



Certificate of Undergraduate Study in Service Management

College of Business ♦ Northern Illinois University

Name _____ Z-Id# _____

Local Address _____ Phone Number _____

City _____ State _____ Zip _____ Email Address _____

Permanent Address _____ Degree Held/Sought _____

City _____ State _____ Zip _____ Major _____

The Certificate of Undergraduate Study in Service Management is open to all NIU College of Business students. Students must be admitted to the College of Business and have completed UBUS 310 with a grade of C or better, achieve a minimum of a C in each course applied toward the certificate, and complete all certificate work within a period of four (4) calendar years. Courses used to satisfy the requirements for this certificate may, with approval of the major department, be applied toward an undergraduate major. Some courses may have prerequisites that are not part of the certificate curriculum.

Interested students should apply prior to the beginning of the semester in which they will complete the last of the four (4) courses listed below. Application should be submitted to the certificate coordinator, Dr. Sue Goad in the College of Business Operations Management and Information Systems Department, Barsema Hall 328. Please contact Sue Goad at (815) 753-6372 or via email at suegoad@niu.edu with any questions.

Certificate Requirements (12 credit hours)

<i>To be completed by the Student</i>	<i>To be completed by the Department</i>	
Courses	Semester Completed	Coordinator Verification <i>(initial & date)</i>
OMIS 450 — Service Operations (3)	_____	_____
MKTG 425 — Services Marketing (3)	_____	_____
<i>Two of the following:</i>		
OMIS 452 ^{1,2} — Database Management for Business (3)	_____	_____
OR		
MKTG 455 — Database Marketing Management (3)	_____	_____
OMIS 442 — Quality Management (3)	_____	_____
OMIS 462 ³ — Business Systems Development (3)	_____	_____
¹ OMIS 351 is a prerequisite for OMIS 452.		
² Cannot be applied toward Certificate by OM&IS majors.		
³ OMIS 452 is a prerequisite for OMIS 462.		

I, _____, hereby certify that the above information is correct as submitted. I understand that failure to submit correct information may result in not being awarded the Undergraduate Certificate in Service Management.

Student's Signature _____ Date _____

Coordinator's Signature _____ Date _____