

Memo

January 18, 2024

To: W. Randy Smith, Vice Provost – Council on Academic Affairs

From: Aaron Bagent, Curriculum Specialist

RE: INFORMATIONAL ITEM: BS Consumer and Family Financial Services, Department of Human Sciences

Please find materials for an informational item related to the BS Consumer and Family Financial Services program. The program wishes to add a course, CSCFFS 3910, to its list of Major Group A elective options. This was presented at the College of Education and Human Ecology Curriculum Committee meeting on October 19, 2023. If there are any questions, please contact me at [bagent.14@osu.edu](mailto:bagent.14@osu.edu).



January 17, 2024

Dr. W. Randy Smith, PhD  
Vice Provost for Academic Programs  
203 Bricker Hall  
190 N. Oval Mall  
Columbus, OH 43210

Dear Vice Provost Smith,

I am writing on behalf of the College of Education and Human Ecology's (EHE) Office of Academic Affairs. EHE supports the recent curricular change that was approved by the EHE Curriculum Committee on October 19, 2023:

- Add a new course to the curriculum, *CSCFFS 3910: Customer Experience Management*.
- Cross-list the new course, *CSCFFS 3910*, with two other existing courses, *CSHSPMG 3910* and *CDFRST 3910*. The request is to cross list these three courses in the course offerings.
- Add *CSCFFS 3910* as an option in the "Other Group A Choices" that are currently part of the curriculum.

The proposed change expands the curriculum and gives students more choices. This course addition requires no new resources to deliver the program.

Sincerely yours,

Anastasia R. Snyder, PhD  
Associate Dean for Faculty Affairs  
College of Education and Human Ecology

December 4, 2023  
Aaron Bagent  
Curriculum Specialist  
College of Education and Human Ecology Office of Academic Affairs

Dear Aaron:

I am writing in support of the following new course/change in course requests, **effective Spring 2024**:

1. CSCFFS 3910: Customer Experience Management
  - a. New course, cross-list with CSHSPMG/CSFRST 3910 (existing courses)
2. CSHSPMG 3910: Customer Experience Management
  - a. Change in course, cross-list with CSCFFS/CSFRST 3910
3. CSFRST 3910: Customer Experience Management
  - a. Change in course, cross-list with CSCFFS/CSHSPMG 3910
4. CSCFFS Major: revise curriculum
  - a. Add course to "Other Group A Choices" in curriculum

Attached you will find necessary documentation from Tansel Yilmazer. These changes have been approved by faculty in the Consumer Family and Financial Services program. Review of and approval from members of the Department of Human Sciences Undergraduate Studies Committee has also been obtained.

There are currently no negative budgetary implications and no additional funds or human resources necessary for execution of this course change. Thus, I am in support of the proposed changes as outlined by Tansel Yilmazer in the attached documents.

If you have any questions or need additional information, do not hesitate to contact me.

Sincerely,



**Sue Sutherland, PhD**

*Pronouns: she/her/hers*

Professor, Associate Department Chair

College of Education and Human Ecology



PAES Building, First Floor  
305 Annie & John Glenn Avenue  
Columbus, OH 43210

614-688-1444 Phone  
614-292-7229 Fax

go.osu.edu/HS

**Consumer Sciences**  
262 Campbell Hall  
1787 Neil Avenue  
614-292-4389 Phone  
614-688-8133 Fax

**Human Development  
and Family Science**  
135 Campbell Hall  
1787 Neil Avenue

**Human Nutrition**  
325 Campbell Hall  
1787 Neil Avenue

**Kinesiology**  
PAES Building, First Floor  
305 Annie & John Glenn Ave

September 14, 2023

Dr. Sue Sutherland  
Chair, Undergraduate Studies Committee  
Department of Human Sciences, College of Education and Human Ecology  
A266 PAES Building, 305 Annie & John Glenn Avenue  
Columbus, OH 43210

Dear Sue,

The CFFS faculty are seeking approval to add a cross-listing in CSCFFS to the already approved cross-listing in CSHSPMG/CSCFRST 3910: *Customer Experience Management*. If approved, we would like to add this course under **Other Group A Choices** in our curriculum, as an optional course for our students to enroll. This course will provide an overview of how organization can manage customer experience to CFFS students.

Attached, you will find all necessary documents. This proposal has been reviewed and approved by the CS faculty (Sept 2023). Thank you for your time and consideration. If you have any questions or comments, please don't hesitate to contact me at [yilmazer.2@osu.edu](mailto:yilmazer.2@osu.edu).

Sincerely,

Tansel Yilmazer  
Associate Professor  
CFFS Undergraduate Curriculum Chair

# Consumer and Family Financial Services

Bachelor of Science in Human  
Ecology



**THE OHIO STATE UNIVERSITY**  
COLLEGE OF  
EDUCATION AND HUMAN ECOLOGY



Effective for students admitted to the College of Education and Human Ecology beginning **Autumn 2022**

General Education Requirements (32-39 Hours)		HOURS
Launch Seminar		1
Reflection Seminar		1
<b>Foundations (22-25 Hours)</b>		
Writing & Information Literacy		3
Mathematical & Quantitative Reasoning or Data Analysis		3-5
Literary, Visual & Performing Arts		3
Historical & Cultural Studies		3
Natural Science		4-5
Social & Behavioral Sciences		3
Race, Ethnic & Gender Diversity		3
<b>Thematic Pathways (8-12 Hours)</b>		
Take 4-6 hours from Citizenship for a Diverse & Just World and 4-6 hours from another Thematic Pathway of choice.		
Citizenship for a Diverse & Just World		4-6
Choice of 4-6 hours from one additional Thematic Pathway:		4-6
Lived Environments Sustainability Health & Wellbeing	Origins & Evolution Traditions, Cultures, & Transformations Number, Nature, Mind	Migration, Mobility, & Immobility
EHE 1100 College Survey		1

Supporting Course Requirements (12-15 Hours)	HOURS
Math Placement M or L, or MATH 1130 or equivalent	0-3
ECON 2001.01 Principles of Microeconomics (can overlap with GE Social & Behavioral Sciences)	3
CSE 1111 Introduction to Computer-Assisted Problem Solving, or CSE 2111 Modeling & Problem Solving with Spreadsheets & Databases (either can overlap with GE Math & Quantitative Reasoning or Data Analysis)	3
STAT 1350.xx Elem. Stats, STAT 1430.xx Stats for the Business Sciences, or STAT 1450.xx Intro to the Practice of Stats	3
ENGLISH 3304 Business & Professional Writing, or ENGLISH 3305 Technical Writing	3
Major Requirements (43 Hours)	HOURS
<b>Major Core</b>	<b>13</b>
CSCFFS 2260 Healthy Finances & Economic Wellbeing for Individuals & Families	3
CONSCI 2910 Consumer Problems & Perspectives	3
CONSCI/CSCFFS 2990 Professional Development	1
CONSCI 3930 Consumer Decision-Making I	3
CONSCI 3940 Consumer Information: Methods of Data Analysis	3
<b>Group A and Group B Requirements</b> Complete 30 credit hours from Group A and Group B with at least 15 hours from Group A. Students are encouraged but not required to complete a focus area in either Consumer Economics Focus or Financial Planning Focus.	<b>30</b>
<b>Group A</b> (Hours in parenthesis)	
<u>Consumer Economics Focus</u>  CSCFFS 4130 Consumer Decision Making II (3) CSCFFS 4150 Quantitative Methods in Consumer Sciences (3) CSCFFS 5120 Consumers in the Health Marketplace (3) CSCFFS 5130 Solutions to Consumer Problems (3) CSCFFS 5140 Topics in Consumer Sciences (3)	
<u>Financial Planning Focus</u>  CSCFFS 3260 Fundamentals of Financial Planning (3) CSCFFS 4260 Family Tax Planning (3) CSCFFS 4280 Estate Planning for Individuals & Families (2) CSCFFS 5250 Retirement Planning & Employee Benefits (3) CSCFFS 5260 Family Financial Management Applications (4)	
<u>Other Group A Choices</u>  CONSCI/CSCFFS 3191 Internship (3) CONSCI 4998 or 4998H Undergraduate Research in Consumer Sciences (1-3) CSCFFS 3270 Families in Business (3) CSCFFS 5150 FINRA Securities Industry Essentials Exam Preparation (1)	
<b>Group B</b> (Hours in parenthesis)	
ECON 4001.01 Intermediate Microeconomic Theory (3) (Highly recommended choice) ACCTMIS 2000 Foundations of Accounting (3) or ACCTMIS 2200 Introduction to Accounting I (3) ACCTMIS 2300 Introduction to Accounting II (3) BUSFIN 3222 Foundations of Investments (3) or BUSFIN 4221 Investments (3) BUSFIN 3300 Principles of Insurance (3)	
Continued on Page 3	

Group B (continued from Page 2)	
<p>BUSFIN 3120 Foundations of Finance (3) or BUSFIN 3220 Business Finance (3)                      BUSFIN 3500 Legal Environment of Business (1.5)                      BUSFIN 4224 Behavioral Finance (1.5)                      BUSFIN 4310 Commercial Property &amp; Casualty Insurance (3)                      BUSFIN 4311 Personal Insurance (3)                      BUSFIN 4312 Employee Benefits Plans (3)                      BUSOBA 3130 Foundations of Operations Management (3)                      BUSMHR 2500 Entrepreneurship (3)                      BUSMHR 3100 Foundations of Management &amp; Human Resources (3)                      BUSMHR 3510 Innovation &amp; Entrepreneurship (3)                      BUSMHR 3511 Value Creation in the Social Enterprise (3)                      BUSML 3150 Foundations of Marketing (3)                      COMM 2131 Business &amp; Professional Speaking (3)                      ECON 2002.01 Principles of Macroeconomics (3)                      ECON 3048 Ethics &amp; Social Responsibility in Economic Life (3)                      ECON 4400 Elementary Econometrics (3)                      ECON 4700 Government &amp; Business (3)                      ECON 4800 Labor Economics &amp; Industrial Relations (3)                      ECON 5860 Health Economics (3)                      HDFS 2210 Helping Skills in Context (3)                      SOCWORK 3501 Engagement &amp; Interviewing Skills (3)                      PUBAFRS 2110 Introduction to Public Affairs (3)</p>	
<p style="text-align: center;">Students who want to fulfill the education requirements for attaining CFP certification must complete the following courses. Some courses have pre-requisites that are not listed. Students must look up any pre-requisites.</p> <p>BUSFIN 3222 Foundations of Investments                      BUSFIN 3300 Principles of Insurance                      CSCFFS 3260 Fundamentals of Financial Planning                      CSCFFS 4260 Family Tax Planning                      CSCFFS 4280 Estate Planning for Individuals &amp; Families                      CSCFFS 5250 Retirement Planning &amp; Employee Benefits                      CSCFFS 5260 Family Financial Management Applications</p>	
<p><b>Total Hours: 82-97</b>  <b>Free Electives to reach 120 Hours: 23-38</b></p> <p>Minimum 120 credit hours required for degree completion. Total Hours based on requirement course choices and/or number of credits that overlap between requirement areas. Students encouraged to overlap as many credits as possible.</p>	

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