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Advisement Update Number 2

Office of the Dean of Students

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Advisement Update

Number 2, May, 2005

Fellow advisors:

Advisement Update has been created to provide academic advisors and other colleagues in the various undergraduate divisions of Touro College with new and/or useful information to help them in better advising our students. It will be issued several times each academic year. Advisors are urged to keep the information provided for future reference.

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Issued regularly at irregular intervals by the
Advisement and Counseling Service
Office of the Dean of Students, Touro College.
Dean Robert Goldschmidt, Vice President for Planning and Assessment
and Dean of Students
Dr. Avery M. Horowitz, Associate Dean of Students, Editor
Ms. Eva W. Bykov, Associate Editor

Please address comments, suggestions, updates, and corrections to Ms. Bykov
at 718-252-7800, ext. 254, by e-mail at ebykov@touro.edu
or by mail to the Avenue J branch campus.

Curriculum Changes/Issues

1. MINORS: AN UPDATE

Over the past three years, the curriculum committee of Touro College has approved seven new minors to go along with the two existing minors, in order to compliment the majors offered to our students. Minors are open to all Touro students who are pursuing a Bachelors degree. Minors currently offered include:

1. Economics
2. English Literature
3. Finance
4. History
5. International Business (for business majors)
6. Information Technology (formerly Management Information Systems)
7. Management Marketing (for non-business majors)
8. Political Science
9. Psychology

Checklists for the minors available for Touro students are included in this issue of Advisement Update.

Minors, groupings of courses in a particular subject which offer a "mini specialty" to go along with an already structured major, are chosen by students for a variety of reasons. One is job marketability: having more than one concentration of study can open up more doors and edge out some competition in the job search process. Another is creativity in problem-solving: students increasingly understand that, in today's competitive markets, with so many graduates looking for employment, being able to approach a problem from different perspectives, and from different sets of skills, can be a great asset. A third is student interest: a student can take the opportunity for more in depth studies in a subject he/she truly enjoys, in a structured format. Some examples for ways in which minors can strengthen a students' educational and job search goals include: a student adding an International Business minor to an Accounting major in order to give him/her an edge in finding employment if he/she chooses to live outside of the US, or combining a Psychology major with a Management Marketing minor in order to fortify entry skills to the field of Marketing/Advertising or pursue graduate studies in Industrial Psychology.

Remember that in aiding students in choosing their programs for an upcoming semester, advisors should be looking at many factors, including: basic skills (writing, reading, math, speech, computers), core courses, courses in a major, and, when necessary, courses that satisfy GED requirements. They should encourage students to make up schedules that combine different types of courses: not all reading, not all writing, not all math... Advisors can better guide students by recommending courses

that are appropriate prerequisites for future courses, and courses that provide useful skills for future study (such as statistics). They can also consider making it possible for students to fit in minors, for enrichment of a major, a change of pace, or pursuit of an interest. While adding minors to students' curriculum requires careful planning, it can vastly benefit their career aspirations, as well as their personal growth.

2. WHAT'S AHEAD IN THE CURRICULUM COMMITTEE

The curriculum committee has recently approved new courses in the History of American Labor, Introduction to Public Relations and Debate and Rhetoric. These changes now await faculty approval.

Resource Reminders

The advisement office tries to produce and/or acquire various resources for distribution to students. This column will be used to remind advisors of their existence and availability. For single or bulk copies contact Ms. Bykov on Avenue J.

- Professional Health Programs in the New York Metropolitan Area is a photocopied handout prepared by our office that lists names, addresses, and telephone numbers (as well as web sites) of various health science programs in the region.
- Volunteering in New York City is a photocopied reprint from Time Out New York that offers over seventy ways that our students and others can volunteer to help those in need in the New York area. It goes without saying that volunteering helps the giver as well as the recipient (and looks good on a resume).
- Welcome to Parenthood: A Family Guide is a 28 page guide prepared by the New York State Department of Health. It includes important Health and safety tips for new babies and young children.
- Marijuana: Facts for Teens is a booklet issued by the National Institute on Drug Abuse
- Subway and Bus Maps are available in bulk for distribution to our students.

Editorial Jottings

This column is reserved for the Associate Dean's notes, reminders, updates, and comments about advising.

Graduation is in the air....

While I don't always succeed in attending all of Touro's undergraduate graduation ceremonies, I try my best. I'm often asked why.

To me, graduation is a chance for me (and my colleagues in advisement and on the faculty), to join in recognizing the accomplishments of our students. Many of our students come to college with a variety of hardships, including: having been out of school for a while, obligations in raising a family, the need to work (often full-time) while in school, weak basic skills, being the first generation of their family in college, etc. Graduation is a major accomplishment and we join in their celebration.

Graduation is also a chance for us in Touro to feel good about ourselves. If it weren't for all our efforts, many of these students might not have made it. Seeing a student in cap and gown and knowing that he's there, in part, because of my efforts, or those of my advisement and faculty colleagues, is what makes it all worthwhile.

Thank You. Thank you to all of you who have commented on the first issue of Advisement Update. A special thank you goes to Ellen Schabes of the admissions office who compiled much of the telephone directories found in both this and our previous issue.

-- Avery M. Horowitz, Associate Dean

Calendar Notes

- **The Lander Colleges of Liberal Arts and Sciences** will hold Commencement Exercises on Sunday, May 29, 2005, at 6:30 PM, at Alice Tully Hall, Lincoln Center, Broadway at 65th street, New York. Please contact Dean Goldschmidt at 718-252-7800, ext. 234 for further information.
- **The NYSCAS- School of General Studies** will be holding Commencement Exercises on Sunday, June 5, 2005, at 2:00 PM, at the Manhattan Center Auditorium, 311 West 34th street, New York. Please contact Dean Perkal for further information.
- **The School of Career and Applied Studies** and Touro Computer Center have scheduled Commencement Exercises for Tuesday, June 7, 2005, at 6:30 PM at the N.Y.C. Millennium Theater, 1029 Brighton Beach Avenue, Brooklyn. Please contact Dean Felder at 718-252-7800, ext. 227 for further information.
- **The Graduate School of Education and Psychology** will be holding Commencement Exercises on Thursday, June 16, at 2:00 PM at Avery Fisher Hall. Please contact Dean Anthony Polemeni for further information.

'Outside Readings' offers reprints of articles in the fields of higher education and advisement. In this issue, we offer a reprint from "The Mentor: An Academic Advising Primer" an on-line publication of The Pennsylvania State University.

Improving Advising through a Customer Service Initiative at the University of Louisville's College of Education and Human Development

Robin L. Dorsey, University of Louisville

The Education Advising Center within the College of Education and Human Development at the University of Louisville continuously strives to improve delivery of advising services to students. To that end, an initiative that the advising center undertook in the past year has proven successful on several levels. We reframed our view of students, acknowledging them not only as students but also as educational consumers. Just as they are customers of retail establishments, restaurants, or banks, our students are also our customers. This paradigm shift allowed us to make modifications in some of our advising strategies, thereby improving our services to both our internal customers (staff and faculty) and our external customers (prospective students, current students, and the general public).

The impetus for the advising center's customer service approach was an outgrowth of discussions we have had in recent years about the changing nature of the student population we serve. Martin and Bloom (2003) suggest that higher education is a "dynamic, rapidly changing industry" (p. ix). Our advising center staff would affirm that notion. We sensed that a growing number of students view themselves as value-conscious consumers of higher education and advising services instead of passive students enrolled in college. During our college careers, many of us on staff in the advising center accepted collegiate policies and procedures without question and were satisfied with minimal advising services, but today's generation of students has different expectations, which we referred to as the "drive-through restaurant" mentality. Today's college students grew up with convenient fast food, computers, and the Internet. They are accustomed to one-stop shopping, instant messaging, and lots of competition for their buying dollars. This culture has produced college students who are savvy comparison shoppers with short attention spans and high expectations. Increasingly, our students want relatively fast service with few hassles and fair value for the tuition dollars that they are spending at our institution. If they do not receive it, they are not opposed to taking their money and loyalty to other colleges that they perceive will serve them better. So we experimented with a customer service approach as a means of fine-tuning advising for our student customers. At the very least, it was theorized that this would energize us into looking at our advising center operation "outside of the box" and provide us with a new perspective.

During the past year at weekly advising center staff meetings, we discussed various customer service topics and how they could be adapted for use in our office. Our principle resource was *50 Powerful Ideas You Can Use to Keep Your Customers* (Timm, 2000); each advising center staff member was provided with a reference copy. To introduce the project, award ribbons were presented to each of us, highlighting specific, observable behaviors that demonstrated effective student customer service. For example, our receptionist/adviser at the front desk received an Award of Excellence for the way he

Outside Reading (continued)

stands to greet people when they visit the office and the sincere manner in which he interacts with them. Another staff adviser received a Super Star Award for the extra mile she goes to help students and for her gentle laugh and sense of humor, which puts students at ease. Even though these fifteen ribbons were presented months ago, they still hang proudly in our offices. The awards were public recognition that our advising center employees already possess innate qualities that promote good advising service and, by extension, good customer service. Gordon and Habley (2000) encourage advising programs to make a "systematic effort to recognize and reward exemplary performance" (p. 287). Our effort also helped ensure a buy-in of our customer service initiative and reinforced the fact that we were already on the right track.

Here are some of the customer service themes (Timm, 2000) that we discussed:

- Becoming focused—e.g., understanding the importance of exceeding customer expectation (p. 32)
- Projecting your personality to customers—e.g., greeting customers and building instant rapport (p. 43)
- Solidifying repeat customers—e.g., making service, speed, and customer convenience priorities (p. 83)
- Saving possible lost customers—e.g., disarming the chronic complainer (p. 98)
- For managers, increasing employee involvement—e.g., training and retraining to build employee competence (p. 109)

To keep us engaged in our project, various motivational thoughts were shared at staff meetings: "Expect the best from yourself and others" (Ziglar, 1986, p. 87); "People don't care how much you know until they know how much you care . . . about them" (p. 110); Ten Performance Principles (p. 30, p. 280); and "I'll be glad to!" (Walther, 1991, p. 9). These anchoring statements were printed on colorful construction paper and taped to staff computers or bulletin boards as reminders of positive approaches to customer service. At a luncheon meeting, we participated in a game of customer-service bingo to further reinforce our customer service approach.

We at the Education Advising Center are pleased with the results of our customer service initiative. The advising center is receiving less negative feedback from students, and many take the initiative to tell us how pleased they are with our service and the courteous treatment they receive. The goodwill we are building should continue to have beneficial effects throughout the community. Positive feedback and pleasant student-adviser interactions have led to greater job satisfaction for our staff. One of our standard sayings has become "What can we do to help this student?" Our assistant dean for student services encourages us to "own the student's problem." Rather than referring a student to other offices on campus, we attempt to resolve problems by communicating with the offices directly and then informing the student of the outcome. We consciously set an example of excellent student customer service for the rest of the College of Education and Human Development by returning phone calls and e-mails promptly, following up with students, and making university procedures as seamless and pleasant as possible. We strive to satisfy our students' needs by exceeding their expectations. We have adopted the stance of "when in doubt, lean toward the student" (Howe & Bellizzi, 2003).

Outside Reading (continued)

A facet of our customer service emphasis includes making students feel positive about choosing the University of Louisville, thus assuaging any "buyer's remorse" that they may experience. When we field inquiries, we use these conversations as opportunities to promote and market our programs, the distinguished faculty, and our institution's comparatively affordable tuition. Because we know that people appreciate being remembered, when we speak with returning students, we take the time to reconnect with them, expressing pleasure that they have chosen to return to the University of Louisville to continue their education. We view them as repeat customers.

Recent events have bolstered our customer service efforts. For example, the Marketing Committee of the College of Education and Human Development has instituted the Cardinal Pride Award, reflective of our university mascot. The purpose of the award is to give students, staff, and faculty an opportunity to recognize those in our college who have provided service that exceeds expectations. It is a means of serving our internal customers. In addition, the University itself has established a task force to explore "ways to make the area around Belknap Campus [main campus] more attractive, accessible, and inviting . . . President [James] Ramsey said the beautification effort has the potential to improve the quality of life of people in surrounding neighborhoods as well as those on campus" (Fitzpatrick, 2003, p. 2). In this way, we are attracting new student customers while building rapport and goodwill within the community, which should have a positive effect on our future student customer base.

Also, the College of Education and Human Development faculty members are becoming more intentional about communicating with their advisees and maintaining advising schedules, especially during peak registration periods. Our advising center staff is enjoying its strongest collaboration with faculty to date, including joint marketing and recruiting efforts, departmental and committee work, and participation in policy-making decisions.

Fostered by the desire to improve our services to students, what began as a simple project has laid the foundation for continuous improvement in advising and a sense of solidarity and *esprit de corps* among our advising center staff. As we build on our customer service emphasis, we predict that it will provide a means for continuous improvement and student customer satisfaction.

References

Fitzpatrick, D. (2003, October 3). Task force called to beautify area. *Inside, a Newspaper for the Faculty and Staff of the University of Louisville*, p. 2.

Gordon, V., & Habley, W. R. (Eds.). (2000). *Academic advising: A comprehensive handbook*. San Francisco: Jossey-Bass.

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Outside Reading (continued)

Timm, P. R. (2002). *50 powerful ideas you can use to keep your customers* (3rd ed.). Franklin Lakes, NJ: Career Press.

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Ziglar, Z. (1986). *Top performance: How to develop excellence in yourself & others*. New York: Berkley Books.

About the Author

Robin L. Dorsey is senior academic counselor at the Education Advising Center in the College of Education and Human Development at the University of Louisville. She can be reached at r.dorsey@louisville.edu or 502-852-3210.

Touro College/Advisement and Counseling Service Minor Form

Student's Name _____ SS# _____ Telephone Number _____
 Expected Date of Graduation _____ Advisor _____

Economics Minor

		<u>Credits</u>	<u>Grade</u>	<u>Semester Taken</u>	<u>Semester to be taken</u>
Required for Minor (9 Credits)					
EBE 101	Principles of Macroeconomics	3	_____	_____	_____
EBE 102	Principles of Microeconomics	3	_____	_____	_____
One of the following:					
EBE 204	Money and Banking	3	_____	_____	_____
EBE 211	Intermediate Macroeconomics	3	_____	_____	_____
EBE 212	Intermediate Microeconomics	3	_____	_____	_____
 Three Electives From the Following (9 Credits)					
EBE 204	Money and Banking	3	_____	_____	_____
EBE 211	Intermediate Macroeconomics	3	_____	_____	_____
EBE 212	Intermediate Microeconomics	3	_____	_____	_____
EBE 220	Urban Economics	3	_____	_____	_____
EBE 303	Political Economy of Israel	3	_____	_____	_____
EBE 310	Monetary Theory	3	_____	_____	_____
EBE 311	Comparative Economic Systems	3	_____	_____	_____
EBE 312	History of Economic Thought	3	_____	_____	_____
EBE 325	Public Finance	3	_____	_____	_____
EBE 400	Topics in Economics	3	_____	_____	_____
EBE 408	International Trade and Monetary Systems	3	_____	_____	_____
EBF 101	Principles of Finance	3	_____	_____	_____
EBF 220	Corporate Finance	3	_____	_____	_____
Any Approved Economics Course:					
_____	_____	3	_____	_____	_____
_____	_____	3	_____	_____	_____

Total Credits in Program: 18 Total Completed: _____ * taken outside Touro

Comments:

- Besides Principles I and II (EBE 101 & EBE 102, these courses may not be counted by business majors toward the economics minor if they are being included in the business major. [For example Business majors may not use EBF 101, Principles of Finance toward the Economics minor.]
- Potential economics majors are urged to take EBE 101 and EBE 102 in their first two term at Touro College.
- Students interested in pursuing a graduate degree in economics are urged to take additional courses in calculus and computer science.
- At least twelve of the eighteen credits required for the minor must be taken at Touro College

STUDENT'S SIGNATURE

APPROVED: DEPT. ADVISOR'S SIGNATURE

DATE

Touro College/Advisement and Counseling Service Minor Form

Student's Name _____ SS# _____ Telephone Number _____
 Expected Date of Graduation _____ Advisor _____

English Literature - Minor

		<u>Credits</u>	<u>Grade</u>	<u>Semester Taken</u>	<u>Semester to be taken</u>
<u>Required Course in Renaissance Literature (3 Credits)</u>					
LLE 222	Shakespeare	3	_____	_____	_____
<u>Three Electives From the Following with not more than one from any subject area of time period (9 Credits)</u>					
<i>Anglo-Saxon and Medieval</i>					
LLE 301	Anglo-Saxon and Medieval Literature	3	_____	_____	_____
LLE 302	Chaucer	3	_____	_____	_____
<i>Seventeenth Century</i>					
LLE 332	Milton	3	_____	_____	_____
LLE 333	Seventeenth Century Literature	3	_____	_____	_____
<i>Restoration and Eighteenth Century</i>					
LLE 345	Restoration and Eighteenth Century Drama	3	_____	_____	_____
LLE 346	Restoration and Eighteenth Century Lit.	3	_____	_____	_____
<i>Nineteenth Century</i>					
LLE 351	Romantic Poetry	3	_____	_____	_____
LLE 352	Victorian Literature	3	_____	_____	_____
LLE 371	American Literature before 1900	3	_____	_____	_____
LLE 503	Works of Jane Austen	3	_____	_____	_____
<i>Modern and American</i>					
LLE 211	Modern Drama	3	_____	_____	_____
LLE 361	The Modern British Novel	3	_____	_____	_____
LLE 372	The Modern American Novel	3	_____	_____	_____
LLE 373	Modern American Poetry	3	_____	_____	_____
LLE 500	Literature of the Holocaust	3	_____	_____	_____
<u>One Additional Elective From the Above courses or From the Following (3 Credits)</u>					
LLE 493	Advanced Topics in English	3	_____	_____	_____
LLE 201	Advanced Expository Writing	3	_____	_____	_____
LLE 202	Creating Writing	3	_____	_____	_____
_____	_____	3	_____	_____	_____
_____	_____	3	_____	_____	_____

Total Credits in Program: 15 Total Completed: _____ * taken outside Touro

Comments:

- All English minors must take Modern Literature I and II (Flatbush) or at least two of the Literature/ Humanities survey courses (Manhattan)
- At least three of the five courses in the minor must be taken at Touro College.
- Core courses in literature do not count toward the minor.
- At least one course must be taken in each of three of the five subject areas or time periods above.

 STUDENT'S SIGNATURE
FILE: AMH/MAJOR FORM-ENGLISH 12-03

 APPROVED: DEPT. ADVISOR'S SIGNATURE

 DATE

Touro College/Advisement and Counseling Service Minor Form

Student's Name _____ SS# _____ Telephone Number _____
 Expected Date of Graduation _____ Advisor _____

Finance Minor (for non-business students*)

		<u>Credits</u>	<u>Grade</u>	<u>Semester Taken</u>	<u>Semester to be taken</u>
Required for Minor (15 Credits)					
EBA 101	Principles of Accounting I	3	_____	_____	_____
EBF 101	Principles of Finance	3	_____	_____	_____
EBF 210	Investment Principles	3	_____	_____	_____
EBF 220	Corporate Finance	3	_____	_____	_____
One of the following two courses:					
EBE 101	Principles of Macroeconomics	3	_____	_____	_____
EBE 102	Principles of Microeconomics	3	_____	_____	_____
One Elective From the Following (3 Credits)					
EBE 204	Money and Banking	3	_____	_____	_____
EBF 310	Security Analysis	3	_____	_____	_____
EBF 338	International Financial Markets	3	_____	_____	_____
EBE 408	International Trade and Monetary Systems	3	_____	_____	_____
EBF 437	The International Trading of Commodities	3	_____	_____	_____
EBF 410	Seminar in Options Trading	3	_____	_____	_____
Any Approved Course:					
_____	_____	3	_____	_____	_____
_____	_____	3	_____	_____	_____

Total Credits in Program: 18 Total Completed: _____ * taken outside Touro

Comments:

- This minor is not open to students who major in any of the business related disciplines.
- * Business majors who wish to have a minor in finance must complete an additional four (4) finance course that are not being used to satisfy any other business requirement.

 STUDENT'S SIGNATURE
 FILE: AMH/ MAJOR FORM-FINANCE MINOR 8-01

 APPROVED: DEPT. ADVISOR'S SIGNATURE

 DATE

Touro College/Advisement and Counseling Service Minor Form

Student's Name _____ SS# _____ Telephone Number _____
 Expected Date of Graduation _____ Advisor _____

History Minor

		<u>Credits</u>	<u>Grade</u>	<u>Semester Taken</u>	<u>Semester to be taken</u>
<u>Core Courses (6-12 Credits)</u>					
HMH 101	Greek and Roman History (Manhattan)	3	_____	_____	_____
HMH 102	Medieval History (Manhattan)	3	_____	_____	_____
HMH 201	Renaissance History (Manhattan)	3	_____	_____	_____
HMH 202	Modern World History (Manhattan)	3	_____	_____	_____
HIS 220	Survey of Modern History I (Ave J)	3	_____	_____	_____
HIS 221	Survey of Modern History II (Ave J)	3	_____	_____	_____
*	_____	3	_____	_____	_____
*	_____	3	_____	_____	_____

* AVENUE J STUDENTS MUST TAKE TWO ADDITIONAL COURSES IN SOCIAL SCIENCES (RELATED TO HISTORY) WITH THE APPROVAL OF THE DEPARTMENT CHAIR.

Five Electives From the Following (15 Credits)

HIS 141	The Emergence of the U.S. I	3	_____	_____	_____
HIS 142	The Emergence of the U.S. II	3	_____	_____	_____
HIS 155	History of the Jewish People I	3	_____	_____	_____
HIS 156	History of the Jewish People II	3	_____	_____	_____
HIS 242	Violence in America	3	_____	_____	_____
HIS 251	Jews and Arabs	3	_____	_____	_____
HIS 261	History of Jewish Nationalism	3	_____	_____	_____
HIS 262	The Holocaust	3	_____	_____	_____
HIS 271	American Jewish History	3	_____	_____	_____
HIS 305	Topics in the History of the Ancient World	3	_____	_____	_____
HIS 312	Topics in Medieval History	3	_____	_____	_____
HIS 334	Topics in Modern European History	3	_____	_____	_____
HIS 342	Topics in U. S. Social-Intellectual History	3	_____	_____	_____
HIS 331	Topics in Early Modern History	3	_____	_____	_____
HIS 335	America in the Twentieth Century	3	_____	_____	_____
HIS 363	Topics in Third World Modern History	3	_____	_____	_____
HIS 382	History of Russia	3	_____	_____	_____
HIS 493	Advanced Topics in Social Sciences	3	_____	_____	_____
Any Course approved by the Department chair:		3	_____	_____	_____
_____		3	_____	_____	_____

Total Credits in Program: 12 (core) +15 (minor)

Total Completed: _____ * taken outside Touro

Comments:

- Students must take at least one elective in each of the following areas: Ancient and Medieval History, Modern European History, American History, and Jewish History.
- Students must take at least one elective at each level: 200s, 300s, and 400s.
- At least four of the five electives for the minor must be taken at Touro College.

STUDENT'S SIGNATURE
FILE: AMH/HISTORY MINOR 11-02

APPROVED: ADVISOR'S SIGNATURE

DATE

Touro College/Advisement and Counseling Service Minor Form

Student's Name _____ SS# _____ Telephone Number _____
 Expected Date of Graduation _____ Advisor _____

International Business Minor

	<u>Credits</u>	<u>Grade</u>	<u>Semester taken</u>	<u>Semester to be taken</u>
<u>Required for Minor (12 Credits)</u>				
EBF 101	Principles of Finance	3	_____	_____
EBE 408	International Trade and Monetary Systems	3	_____	_____
IB 610	Introduction to International Business	3	_____	_____
Choose one of the following:				
HIS 334	Topics in Modern European History	3	_____	_____
HIS 363	Topics in Third World Modern History	3	_____	_____
POL 103	International Relations	3	_____	_____
POL 222	International Law	3	_____	_____
<u>Two Electives From the Following (6 Credits)</u>				
EBF 338	International Financial Markets	3	_____	_____
EBF 420	International Commodity Trading	3	_____	_____
EBK 340	International Marketing Management	3	_____	_____
EBM 310	Multinational Business Management	3	_____	_____
EBA 351	International Accounting	3	_____	_____
EBE 311	Comparative Economic Systems	3	_____	_____

Total Credits in Program: 18 Total Completed: _____ * taken outside Touro

Comments:

- At least four of the six courses for the minor must be taken at Touro College.
- This minor is meant for Business majors. Other students can take the minor, but would need to take several prerequisite courses.
- All/most of these courses require prerequisites. Students should verify that prerequisites have been fulfilled
- Courses for the minor (except for Principles of Finance) may NOT be double counted or used to satisfy other college or major requirements.

 STUDENT'S SIGNATURE APPROVED: ADVISOR'S SIGNATURE DATE

Touro College/Advisement and Counseling Service Minor Form

Student's Name _____ SS# _____ Telephone Number _____
 Expected Date of Graduation _____ Advisor _____

Information Technology Minor

		<u>Credits</u>	<u>Grade</u>	<u>Semester Taken</u>	<u>Semester To be taken</u>
<u>Required for Minor (9 Credits)</u>					
MCO 140	Computer Concepts with Microcomputer Applications	3	_____	_____	_____
MCO 148	Advanced Computer Business Applications	3	_____	_____	_____
MCO 250	Database Programming	3	_____	_____	_____
<u>Two Electives From the Following (6 Credits)</u>					
MCO 105	Internet Tools	3	_____	_____	_____
MCO 141	Introduction to Programming	3	_____	_____	_____
MCO 232	Advanced Programming	3	_____	_____	_____
MCO 270	Visual Basic	3	_____	_____	_____
MCO 353	Data Communications	3	_____	_____	_____
MCO 354	Local Area Network Concepts and Software	3	_____	_____	_____
MCO 450	Artificial Intelligence	3	_____	_____	_____
Any Approved Course:					
_____	_____	3	_____	_____	_____
_____	_____	3	_____	_____	_____

Total Credits in Program: 15 Total Completed: _____ * taken outside Touro

Comments:

- This minor is meant for those students with business majors. Students majoring in Computer Science or Information Management are not eligible for this minor.
- A background in Accounting is assumed for some courses. Students majoring in other fields should therefore take several accounting courses.
- Three of the five courses in the minor must be taken at Touro College.
- Minor formerly called Management Information System.

 STUDENT'S SIGNATURE
 FILE: AMH/MAJOR FORM MIS MINOR 12-04

 APPROVED: DEPARTMENT ADVISOR'S SIGNATURE DATE

Touro College/Advisement and Counseling Service Minor Form

Student's Name _____ SS# _____ Telephone Number _____
 Expected Date of Graduation _____ Advisor _____

Marketing/Management Minor

	<u>Credits</u>	<u>Grade</u>	<u>Semester taken</u>	<u>Semester to be taken</u>
Required for Minor (18 Credits)				
EBK 101 Principles of Marketing	3	_____	_____	_____
EBM 101 Principles of Management	3	_____	_____	_____
EBF 101 Principles of Finance	3	_____	_____	_____
EBK 204 Marketing Management	3	_____	_____	_____
MAT 261 Statistics for Social Science Majors	3	_____	_____	_____
Choose one of the following:				
EBE 101 Principles of Macroeconomics	3	_____	_____	_____
EBE 102 Principles of Microeconomics	3	_____	_____	_____
Two Electives From the Following (6 Credits)				
EBK 201 Consumer Behavior	3	_____	_____	_____
EBK 202 Marketing Research	3	_____	_____	_____
EBK 315 Advertising Marketing Management	3	_____	_____	_____
EBK 408 Strategic Marketing Management	3	_____	_____	_____
EBM 202 Organizational Theory and Behavior	3	_____	_____	_____
EBM 224 Human Resource Management	3	_____	_____	_____
EBM 310 Multinational Business Management	3	_____	_____	_____
EBM 320 Entrepreneurship and Management of Small Business	3	_____	_____	_____

Total Credits in Program: 24 Total Completed: _____ * taken outside Touro

Comments:

- Not open to students who major in any of the business related disciplines
- At least six of the eight courses for the minor must be taken at Touro College.
- Course for the minor may not be double counted or used to satisfy other requirements except for Economics (EBE 101 or EBE 102) and Statistics (MAT 261) which may be used to help satisfy the LAS Core.

STUDENT'S SIGNATURE

APPROVED: DEPT. ADVISOR'S SIGNATURE

DATE

Touro College/Advisement and Counseling Service Minor Form

Student's Name _____ SS# _____ Telephone Number _____
 Expected Date of Graduation _____ Advisor _____

Political Science - Minor

	<u>Credits</u>	<u>Grade</u>	<u>Semester taken</u>	<u>Semester to be taken</u>
<u>Required Courses (6-9 Credits)</u>				
POL 101 American Politics	3	_____	_____	_____
One or two of the following:				
POL 102 Comparative Politics	3	_____	_____	_____
POL 103 International Relations	3	_____	_____	_____
POL 201 Introduction to Political Theory	3	_____	_____	_____
<u>Three or Four Electives From the Following (9-12 Credits)</u>				
POL 204 Great Powers in International Politics	3	_____	_____	_____
POL 212 International Organizations	3	_____	_____	_____
POL 222 International Law	3	_____	_____	_____
POL 231 Democracy	3	_____	_____	_____
POL 241 The Presidency	3	_____	_____	_____
POL 242 Congress and the Legislative Process	3	_____	_____	_____
POL 244 American Political Parties	3	_____	_____	_____
POL 261 Government and Politics of Israel	3	_____	_____	_____
POL 302 Modern Political Theory	3	_____	_____	_____
POL 305 Third World in International Politics	3	_____	_____	_____
POL 310 The Supreme Court and the Constitution	3	_____	_____	_____
POL 311 Introduction to Legal Principles	3	_____	_____	_____
POL 315 American Foreign Policy	3	_____	_____	_____
POL 320 Public Policy	3	_____	_____	_____
POL 341 State and Local Government	3	_____	_____	_____
Any Course Approved by the Department Chair:	3	_____	_____	_____
_____	3	_____	_____	_____
_____	3	_____	_____	_____

Total Credits in Program: 18 Total Completed: _____ * taken outside Touro

Comments:

- See also suggested courses for Pre-law students.
- At least four of the six courses in the minor must be taken at Touro College.

 STUDENT'S SIGNATURE
 FILE: AMH/MAJOR FORM-POLITSCI MINOR 11-03

 APPROVED: DEPT. ADVISOR'S SIGNATURE

 DATE

Touro College/Advisement and Counseling Service Minor Form

Student's Name _____ SS# _____ Telephone Number _____
 Expected Date of Graduation _____ Advisor _____

Psychology Minor

	Credits	Grade	Semester taken	Semester to be taken
Required Courses (6 Credits)				
PSY 101 Introduction to Psychology	3	_____	_____	_____
One of the following two courses:				
PSY 351 Biological Psychology *	3	_____	_____	_____
PSY 301 Experimental Psychology*	3	_____	_____	_____
Four Electives From the Following (12 Credits)				
PSY 102 Social Psychology	3	_____	_____	_____
PSY 201 Developmental Psychology	3	_____	_____	_____
PSY 205 Psychology of Motivation	3	_____	_____	_____
PSY 210 Theories of Learning	3	_____	_____	_____
PSY 221 Industrial Psychology	3	_____	_____	_____
PSY 231 Psychological Testing	3	_____	_____	_____
PSY 302 Experimental Psychology II	3	_____	_____	_____
PSY 310 Theories of Personality	3	_____	_____	_____
PSY 311 Psycholinguistics	3	_____	_____	_____
PSY 312 Cognition (Thinking)	3	_____	_____	_____
PSY 313 Language and Speech Development	3	_____	_____	_____
PSY 325 Drugs and Behavior (Psychoactive Drugs)	3	_____	_____	_____
PSY 332 History of Psychology	3	_____	_____	_____
PSY 335 Abnormal Psychology	3	_____	_____	_____
PSY 340 Introduction to Counseling and Therapy	3	_____	_____	_____
PSY 345 Psychology of Health and Illness	3	_____	_____	_____
PSY 351 Biological Psychology *	3	_____	_____	_____
PSY 401 Psychology of the Exceptional Child	3	_____	_____	_____
PSY 402 Clinical Psychology	3	_____	_____	_____
PSY 420 Eating Disorders	3	_____	_____	_____
Any other Psychology course approved by the Department Chair	3	_____	_____	_____
_____	3	_____	_____	_____
_____	3	_____	_____	_____

Total Credits in Program: 18 Total Completed: _____ * taken outside Touro

Comments:

- * Biological Psychology and Experimental Psychology may be offered with a lab for four credits
- Four of the six courses in the minor must be taken at Touro College.
- This minor is not open to Psychology or Social Science majors.
- Courses used for the minor may not be used to satisfy other college requirements.

 STUDENT'S SIGNATURE
 FILE: AMH/MAJOR FORM-PSYCHMINOR 12-02

 APPROVED: DEPT. ADVISOR'S SIGNATURE

 DATE



TOURO COLLEGE CENTRAL ADMINISTRATION DIRECTORY

Reference for Advisors

(212) 463-0400

Receptionist-Front Desk X216/x500

Admissions Ext

Director:

Baron, Andrique 665

Deputy Dir.:

Mena, Werner 215

Brown, Lena 177

Burks, Kishia 661

Jones, Jovan 664

Malvoisin, Marc 208

Rodriguez, Danny 215

Schabes, Ellen, S.M. 610

Tingling Lanette (H.S) 551

Varela, Marie L. 663

Bursar Ext

Director:

Teshler, Tamara 622

Bascombe, Catherine 625

Plotkina, Nataliya 620

Privoroter, Elena 624

Safos, Christopher 626

Financial Aid Ext

Director:

Cotte, Walter 684

Irvine, Patricia 629

Kurz, Annette 759

Jones, Brenda 628

Llanos, Nick 627

Ramdhanie, Padmanie 632

Tejeda, Marisol 646

SGS Site Director Ext

Mason, Charles 429

Alleyne, Rheba 483

Registrar Ext

Rozin, Vladimir- 648/640

Schabes, Edward E. 607

Rodgers, Margaret-
Transfer Credit 445

Assoc. Director, SGS:

Figueroa, Aida 507

Klapper, Barbara 445

Lander, Hannah 601

Lee, Michael 433

Aubourg, Roselande 639

Boodram, Kim 390

Kondrashova, Marina 657

Sierra, Elizabeth 228

Tingling, Lasheen 637

Toler, Sherry 635

Tsofina, Zakira 654

Learning Resources/

Tutoring Center Ext

Seabrook, Dorothea 217

Testing Center Ext

Director:

Dean Tim Taylor 513

Clark, Nicole 212

Diaz, Yolanda 214

SGS Advisement Ext

Director:

Burca-Sandu, Mirella 510

Canales, Carlos 529

Dejesus, Judy 263

Mills, Melanie 262

Moore, Tammy 499

Shaw, Lacy 511

Deans &

Administrative Staff Ext

President B. Lander 480

Dean S. Boylan 409/410

Dean R. Goldschmidt 419/421

NYSCAS/SGS

Dean E. Spinelli / 423

Rabinowitz, Shirley 423

Dean L. Perkel 350

Ortega, Lenin 440

Figueroa, Obed 443

Brewer, Tanya 447

White, Tracy 232

Enrollment Management

Inst. Research Ext

Aponte, Jackie 491

Chu, JinYee 638

Dean Ira Tysler 491

OIT (MIS) Ext

Shor, Mark 746

Help Desk 444

Human Resources Ext

Kahane, Rosie 706/707

Levy, Hester 755

Payroll Ext

Natasha, Ryan 727

Operations Ext

Director:

Kobre, Akiva 700

Main number 748



TOURO COLLEGE FLATBUSH CAMPUS DIRECTORY

(718) 252-7800

<u>LAS Admissions</u>	<u>Ext</u>	<u>Room</u>	Verghills, Zhanna	222	217
Toplan, Steve	399	207			
Vegh, Toby	320	207	<u>Executive Admin. Office</u>	<u>Ext</u>	<u>Room</u>
Woyner, Joy	299	207	President Bernard Lander	232	201D
			Bressler, Dean Barry	235	202A
<u>Bursar</u>	<u>Ext</u>	<u>Room</u>	Goldschmidt, Dean Robert	234	202
Dimitrova, Renata	201	213	Apfelbaum, Ruti	264	202
Gladkova, Dina	255	213	Waldman, Susan	265	202
Kohavi, Erika	342	414	Lebovitz, Esty	234	202
Kukuy, Yelena	256	213	Newman, Pearl	263/35	202
Pariantee, Orley	236	213	Paltis, Ella	230/234/251	
Rozinova, Anna	257	213			
			<u>Operations</u>	<u>Ext</u>	<u>Room</u>
<u>Financial Aid</u>	<u>Ext</u>	<u>Room</u>	Piscitello, Vito	297	C2
Bernath, Cheryl, Director	321	215	Livrieri, Joe	203	202
Cohen, Florence	220	215	Peterson, Hannah	298	C213
Koombs, Gavin	249	215	<u>Security</u>	<u>212</u>	<u>Main fl.</u>
Emelianov, Irina(LAS Men)	259	215			
Levinson, Yaffa(LAS Women)	231	215	<u>Accounting & Business</u>	<u>Ext</u>	<u>Room</u>
Shor, Judy	250	215	Beinenstock, Shammai	243	311A
Vengerovskaya, Marsha	258	215	Cohen, Gordon	244	311B
			Peikes, Meir	244	311B
<u>Advisors</u>	<u>Ext</u>	<u>Room</u>	Sklar, Albert (Chair)	243	311A
Horowitz, Dean Avery	253	211B	Yarmish, Morris	341	411E
Blinder, Renee	254	211C			
Bykov, Eva	254	211C	<u>Biology</u>	<u>Ext</u>	<u>Room</u>
Herskowitz, Marty	284	203A	Gussin, Arnold (Chair)	281	509A
Mandelbaum, Peter	254	211C			
Sheinhouse, Lisa	252	211A	<u>Chemistry</u>	<u>Ext</u>	<u>Room</u>
Spinrad, Miriam	284	203A	Gurel, Demet (Chair)	283	507
Zilberberg, Josh	254	211C	Kon, Emil	280	503A
<u>Career Placement</u>	<u>Ext</u>	<u>Room</u>	<u>Computer Science</u>	<u>Ext</u>	<u>Room</u>
Placement Office	252	211A	Herskowitz, Issac (Chair)	208	C101
Kofman, Maurice	284	203A	Fink, Shmuel (Chair)	210	C101
			Lab	207	C101
<u>Registrar</u>	<u>Ext</u>	<u>Room</u>	<u>Education & Special Ed.</u>	<u>Ext</u>	<u>Room</u>
Tekmeyster, Regina	225	217	Brezak, Avi (Chair)	218	405
Rosenfeld, Julie	248	217	Dickstein, Joel	273	405
Rothman, Avraham	223	217	Zalesko, Deborah	273	405
Vasko, Kati	246	217			



TOURO COLLEGE FLATBUSH CAMPUS DIRECTORY

(718) 252-7800

Evening Students Office **Ext** **Room**
 Ginsberg, Chaim 230 290

ESL **Ext** **Room**
 Felder, Dean Mira 228 305A
 Boym, Yelena 227 305

History **Ext** **Room**
 Lauer, Theodore (Chair) 340 411D
 Levi, Yael 411C

Literature **Ext** **Room**
 Department 240 319
 Grossman, Miriam (Chair) 237 319 A

Library **Ext** **Room**
 Drillman, Chaya 260 C101
 Nakar, Sarah 226 C101
 Simon, Basha 226 C101
 Standish, Roberta 260 C101

Mathematics **Ext** **Room**
 Gliberman, Leon 247 321

Psychology **Ext** **Room**
 Press, Melech (Chair) 275 409
 Department 274 409

SCAS **Ext** **Room**
 Volfson, Sophia 229 211D
 Shekhtman, Lydmila 219 211E

Sociology **Ext** **Room**
 Greenberg, B.K. 411F

Speech **Ext** **Room**
 Rosenberg, Lynn 343 413D
 Hurley, Esther 325 413B

Other Touro College Divisions

Graduate Business Program (MS Intl. Bus. Finance)
 (212) 463-0400 Ext 681

Graduate school of Ed/Psych
 (212) 463-0400 Ext 777

Graduate Program In Ed/Special Ed (Kings Hwy)
 (718) 301-2023 (Master's Program for full-time teachers)
 (718) 301-2021 (women's division, Master's Program)

Graduate School of Jewish Studies
 (212) 651-8160

Health Science-Bay Shore
 (631) 665-1600
 OT: Ext 253 PT: Ext 211 PA: Ext 248

Health Science-Manhattan
 (212) 463-0400
 OT: Ext 671 PT: Ext 606 PA: Ext 551
 Oriental Medicine: Ext 315

Lander College for Men (Queens)
 (718) 820-4800

Lander College for Women (Manhattan)
 (212) 213-2230

Graduate Program in Speech Language Pathology
 (718) 787-1602
 Lubinsky, Hindy Ext. 203
 Zeller, Robin Ext. 205

Touro Law School
 (631) 421-2244