

# An International Joint Certificate in IT Administration: Opportunities and Challenges

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UNIVERSITY OF  
**Nebraska**  
Omaha

# Overview

- Collaboration between
  - University of Nebraska at Omaha (USA)
  - University of Agder (Norway)



- IT Administration Certificate
  - Completely on-line
  - approximately 14 credit hours
- Target population: undergraduate students



# Motivation

- Build on successful existing partnership
- Fill resource gaps via synergy
- Pedagogical and technological innovation
- Provide international experience to students
- Demand for IT Administration certificate
  - Bureau of Labor Statistics : 30% growth 2008-2018
  - Student survey: 80% interested



# Certificate in IT Administration

<http://bit.ly/UNOIAITAdmin>



Network

IS 204  
IT Resource Operation

1

Distributed Systems

ISQA 4380  
Distributed Systems & Technologies

2

Database

IS 203  
Advanced DB Systems

-or-

ISQA 4300  
Database Administration

3

Security/  
Systems

IS 206  
Systems Administration  
with Free Software

-or-

IASC 3370 -or- 3350  
Security Administration -  
Windows -or- Linux

4

# First Experiences



Instructor  
Permission?

Access to systems

Grade reporting

In person

SMS

Date format  
"backwards"

Diff. calendar

Fin Aid req's

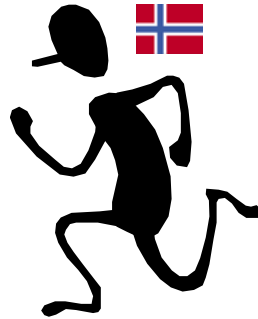
+3

Weeks

+1

Weeks

# First Experiences



## Admission

- Non-degree transcripts
- "Pre-enrollment health requirement form"

## Access to systems

- How??
- Two usernames?



## Payment

- "What agreement?"
- \$1800 bill (Feb)
- Misplaced paperwork
- Tuition waived (Jun)
- Residual fee (\$292)

+4  
Weeks



# Certificate Approval Process

←15 Months→

Council of Academic Officers

Chancellor's Cabinet

Deans' Council

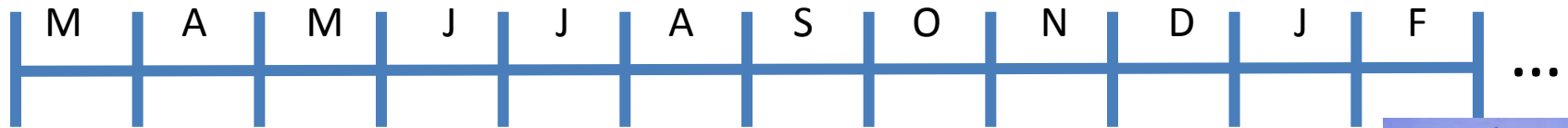
Educational Policy Advisory Committee

College

Dept

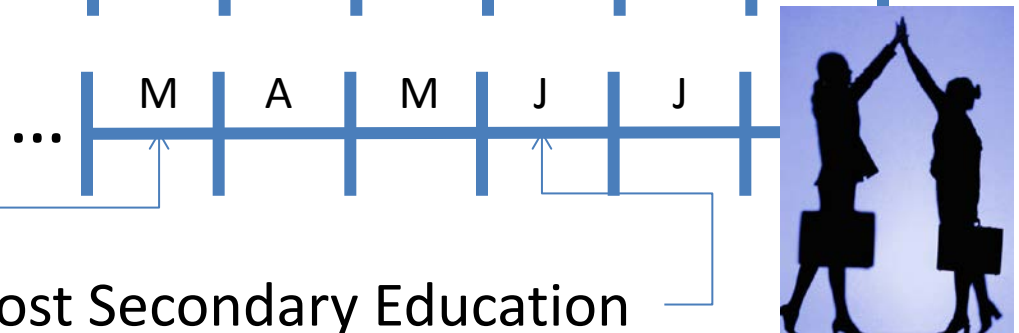
UPC

Faculty Senate



Board of Regents

Coordinating Commission for Post Secondary Education



# Process Improvements



- Fast instructor approval
- Fast on-line application
- Initial login credentials via e-mail
- Initial “read” access pending formal registration

before  4 wks  
after  2 days



- Documented process, roles, responsibilities
- High touch guidance
- Negotiation with VC on fees
- Student orientation

before  4 wks  
after  4-6 days



# Lessons

- The technology is not the major challenge
- Each institution is weird in its own way
- Delay has a silver lining
- Be willing to take risks and experiment
- Be willing to hold hands
- Be willing to take one for the team

