty members.

No new additional faculty will be required to initiate or administer the proposed program.

All academic areas supporting the proposed program are sound, and the courses are offered on a regular basis as components of other existing instructional programs.

Delgado Community College has six library locations, with the *Moss Memorial Library* at the City Park Campus serving as the College's main library. The other library locations are the West Bank Campus Library, the Delgado Charity School of Nursing Campus Library, the Delgado Jefferson Site Library, the Delgado Sidney Collier Site Library, and the Delgado River City Site Library. All Delgado libraries have a shared online college library catalog. The Delgado library collections contain more than 150,000 print volumes, 920 print journals (serials), 290 microforms, and 3,487 audio-visual titles. In addition to the print collection, the library collections contain more than 250,000 electronic books, more than 76,000 electronic journals, more than 3,000 electronic audio-visual titles, and 150 electronic databases. All campus and site libraries maintain a collection of books, paper and/or microfilm journals, and a collection of audiovisual materials that are pertinent to the location's curricula. Delgado's print and electronic library holdings are available online in a shared automated catalog system (ISAAC). Books are cataloged in the Dewey Decimal System for all libraries except Delgado Charity School of Nursing, which currently uses the National Library of Medicine cataloging system. Through Delgado's membership in the LOUIS consortium, faculty, staff, and students from all Delgado campuses and sites may request a Reciprocal Borrowing Card in order to have borrowing privileges to the collections of other academic consortium libraries throughout the state. LOUIS is a consortium of public and private college and university libraries in the state of Louisiana. This partnership was formed in 1992 by the library deans and directors at these institutions, in order to create a cost-effective collaboration for the procurement of library technology and resources.

The proposed certificate program in Business Systems Design will share many of the same resources required for the existing A.A.S. programs in Computer Information Technology and Business & Management. The following databases, to include full-text, peer reviewed scholarly articles, are available: Academic Search Complete, Business Source Complete, Computer Source, CREDO Reference, Gale Power Search, Information Science & Technology Abstracts, MasterFILE Complete, Nexus UNI (formerly Lexis-Nexis), Regional Business News, Sage Knowledge, and SIRS Knowledge Source.

The proposed Certificate of Technical Studies program in Business Systems Design is closely related to the existing A.A.S. programs in Computer Information Technology and Business & Management; therefore, acquisition of an entirely new set of resources is not necessary to support the C.T.S. curriculum. Delgado Community College engages in an active weeding and deselection process. New resources are acquired through consultation with program and discipline faculty, and collection development occurs under the supervision of professional librarians.

Current faculty will teach the courses, with new adjuncts hired as necessary. Adjunct salaries will be covered by student enrollment and the purchase of new library materials will be a part of regular upgrading to the business and computer science collections.

PROGRAM CURRICULUM

(Use the template below or insert separate attachment; all modifications should include the OLD and NEW curriculum with changes appropriately noted so that it is visually clear what has been added, deleted and/or changed)

CURRICULUM OUTLINE: CERTIFICATE OF TECHNICAL STUDIES BUSINESS SYSTEMS DESIGN

REQUIRED COURSES IN MAJOR:

BUSG-240	Business Communication	3-0-3 / 45 contact hours	CMIN-
203	Logic and Design I	3-0-3 / 45 contact hours	CMIN-204
	Fundamentals of IT and Systems	3-0-3 / 45 contact hours	CMIN-214
	Introduction to C++	3-0-3 / 45 contact hours	CMIN-250
	Java Programming I	3-0-3 / 45 contact hours	*CMIN 2XX
	Agile Project Management	3-0-3 / 45 contact hours	
ENGL-101	English Composition I	3-0-3 / 45 contact hours	
MANG-201	Principles of Management	3-0-3 / 45 contact hours	MARK-
201	Principles of Marketing	3-0-3 / 45 contact hours	MARK-211
	Personal Selling	3-0-3 / 45 contact hours	

Total Credit Hours 30

*indicates new course

Suggested Sequence:

First Semester:

CMIN-203: Logic and Design I, 3 credit hours
 CMIN-204: Fundamentals of IT and Systems, 3 credit hours
 ENGL-101: English Composition I, 3 credit hours
 MANG-201: Principles of Management, 3 credit hours
 MARK-201: Principles of Marketing, 3 credit hours

Total: 15 credit hours

Second Semester:

BUSG-240: Business Communication (3)

CMIN-214: Introduction to C++

CMIN-250: Java Programming I (3)

CMIN-2XX: Agile Project Management (new course) (3)

MARK-211: Personal Selling (3)

Total: 15 credit hours

TOTAL CREDIT HOURS: 30

SIGNATURES:

_____ College Chief Academic
Officer Date

_____ Date
College Chief Executive Officer

PROPOSAL to DEVELOP a NEW ACADEMIC CERTIFICATE PROGRAM
(CAS, PAC, PBC, GC, PMC, PPC)

Date: January 15, 2019

Campus: Delgado Community College	Program: <u>CIP, Certificate Designation, Title</u> CIP Code: 11.0103 (Information Technology) Certificate Designation: Certificate of Technical Studies Title: Business Systems Design, C.T.S.
Institutional Contact Person & Contact Info (if clarification is needed) Tim Stamm, Executive Director, Curriculum & Program Development/Dean, Library <u>Tstamm@dcc.edu</u> (504) 671-5482	

1. Certificate Description

Describe the program concept: purpose and objectives; proposed curriculum; mode of delivery (on-site/hybrid/on-line). Indicate which courses are new; describe plan for rolling out new courses.

Delgado Community College proposes a 10-course, 30-credit hour Certificate of Technical Studies program in Business Systems Design. The proposed program's learning outcomes map to industry standards and were developed in conjunction with DXC Technologies, who plan to hire 2,000 employees in the New Orleans area over the next five year period.

The Business Systems Design program provides students the foundational knowledge to work in a cross-functional business environment to develop software solutions.

As the technology sector of our economy grows it will require more skilled workers to fill that demand. The goal of this program is to provide the foundational skills for workers in that field. Business System Designers typically design, develop, and manage complex solutions and systems over their lifecycle. Drawing on an interdisciplinary systems design approach that can be applied to any field, the proposed program provides an overview of the process of developing documentation for any system, from initial scoping through detailed design. Instruction will include defining the systems design challenges, defining functional requirements, and objectively measuring the value of any potential systems design solution.

Completers of this program will review fundamental systems design and architecture techniques to develop a deeper understanding of how all of the components of the solution work together. The graduate will be able to:

- ✓ Design, develop, and implement information technology-based solutions for business.
- ✓ Communicate effectively with both internal and external stakeholders in a project.
- ✓ Demonstrate critical thinking, problem solving, business analysis, and professional interpersonal skills in the workplace.
- ✓ Apply Agile and Scrum Principles in collaborative software design projects. ✓ Develop projects using multiple programming languages

**CURRICULUM OUTLINE:
CERTIFICATE OF TECHNICAL STUDIES
BUSINESS SYSTEMS DESIGN**

REQUIRED COURSES IN MAJOR:

BUSG-240	Business Communication		3	CMIN-
203	Logic and Design I	3		
CMIN-204	Fundamentals of IT and Systems		3	CMIN-
214	Introduction to C++	3		CMIN-250
	Java Programming I	3		*CMIN 2XX
	Agile Project Management	3		
ENGL-101	English Composition I		3	
MANG-201	Principles of Management	3		MARK-201
	Principles of Marketing	3		MARK-211
	Personal Selling	3		

Total Credit Hours 30

*indicates new course

Suggested Sequence:

First Semester:

CMIN-203: Logic and Design I, 3 credit hours
 CMIN-204: Fundamentals of IT and Systems, 3 credit hours
 ENGL-101: English Composition I, 3 credit hours
 MANG-201: Principles of Management, 3 credit hours MARK-201:
 Principles of Marketing, 3 credit hours

Total: 15 credit hours

Second Semester:

BUSG-240: Business Communication (3)
 CMIN-214: Introduction to C++
 CMIN-250: Java Programming I (3)
 CMIN-2XX: Agile Project Management (new course) (3) MARK-211:
 Personal Selling (3)

Total: 15 credit hours

TOTAL CREDIT HOURS: 30

**COURSE DESCRIPTIONS
CERTIFICATE OF TECHNICAL STUDIES
BUSINESS INFORMATION SYSTEMS**

Courses Required in Major:

BUSG-240: Business Communications

3 lecture hours, no lab hours, 3 credit hours

Advanced techniques of written and oral communication, word usage, organization, and style. Includes business letters and reports. Emphasizes development of effective voice qualities and presentation of oral reports and speeches. Prerequisite(s): ENGL 101.

CMIN-203: Logic and Design I

3 lecture hours, no lab hours, 3 credit hours

Programming logic, physical design, specification, and documentation. Emphasizes business problem solving with programmable solutions. Prerequisite(s): Eligibility for English 101.

CMIN-204: Fundamentals of Information Technologies and Systems

3 lecture hours, no lab hours, 3 credit hours

Survey course to provide the necessary foundation for understanding Computer Information Technology. Coverage of the fundamentals of information system and information technology concepts, strategies, and skills; these will include programming logic and coding, database design and development, web design and website development, communication and networking, IT support, large systems design, and information system project management. Prerequisite(s): Eligibility for ENGL 101.

CMIN-214: Introduction to C++

3 lecture hours, no lab hours, 3 credit hours

Application programming using the C++ computer programming language in the Windows environment using an Integrated Development Environment (IDE) for C++. The emphasis is on problem solving and the creation of innovative and useful programs in the Windows environment. The problems are derived from a variety of applications which are to be solved using programs written in the C++ programming language. Prerequisite(s): CMIN 203.

CMIN-250: JAVA Programming I

3 lecture hours, no lab hours, 3 credit hours

Elementary elements of programming using the JAVA programming language. Project activities allow students to learn programming principles and the basic JAVA skills and techniques. Prerequisite(s): CMIN 203.

***CMIN-XXX: Agile Project Management**

3 lecture hours, no lab hours, 3 credit hours

Agile project management framework with an emphasis on the product owner's role. Organizational strategy as the foundation, students learn how to develop the project vision and the product roadmap, identify user roles, and write user stories. Topics include: stakeholder identification, chartering, team development, release planning, value assignment, communication, quality, risk, and change management. Students learn by doing, using their own

project for most activities.

ENGL-101: English Composition I

3 lecture hours, no lab hours, 3 credit hours

[LCCN: CENL 1013]

Introduces students to the critical thinking, reading, writing and rhetorical skills required in the college/university and beyond, including citation and documentation, writing as process, audience awareness, and writing effective essays. Prerequisite(s): "C" or higher in ENGL 062 or ENGL 063, or score of 86-117 on the Accuplacer Sentence Skills placement exam, or score of 1824 on the ACT.

MANG-201: Principles of Management

3 lecture hours, no lab hours, 3 credit hours

[LCCN: CMGM 2103]

Survey of administrative and behavioral processes fundamental to successfully operating various types of enterprises. Focuses on the management functions of planning, organizing, leading and controlling organizations and how management functions are impacted by domestic and global environmental factors.

MARK-201: Principles of Marketing

3 lecture hours, no lab hours, 3 credit hours

Covers the basic theories that guide marketing practices and acquaints students with the fundamental concepts of marketing. The course focuses on developing effective marketing strategies and the marketers' use of price, product, promotion, and distribution strategies.

Prerequisite(s): Completion of Developmental Reading requirements. Eligibility for ENGL 101.

MARK-211: Personal Selling

3 lecture hours, no lab hours, 3 credit hours

Personal Selling is a vital aspect of developing an ongoing relationship with potential customers where the seller understands the individual needs, nature, and behavior of the prospective customers. Prerequisite(s): MARK 201.

2. Need

Outline how this program is deemed essential for the wellbeing of the state, region, or academy (e.g., how is it relevant, how does it contribute to economic development or relate to current/evolving needs). Identify similar programs in the state and explain why the proposed certificate is needed.

The proposed program has been developed with the skill set provided by DXC Technologies, a company that plans to hire 2,000 skilled employees in New Orleans over the next five years. The curriculum is reflective of the computer science skills coupled with business skills that technology companies prioritize in today's market.

The Business & Technology Division will work with Workforce Development to develop alternative methods whereby students can get credit for these classes including CLEP exams, LEAP credit and Industry Based Certifications (IBC's)

3. Students

Describe student interest. Project enrollment and productivity for the first 5 years; justify projections.

PROJECTED ENROLLMENT:

	2019	2020	2021	2022	2023
New Students	12	12	15	15	20
Completers	10	10	12	13	17

A completion rate of 75%-80% is projected, as the program meets the educational and training needs for growth as identified by an industry partner. Projections by DXC Technologies anticipate growing needs in this field. Enrollment estimates are based on regional and state-wide labor market projections.

4. Accreditation

Describe plan for achieving program accreditation.

Program accreditation for the proposed program is not required or available for the specific subject area; however, the related A.A.S. in Computer Information Technology is accredited by the Association of Technology, Management, and Applied Engineering (ATMAE), and the proposed C.T.S. will be covered by the existing accreditation. The proposed program will be a concentration within the College's existing A.A.S. in Business & Management, which is accredited by the Accreditation Council for Business Schools and Programs (ACBSP), and this accreditation will extend to the proposed C.T.S. program.

5. Faculty, Administration, & Other Resources

How will instructional needs be met: will additional faculty, facilities, equipment, or library resources be required? What department will deliver and oversee the proposed program?

The proposed program will be housed in the College's Division of Business & Technology. The Interim Dean of the Division is Ms. Karen Muhsin.

Full-time faculty are existing and teach in the related A.A.S. in Computer Information Technology and the related A.A.S. in Business & Management.

Adjunct instructors are hired each semester to augment instruction provided by full-time faculty members.

No new additional faculty will be required to initiate or administer the proposed program.

All academic areas supporting the proposed program are sound, and the courses are offered on a regular basis as components of other existing instructional programs.

Delgado Community College has six library locations, with the *Moss Memorial Library* at the City Park Campus serving as the College's main library. The other library locations are the West Bank Campus Library, the Delgado Charity School of Nursing Campus Library, the Delgado Jefferson Site Library, the Delgado Sidney Collier Site Library, and the Delgado River City Site Library. All Delgado libraries have a shared online college library catalog. The Delgado library collections contain more than 150,000 print volumes, 920 print journals (serials), 290 microforms, and 3,487 audio-visual titles. In addition to the print collection, the library collections contain more than 250,000 electronic books, more than 76,000 electronic journals, more than 3,000 electronic audio-visual titles, and 150 electronic databases. All campus and site libraries maintain a collection of books, paper and/or microfilm journals, and a collection of audiovisual materials that are pertinent to the location's curricula. Delgado's print and electronic library holdings are available online in a shared automated catalog system (ISAAC). Books are cataloged in the Dewey Decimal System for all libraries except Delgado Charity School of Nursing, which currently uses the National Library of Medicine cataloging system. Through Delgado's membership in the LOUIS consortium, faculty, staff, and students from all Delgado campuses and sites may request a Reciprocal Borrowing Card in order to have borrowing privileges to the collections of other academic consortium libraries throughout the state. LOUIS is a consortium of public and private college and university libraries in the state of Louisiana. This partnership was formed in 1992 by the library deans and directors at these institutions, in order to create a cost-effective collaboration for the procurement of library technology and resources.

The proposed certificate program in Business Systems Design will share many of the same resources required for the existing A.A.S. programs in Computer Information Technology and Business & Management. The following databases, to include full-text, peer reviewed scholarly articles, are available: Academic Search Complete, Business Source Complete, Computer Source, CREDO Reference, Gale Power Search, Information Science & Technology Abstracts, MasterFILE Complete, Nexus UNI (formerly Lexis-Nexis), Regional Business News, Sage Knowledge, and SIRS Knowledge Source.

The proposed Certificate of Technical Studies program in Business Systems Design is closely related to the existing A.A.S. programs in Computer Information Technology and Business & Management; therefore, acquisition of an entirely new set of resources is not necessary to support the C.T.S. curriculum. Delgado Community College engages in an active weeding and deselection process. New resources are acquired through consultation with program and discipline faculty, and collection development occurs under the supervision of professional librarians.

6. Cost

Summarize additional costs to offer the program. On separate budget sheet, estimate costs and revenues for the projected program for the first five years, indicating need for additional appropriations (if any).



**LOUISIANA'S COMMUNITY & TECHNICAL COLLEGE
SYSTEM**

New Program and Curriculum Modification Form

TYPE OF PROPOSED CHANGE	
<input checked="" type="checkbox"/> New Program	<input type="checkbox"/> Curriculum Modification

AWARD LEVEL(S)	
Award Level(s): <input type="checkbox"/> Associate of Applied Science (A.A.S.) <input type="checkbox"/> Associate of Science (A.S.) <input type="checkbox"/> Associate of Arts (A.A.) <input type="checkbox"/> Other Associate Degree <u>Name:</u>	<input type="checkbox"/> Technical Diploma (T.D.) <input type="checkbox"/> Technical Competency Area (T.C.A.) <input checked="" type="checkbox"/> Certificate of Technical Studies (C.T.S.) <input type="checkbox"/> Certificate of Applied Science (C.A.S.) <input type="checkbox"/> Certificate of General Studies (C.G.S.)

NAME OF PROGRAM(S) and AWARD LEVEL(S)			
Name: Banking and Lending Assistant, C.T.S.			
CIP: 52.0803	Credit Hours: 18	Contact Hours: 270	Award Level: C.T.S.
Name:			
CIP:	Credit Hours:	Contact Hours:	Award Level:
Name:			
CIP:	Credit Hours:	Contact Hours:	Award Level:
Name:			
CIP:	Credit Hours:	Contact Hours:	Award Level:

DESCRIBE THE PROPOSED CHANGE (For Curriculum Modifications, state previous credit and clock hours, and for Program Termination, state program and all award levels.)

Delgado Community College proposes a 6-course, 18-credit hour Certificate of Technical Studies program in Banking and Lending Assistant. The goal of the proposed program is to provide fundamental knowledge and skills to individuals seeking entry-level positions in the retail banking industry - primarily in branch banking and direct customer service/sales. Career options include: bank teller, new account clerk, statement clerks, bill and account collectors, and loan interviewers.

Upon graduation, completers of the C.T.S. Banking and Lending Assistant will be able to:

- Explain the fundamental principles of economics, money, and banking
- Explain basic retail banking products.
- Evaluate competitive banking products
- Use analytical, problem-solving, and decision-making skills applicable to customer service in a retail banking environment.
- Effectively use Professional Business Communication Skills

REASON/JUSTIFICATION FOR THE PROPOSED CHANGE (Include support such as four-year university agreements, industry demand, advisory board information, etc.)

Delgado’s Business & Management program has been placing interns with the Fifth District Savings Bank for several years. Recently other banks have expressed interest in placing interns as well. The proposed program will help ensure that the students placed in internships will possess a strong foundational knowledge of the industry and the necessary communication skills.

The following careers are listed by the Louisiana Workforce Commission as only requiring a “Post-Secondary, Non-Degree” Level of Education:

- Loan Officer – 5 Stars
- Financial Managers – 5 Stars
- Tellers – 2 stars
- Credit Analysts – 4 stars

All courses in the proposed C.T.S. can be applied to a degree in Business & Management General Business Concentration. A separate Banking and Finance Concentration in Business & Management is also being developed.

Similar programs can be found at other community colleges including: Maricopa Community College System, Housatonic Community College, Hinds Community College and Columbus State Community Colleges.

IMPLEMENTATION DATE (Semester and Year)	Summer 2019
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SITE(S) OF NEW PROGRAM OR CURRICULUM MODIFICATION		
<input type="checkbox"/> Main Campus	<input checked="" type="checkbox"/> All Campuses	<input type="checkbox"/> Sites (list below)
Site 1:		
Site 2:		
Site 3:		
Site 4:		

LOUISIANA WORKFORCE COMMISSION STAR LEVEL (http://www.laworks.net/Stars/)				
<input type="checkbox"/> 5 Stars	<input checked="" type="checkbox"/> 4 Stars	<input type="checkbox"/> 3 Stars	<input type="checkbox"/> 2 Stars	<input type="checkbox"/> 1 Star

PLAN FOR PROVIDING QUALIFIED FACULTY (Check all that apply)
--

<input checked="" type="checkbox"/> Use Existing Faculty #: _____	<input type="checkbox"/> Hire Adjunct Faculty #: _____	<input type="checkbox"/> Hire Full-Time Faculty #: _____
MINIMUM CREDENTIALS REQUIRED FOR FACULTY		
Education: Master's degree in Business Administration, Management, Accounting, Finance, or related field.	Experience: 1-5 years in Banking, Finance, or related field	Certification:

ANTICIPATED ENROLLMENT:					
Students	Year One	Year Two	Year Three	Year Four	Year Five
<u>DAY</u>	<u>15</u>	<u>15</u>	<u>20</u>	<u>20</u>	<u>20</u>
<u>EVENING</u>					
ANTICIPATED ENROLLMENT:					
Describe Process for Attaining & Estimating Enrollment:	Enrollment and completion rates are based on student interest, past placement in internships, and anticipated internship placement with additional banking and lending agencies in the Greater New Orleans area.				

PROGRAM ACCREDITATION:	
Is Program Accreditation, Licensure or Certification Required?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	If YES, please provide projected accreditation/licensure/certification date:
Type/Name of Program Accreditation, Licensure or Certification Required:	Program accreditation for the proposed program is not required or available for the specific subject area; however, the proposed program will be a concentration within the College's existing A.A.S. in Business & Management, which is accredited by the Accreditation Council for Business Schools and Programs (ACBSP), and this accreditation will extend to the proposed C.T.S. program.

DESCRIBE IMPLEMENTATION COSTS (Include Faculty, Facilities, Library Resources, etc.)

Current faculty will teach the courses, with new adjuncts hired as necessary. Adjunct salaries will be covered by student enrollment and the purchase of new library materials will be a part of regular upgrading to the business and computer science collections. No new resources will be required to start the proposed program.

PROGRAM CURRICULUM

(Use the template below or insert separate attachment; all modifications should include the OLD and NEW curriculum with changes appropriately noted so that it is visually clear what has been added, deleted and/or changed)

**CURRICULUM OUTLINE:
CERTIFICATE OF TECHNICAL STUDIES BANKING
AND LENDING ASSISTANT**

Students must be eligible for ENGL-101 prior to enrolling in this C.T.S.

REQUIRED COURSES IN MAJOR:

BUSG 102 Customer Service	3-0-3 / 45 contact hours
BUSG 224 Business Computer Applications or CMIN 201 Computer Literacy	3-0-3 / 45 contact hours
*BUSG 145 Principles of Banking	3-0-3 / 45 contact hours
*BUSG 165 Consumer Lending	3-0-3 / 45 contact hours
BUSG 240 Business Communication	3-0-3 / 45 contact hours
ENGL 101 English Composition I	3-0-3 / 45 contact hours

Total Credit Hours 18

*indicates new course

Suggested Sequence:**First Semester:**

BUSG 102 Customer Service, 3 credit hours
 *BUSG 145 Principles of Banking, 3 credit hours
 ENGL 101 English Composition I, 3 credit hours

Total: 9 credit hours

Second Semester:

BUSG 224 Business Computer Applications, , 3 credit hours **OR**
 CMIN 201 Computer Literacy, 3 credit hours

BUSG 240 Business Communication, 3 credit hours
 *BUSG 165 Consumer Lending, 3 credit hours

Total: 6 credit hours

TOTAL CREDIT HOURS: 18

SIGNATURES:

 College Chief Academic Officer

 Date

College Chief Executive Officer

Date

PROPOSAL to DEVELOP a NEW ACADEMIC CERTIFICATE PROGRAM
(CAS, PAC, PBC, GC, PMC, PPC)

Date: January 16, 2019

Campus: Delgado Community College	Program: <u>CIP, Certificate Designation, Title</u> CIP Code: 52.0803(Banking and Financial Support Services) Certificate of Technical Studies (C.T.S.) Banking and Lending Assistant, C.T.S.
Institutional Contact Person & Contact Info (if clarification is needed) Tim Stamm Executive Director, Curriculum & Program Development/Dean, Library (504) 671-5482 Tstamm@dcc.edu	

1. Certificate Description

Describe the program concept: purpose and objectives; proposed curriculum; mode of delivery (on-site/hybrid/on-line). Indicate which courses are new; describe plan for rolling out new courses.

Delgado Community College proposes a 6-course, 18-credit hour Certificate of Technical Studies program in Banking and Lending Assistant. The goal of the proposed program is to provide fundamental knowledge and skills to individuals seeking entry-level positions in the retail banking industry - primarily in branch banking and direct customer service/sales. Career options include: bank teller, new account clerk, statement clerks, bill and account collectors, and loan interviewers.

Upon graduation, completers of the C.T.S. Banking and Lending Assistant will be able to:

- Explain the fundamental principles of economics, money, and banking
- Explain basic retail banking products.
- Evaluate competitive banking products
- Use analytical, problem-solving, and decision-making skills applicable to customer service in a retail banking environment.
- Effectively use Professional Business Communication Skills

**CURRICULUM OUTLINE:
CERTIFICATE OF TECHNICAL STUDIES BANKING
AND LENDING ASSISTANT**

Students must be eligible for ENGL-101 prior to enrolling in this C.T.S.

REQUIRED COURSES IN MAJOR:

BUSG 102 Customer Service	3
BUSG 224 Business Computer Applications or CMIN 201 Computer Literacy	3

*BUSG 145 Principles of Banking		3
*BUSG 165 Consumer Lending		3
BUSG 240 Business Communication		3 ENGL 101
English Composition I	3	

Total Credit Hours 18

*indicates new course

Suggested Sequence:

First Semester:

BUSG 102 Customer Service, 3 credit hours
 *BUSG 145 Principles of Banking, 3 credit hours
 ENGL 101 English Composition I, 3 credit hours

Total: 9 credit hours

Second Semester:

BUSG 224 Business Computer Applications, , 3 credit hours OR CMIN
 201 Computer Literacy, 3 credit hours

BUSG 240 Business Communication, 3 credit hours
 *BUSG 165 Consumer Lending, 3 credit hours

Total: 6 credit hours

TOTAL CREDIT HOURS: 18

**COURSE DESCRIPTIONS
 CERTIFICATE OF TECHNICAL STUDIES
 BANKING AND LENDING ASSISTANT**

Courses Required in Major:

BUSG-102: Customer Service

3 lecture hours, no lab hours, 3 credit hours

Systematic process for building service skills that all business people need. Students will learn how to interact with customers (communicating in person), resolve conflicts, maintain records, understand the importance of customer satisfaction/retention, actively participate as members of a team, and develop time management skills.

BUSG-224: Business Computer Applications

3 lecture hours, no lab hours, 3 credit hours

Course focuses on the business applications most commonly used by today's business professionals for data-driven decision making. Extensive coverage of spreadsheets and databases and how they are used in business decisions. Students will also create simple presentations and web pages. Includes Visual BASIC for Applications and macros. Course assumes students have a working knowledge of Windows, Microsoft Word, and the World Wide Web.

CMIN 201 - Computer & Internet Literacy

3 lecture hours, no lab hours, 3 credit hours

Surveys electronic data-processing systems. Includes history of electronics data processing, terminology associated with computers, basic theory of operation, and practical application in several commercial software packages. Covers Windows, Internet, World Wide Web and Electronic mail. Prerequisite(s): Eligibility for ENGL 101.

BUSG-145: Principles of Banking

3 lecture hours, no lab hours, 3 credit hours

An overview the banking industry. Topics include the language and documents of banking, checking process, teller functions, deposit functions and the role of the bank in the community. Course may be offered on campus, hybrid or online.

BUSG-165: Consumer Lending

3 lecture hours, no lab hours, 3 credit hours

Forming a loan policy, generating applications, learning about the credit investigation, and understanding the evaluation of and decisions that go into every loan application. May be offered in a traditional classroom setting, hybrid or online.

BUSG-240: Business Communications

3 lecture hours, no lab hours, 3 credit hours

Advanced techniques of written and oral communication, word usage, organization, and style. Includes business letters and reports. Emphasizes development of effective voice qualities and presentation of oral reports and speeches. Prerequisite(s): ENGL 101.

ENGL-101: English Composition I

3 lecture hours, no lab hours, 3 credit hours

[LCCN: CENL 1013]

Introduces students to the critical thinking, reading, writing and rhetorical skills required in the college/university and beyond, including citation and documentation, writing as process, audience awareness, and writing effective essays. Prerequisite(s): "C" or higher in ENGL 062 or ENGL 063, or score of 86-117 on the Accuplacer Sentence Skills placement exam, or score of 1824 on the ACT.

2. Need

Outline how this program is deemed essential for the wellbeing of the state, region, or academy (e.g., how is it relevant, how does it contribute to economic development or relate to current/evolving needs). Identify similar programs in the state and explain why the proposed certificate is needed.

Delgado's Business & Management program has been placing interns with the Fifth District Savings Bank for several years. Recently other banks have expressed interest in placing interns as well. The proposed program will help ensure that the students placed in internships will possess a strong foundational knowledge of the industry and the necessary communication skills.

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All courses in the proposed C.T.S. can be applied to a degree in Business & Management General Business Concentration. A separate Banking and Finance Concentration in Business & Management is also being developed.

Similar programs can be found at other community colleges including: Maricopa Community College System, Housatonic Community College, Hinds Community College and Columbus State Community Colleges

3. Students

Describe student interest. Project enrollment and productivity for the first 5 years; justify projections.

PROJECTED ENROLLMENT:

	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
New Students	15	15	20	20	20
Completers	12	113	17	18	18

Enrollment and completion rates are based on student interest, past placement in internships, and anticipated internship placement with additional banking and lending agencies in the Greater New Orleans area.

4. Accreditation

Describe plan for achieving program accreditation.

Program accreditation for the proposed program is not required or available for the specific subject area; however, the proposed program will be a concentration within the College's existing A.A.S. in Business & Management, which is accredited by the Accreditation Council for Business Schools and Programs (ACBSP), and this accreditation will extend to the proposed C.T.S. program.

5. Faculty, Administration, & Other Resources

How will instructional needs be met: will additional faculty, facilities, equipment, or library resources be required? What department will deliver and oversee the proposed program?

The proposed program will be housed in the College's Division of Business & Technology. The Interim Dean of the Division is Ms. Karen Muhsin.

Full-time faculty are existing and teach in the related A.A.S. in Business & Management.

Adjunct instructors are hired each semester to augment instruction provided by full-time faculty members.

No new additional faculty will be required to initiate or administer the proposed program.

All academic areas supporting the proposed program are sound, and the courses are offered on a regular basis as components of other existing instructional programs.

Delgado Community College has six library locations, with the *Moss Memorial Library* at the City Park Campus serving as the College's main library. The other library locations are the West Bank Campus Library, the Delgado Charity School of Nursing Campus Library, the Delgado Jefferson

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The proposed Certificate of Technical Studies program in Banking and Lending Assistant is closely related to the existing A.A.S. program in Business & Management; therefore, acquisition of an entirely new set of resources is not necessary to support the C.T.S. curriculum. Delgado Community College engages in an active weeding and deselection process. New resources are acquired through consultation with program and discipline faculty, and collection development occurs under the supervision of professional librarians.

6. Cost

Summarize additional costs to offer the program. On separate budget sheet, estimate costs and revenues for the projected program for the first five years, indicating need for additional appropriations (if any).

Current faculty will teach the courses, with new adjuncts hired as necessary. Adjunct salaries will be covered by student enrollment and the purchase of new library materials will be a part of regular upgrading to the business and computer science collections.

CERTIFICATIONS:

Primary Administrator for Proposed Certificate _____ Date _____

Provost/Chief Academic Officer _____ Date _____

Management Board/System Office _____ Date Approved _____

SUMMARY OF ESTIMATED ADDITIONAL COSTS/INCOME FOR PROPOSED CERTIFICATE

Institution: _____

Date: _____

Certificate Program, Unit: _____

FTE = Full Time Equivalent (use the institution's standard definition and provide that definition).

EXPENDITURES								
INDICATE ACADEMIC YEAR:	FIRST		SECOND		THIRD		FOURTH	
	AMOUNT	FTE	Amount	FTE	AMOUNT	FTE	AMOUNT	FTE
Faculty	\$		\$		\$		\$	
Graduate Assistants								
Support Personnel								
Fellowships and Scholarships								
SUB-TOTAL	\$		\$		\$		\$	
	AMOUNT		AMOUNT		AMOUNT		AMOUNT	
Facilities	\$		\$		\$		\$	
Equipment								
Travel								
Supplies								
Other (specify)								
SUB-TOTAL	\$		\$		\$		\$	
TOTAL EXPENSES	\$		\$		\$		\$	
REVENUES								
Revenue Anticipated From:	AMOUNT		AMOUNT		AMOUNT		AMOUNT	

*State Appropriations	\$	\$	\$	\$
*Federal Grants/Contracts				
*State Grants/Contracts				
*Private Grants/Contracts				
Expected Enrollment				
Tuition				
Fees				
*Other (specify)				
TOTAL REVENUES	\$	\$	\$	\$

* Describe/explain expected sources of funds in proposal text.

Business & Management, A.A.S.

(note: proposed new concentrations are highlighted)

REQUIRED COURSES IN MAJOR

Required grade of "C" or higher.

- ACCT 201 - Principles of Accounting I 3
- BUSG 129 - Introduction to Business 3
- BUSG 240 - Business Communications 3

- BUSG 275 - Internship 3 **OR**
- MANG 276 - Foundations of Strategic Management 3

- BUSL 250 - Legal Environment of Business 3

- CMIN 201 - Computer & Internet Literacy 3 **OR**
- BUSG 224 - Business Computer Applications 3

- MANG 201 - Principles of Management 3
- MARK 201 - Principles of Marketing 3
- Area of Concentration 18

REQUIRED RELATED COURSES

- ECON 202 - Microeconomics 3

GENERAL EDUCATION REQUIREMENTS

See General Education Requirements, for approved Humanities and Natural Sciences courses.

- ENGL 101 - English Composition I 3 **OR**
- ENGL 110 - Intensive English Composition I

- ENGL 102 - English Composition II 3
- MATH 120 - Contemporary Math 3
- Humanities Requirement 3
- Natural Science Requirement 3
- Social/Behavioral Science Requirement met in Required Related Courses (ECON 202)

AREA OF CONCENTRATION (CHOOSE ONLY ONE)

General Business

- ACCT 202 - Principles of Accounting II 3
- BUSG 210 - Business Ethics 3
- ECON 201 - Macroeconomics 3

Select nine (9) credit hours from courses with the following prefixes:

ACCT, BUSG (102 or above), BUSL, CMIN, ECON, MANG, MARK, or RLST. The following is restricted to six (6) credit hours: ADOT.

Human Resources Management/Leadership

- BUSL 235 - Employment Law 3
- MANG 131 - Human Resource Management 3
- MANG 224 - Supervision 3

Choose three (3) courses from the following list:

- ACCT 218 - Payroll 3
- BUSG 210 - Business Ethics 3
- MANG 101 - Human Relations in Business 3
- MANG 215 - Management Information Systems 3
- MANG 226 - Organizational Leadership 3

Entrepreneurship/Small Business Management

- ACCT 222 - Computerized Accounting Using Quickbooks 3
- BUSG 115 - Starting a New Business 3
- BUSG 252 - Entrepreneurial Finance 3
- MANG 222 - Small Business Management 3

Choose two (2) courses from the following list:

BUSG 121 - Business Mathematics 3

-
-
-
-

BUSG 128 - Electronic Commerce 3
MANG 101 - Human Relations in Business 3
MANG 224 - Supervision 3

- Any Course with the MARK Prefix

Marketing

- MARK 211 - Personal Selling 3

Choose five (5) courses from the following list:

- BUSG 102 - Customer Service 3
- BUSG 121 - Business Mathematics 3
- BUSG 128 - Electronic Commerce 3
- HOST 221 - Hospitality Marketing 3
- MUSB 101 - Introduction to Music Business 3
- MUSB 103 - Music Marketing and Promotion 3
- Any Course with the MARK Prefix

Music Business

- MUSB 101 - Introduction to Music Business 3
- MUSB 102 - Music Publishing and Copyright 3
- MUSB 103 - Music Marketing and Promotion 3
- MUSB 206 - Music Entrepreneurship 3

Choose two (2) courses from the following list:

- BUSG 252 - Entrepreneurial Finance 3
- MANG 222 - Small Business Management 3
- MANG 224 - Supervision 3
- MANG 275 - Project Management 3
- MARK 215 - Visual Merchandising 3
- MUSB 200 - Live Audio Engineering 3
- MUSB 204 - Basic Audio Troubleshooting 3
- MUSB 105 - Seminar in Recording Techniques I 3
- MUSB 205 - Seminar in Recording Techniques II 3

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Office Management

- ACCT 222 - Computerized Accounting Using Quickbooks 3
- ADOT 105 - Survey of Computer Applications 3
- ADOT 178 - General Office Procedures 3
- BUSG 102 - Customer Service 3
- MANG 180 - Office Management 3

Choose one (1) course from the following list

- ADOT 101 - Keyboarding I 3
- ACCT 218 - Payroll 3
- BUSG 121 - Business Mathematics 3
- MANG 101 - Human Relations in Business 3
- MANG 131 - Human Resource Management 3
- MANG 224 - Supervision 3

Real Estate

- BUSG 102 - Customer Service 3
- RLST 161 - Principles of Real Estate 3
- RLST 261 - Louisiana Real Estate Law 3

Choose nine (9) credits from the following list:

- Any course with the RLST prefix

Retail Management

- BUSG 102 - Customer Service 3
- MANG 131 - Human Resource Management 3
- MARK 213 - Retailing 3

Choose three (3) courses from the following list:

- BUSG 121 - Business Mathematics 3
- MANG 101 - Human Relations in Business 3
- MANG 224 - Supervision 3
- MANG 226 - Organizational Leadership 3
- MARK 215 - Visual Merchandising 3

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-
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Logistics Management

- MANG 206 - Introduction to Logistics 3
- MANG 208 - Transportation Management 3
- MANG 220 - Introduction to Operations Management 3
- MANG 229 - Supply Chain Management 3
- MANG 230 - Warehouse and Inventory Management 3

- MANG 265 - Manufacturing Logistics 3
- Concentration in Banking and Lending Assistant

Banking and Lending Assistant

- BUSG 102 Customer Service 3
- BUSG 145 Principles of Banking 3
- BUSG 165 Consumer Lending 3
- Choose three (3) courses from list:
 - ACCT 202 Principles of Accounting II 3
 - ACCT 211 Managerial Accounting 3
 - BUSG 125 Personal Finance 3
 - BUSG 151 Stock Markets and Investing 3
 - ECON 201 Macroeconomics 3
 - ECON 272 Money, Banking, and the Economy 3
 - MARK 211 Personal Selling 3
 - RLST 265 Real Estate Finance 3

Business System Design

- CMIN-203 Logic and Design I 3
- CMIN-204 Fundamentals of IT and Systems 3
- CMIN-214 - Introduction to C++ 3
- CMIN-250 Java Programming I 3
- CMIN-2XX Agile Project Management 3
- MARK-211 Personal Selling 3

TOTAL CREDIT HOURS: 60