

Business Technology

Third Semester

IST 164	Implementing Windows Network Infrastructure Services	3
IST 165	Implementing and Administering Windows Directory Services	3
IST 191	Linux System Administration	3
		Total 9

Corporate Quality

Certificate in Applied Science

Credit Requirements: 24 Semester Credit Hours

This certificate program identifies the fundamentals of quality and management responsibilities in a total quality environment. This certificate also addresses statistical process control, manufacturing methods, cost-of-quality, corrective action procedures and auditing methods in both the manufacturing and service environments. This program provides students with the tools to better integrate and implement the principles and concepts of total quality in their work environment.

Admission into this program requires proof of high school graduation (or GED) and qualifying scores on SAT, ACT or the TTC placement test.

Recommended Sequence of Courses

First Semester – Fall

MGT 235	Production Management	3
QAT 101	Introduction to Quality Assurance	3
QAT 105	Total Quality Systems	3
		Total 9

Second Semester – Spring

QAT 110	Manufacturing Methods	3
QAT 201	Quality Cost Analysis/Auditing	3
QAT 240	Advanced Quality Concepts	3
		Total 9

Third Semester – Summer

QAT 232	Statistical Quality Control	3
QAT 245	ISO Standards and Auditing	3
		Total 6

Customer Service

Certificate in Applied Science

Credit Requirements: 24 Semester Credit Hours

This certificate provides skills that assist individuals to succeed in the competitive workplace of the 21st century. Studies in customer service/customer relations, sales principles, ethics, problem solving and decision making, interpersonal relations

and communication augment the traditional skills required in business and industry.

Admission into this program requires proof of high school graduation (or GED) and qualifying scores on SAT, ACT or the TTC placement test.

Recommended Sequence of Courses

First Semester – Fall

MKT 101	Marketing	3
MKT 110	Retailing	3
QAT 105	Total Quality Systems	3
		Total 9

Second Semester – Spring

MKT 120	Sales Principles	3
MKT 130	Customer Service Principles	3
MKT 250	Consumer Behavior	3
		Total 9

Third Semester – Summer

CPT 101	Introduction to Computers	3
or		
CPT 102	Basic Computer Concepts	3
SPC 209	Interpersonal Communication	3
		Total 6

Database

Certificate in Applied Science

Credit Requirements: 18 Semester Credit Hours

This certificate prepares students for employment with companies looking for database professionals. Starting with a basic computer class, students progress course by course to a skill level where they can work in any database environment. The curriculum uses both MS Access and Oracle to teach students how to design, build, manipulate and maintain business database management systems. You must be able to demonstrate basic computer skills through a credit course (CPT 101 or 102), transfer credit or credit by examination for CPT 101 or 102.

Recommended Sequence of Courses

First Semester

CPT 102	Basic Computer Concepts	3
CPT 114	Computers and Programming	3
or		
CPT 232	C++ Programming I	3
CPT 172	Microcomputer Database	3
		Total 9