

Grace Opportunities for Adult Learners (Degree Completion)

GRACE COLLEGE & GRACE THEOLOGICAL
SEMINARY CATALOG 2026-2027



Degree Completion

Tim Ziebarth, M.B.A., Ed.D., Executive Dean, School of Professional & Online Education

PROGRAM DESCRIPTION

Grace College offers a degree completion program leading to a Bachelor of Science degree. This program serves those who have interrupted their higher education for work, family, or other commitments. Grace offers the faculty, courses, and academic resources to make completing a bachelor's degree a reality with convenient scheduling, current technology, and outstanding online instruction.

Purpose

The Degree Completion program exists to provide learners the ability to complete a Grace College four-year degree while maintaining their family and career responsibilities.

MAJORS

- Business Administration Online
- Human Services Online
- Psychology Online
- Ministry Leadership Online

Program Type

The Grace College degree completion program is delivered in two formats the **Accelerated program** and the **Traditional program**.

The degree completion programs run in the format listed below:

Accelerated Program:

- Business Administration
- Human Services

Traditional Program:

- Psychology
- Ministry Leadership

The **Accelerated program** offers learners **5** week courses each degree completion cohort in the accelerated program will attend classes together for **16** months (four consecutive terms). Three of the terms will consist of four courses.

The **Traditional program** offers learners **8** week courses each degree completion cohort in the traditional track will attend classes together for **24** months (six consecutive terms). The fall and spring semesters will consist of four courses, two for each eight-week session, and summer term will consist of two courses.

PROGRAM ADMISSION AND COMPLETION

Admission Requirements

1. Complete Online Application.
2. 60 prior college credit hours (some life and career experiences may be substituted for credits).
3. All transcripts of previous college coursework.
4. Minimum 2.0 GPA
5. If applicable, a portfolio detailing experiential learning. *

*Experiential Learning is not required, but is one way to obtain the necessary credits to gain acceptance to and/or finish your degree. For more information on how to produce an acceptable portfolio, please email goal@grace.edu.

Schedule

New cohorts typically begin their programs in August.

Note: Degree Completion online adopts an asynchronous model of online education. Online weeks will run from Monday – Sunday.

Please view the institution's [Campus Calendar](#) for more information.

Application Expiration Date

Applications will expire one year from the date the application was received for admission. If applicants do not enroll in the program within that time period, they will be required to complete a new application.

CONTACT

For additional information about Degree completion programs, admission requirements, or course enrollment and completion, please contact:

Online programs:

School of Professional and Online Education

Grace College

1 Lancer Way

Winona Lake, IN 46590

Toll free: 888.249.0533

Email: onlineadmissions@grace.edu

<http://online.grace.edu/>

DEGREE REQUIREMENTS

Building upon previous college credit and learning experiences equivalent to about two years of college, the Bachelor of Science degree (degree completion) can be completed when these requirements are met:

Accelerated Program (Business Admin, Human Services)

1. As few as 60 prior college credit hours (some life and career experiences may be substituted for credit hours), or
2. Minimum 2.0 GPA
3. Complete 45 credits in one of the following Grace College Degree Completion programs:
 - a. Business Administration (Online)
 - b. Human Services (Online)
 - c. Management (Residential or Online) (Hiatus)
 - d. Quality Management (Residential or Online) (Hiatus)
4. Complete a total of 120 credit hours.

Note: Typically, the combination of transfer credits (60) and Grace College credits (45) provide 105-108 of the required 120 credits necessary for graduation.

To complete the remaining credits, students may:

- a. Transfer in the additional credit hours needed OR
- b. Take additional hours at Grace College OR
- c. Earn (up to 24) credits for experiential learning OR
- d. Earn credits through CLEP or D.S.S.T. examinations.

Students should contact the School of Professional and Online Education for further details about transfer credits, CLEP exams, and experiential learning credits. Life credits are awarded based on Council for Adult and Experiential Learning (CAEL) guidelines.

Traditional Program (Psychology, Ministry Leadership)

1. As few as 60 prior college credit hours (some life and career experiences may be substituted for credit hours), or
2. Minimum 2.0 GPA
3. Complete 60 credits in the B.S. in Ministry Leadership program:
4. Complete a total of 120 credit hours.

Note: The combination of transfer credits (60) and Grace College credits (60) will provide the 120 credits needed to be complete the 120 credits required for graduation. Students should contact the School of Professional and Online Education for further details about transfer credits, CLEP exams, and experiential learning credits. Life credits are awarded based on Council for Adult and Experiential Learning (CAEL) guidelines.

Business Administration or Human Services-Accelerated Track

Program Learning Outcomes-Business Administration

Those learners who complete the core of the Degree Completion program at Grace College will be assessed in three domains:

1. Understanding Self – Students will review personality and leadership styles and learn to recognize traits in themselves and others.
2. Understanding People – Students will analyze information obtained to produce various projects that involve utilizing personnel effectively to complete a project.
3. Demonstrate Knowledge— Students will apply learned content showing they are prepared to be successful after graduation or as they continue on in their educational journey.

Program Learning Outcomes-Human Services

Those learners who complete the core of the Degree Completion program at Grace College will be assessed in three domains:

1. Understanding Self – Students will review personality and leadership styles and learn to recognize traits in themselves and others.
2. Understanding People – Students will analyze information obtained to produce various projects that involve utilizing personnel effectively to complete a project.
3. Understanding the Discipline – A learner completing the GOAL core will interpret and apply relevant content of the field of study. Specific goals for each major are listed in the Academic Catalog.

CURRICULUM

The following courses are required for all of the Accelerated Program Degree Completion majors:

- GOL 3010 Fundamentals of Lifelong Learning
- GOL 3100 Business Writing in the New Millennium
- GOL 3200 Expanded Conversation: Public Speaking in the Workplace
- GOL 3300 Gifts Differing: Diversity and Teamwork in the Workplace
- GOL 4700 Senior Seminar

Business Administration

Understanding Business Administration - A learner completing the Degree Completion Business Administration core will construct a multi-dimensional understanding of the managerial, financial, and relational aspects of a business and evaluate current trends.

Additional course requirements for the B.S. in Business Administration:

- GOL 3150 Creating a Competitive Edge
- GOL 3450 Marketing in the Technological Age
- GOL 3750 Effective Financial Decision-Making

GOL 4000 Interpreting Basic Statistics
GOL 4300 The Dynamic Organization
GOL 4050 The Global Environment
GOL 4350 Strategic Enterprise
GOL 4600 Applied Research
GOL 4650 Personal Resource Management
GOL 4400 Operations Management

Human Services

Understanding Human Services - A learner completing the Degree Completion Human Services core will demonstrate and articulate the appropriate care for the human condition by assessing and proposing improvements to and remediation for current issues affecting individuals in society.

Additional course requirements for the B.S. in Human Services:

GOL 3220 Systems of Social Welfare
GOL 3470 Delivery of Human Services: Theory and Practice
GOL 3520 Human Growth and Development
GOL 4020 Case Management
GOL 4000 Interpreting Basic Statistics
GOL 4600 Applied Research
GOL 4380 Global Perspectives
GOL 4420 Intervention Strategies and Technique
GOL 4620 Legal, Professional, and Ethical Issues in Human Services
GOL 4520 Interpersonal Communication and Interviewing Skills

COURSES

GOL 3010 Fundamentals of Lifelong Learning

In this course, we will examine adult developmental stages including physical, cognitive, personality, social, and moral development. This course will provide orientation activities for adult learners to adjust to the college environment, facilities, and technology. Three credit hours.

GOL 3100 Business Writing in the New Millennium

Learners will build a writing compilation for diverse audiences and purposes. A writing rubric will ensure strong ideas, logical organization, conversational tone, clear voice, smooth sentences, correct copy, and a read-friendly design. Computer tools will be used to create and enhance written messages that meet the needs of today's fast-paced business environment. Three credit hours.

GOL 3150 Creating a Competitive Edge

This course will take an in-depth view of "personal brand", requiring students to explore and define what unique characteristics give them an advantage in the marketplace. Students will gain an understanding of their personal brand and competitive advantage,

through biblical and modern contexts, in order to fine-tune them accordingly. Other topics covered are online/social media presence and the “brand” of Jesus. Three credit hours.

GOL 3200 Expanded Conversation: Public Speaking in the Workplace

This course is designed to engage the student in learning to analyze, construct, and deliver a variety of presentations required in the modern workplace. Special emphasis will be on practicality and personal growth. Three credit hours.

GOL 3220 Systems of Social Welfare

This course provides an overview of the historical, economic, ideological and political foundations of social welfare programs and services. Course content provides a fundamental understanding of the processes involved in defining social problems, policy making structures and procedures, and current social welfare programs and systems within the United States. Three credit hours.

GOL 3300 Gifts Differing: Diversity and Teamwork in the Workplace

Students will gain experience with and knowledge of concepts related to diversity in the workplace and group dynamics through the study of the Myers-Briggs Type Indicator (MBTI). Students will gain valuable insight into their own personality preferences as well as that of those they interact with through instruction as well as self-evaluation. Three credit hours.

GOL 3450 Marketing in a Technological Age

This course provides learners with the opportunity to develop an understanding of the demand side of organizations from a marketing perspective and then to act based on that understanding. In pursuit of the related goals of understanding and acting, learner activities are structured around three key concepts: 1) a customer focus is essential 2) relevant, timely, valid information is essential 3) competition based on product differentiation is essential. In the course learners also explore how to evaluate marketing programs and efforts using insights from Scripture. Three credit hours.

GOL 3520 Human Growth and Development

This course explores the stages of human life, from prenatal development to infancy, childhood, adolescence, and adulthood. The life stages are examined from the biological, psychological and social perspectives with focus on the implications for the delivery of professional human services. This study will include an overview of the major human developmental theories describing the lifespan from birth to old age and death. Related topics will include genetics, cognitive and brain development, early life experiences and attachment, personality development, gender role, social and moral development, and aging. Research in development and developmental psychology will also be introduced. Three credit hours.

GOL 3750 Effective Financial Decision-Making

This course introduces principles and practices used in making wise and effective financial decisions. Topics studied in the course include reading financial statements, diagnosing a business's financial strengths and weaknesses, evaluating cash flow

amount, variability and riskiness, determining levels of risk and rates of return of business investments, and considering the effects of the use of debt in enhancing shareholder returns. Three credit hours.

GOL 4000 Interpreting Basic Statistics

Students will learn how to interpret basic statistics to aid in the decision-making process. Examples from research studies will be used to help the student comprehend how various statistics can be used to make decisions about real life problems in the workplace. Three credit hours.

GOL 4020 Case Management

This course will introduce the student to case management as a service delivery model in the practice of professional human services. Models of case management and the various roles of the human services professional will be explored. Intake assessment, service plan development, and record documentation will be examined, along with legal and ethical guidelines and considerations in working with diverse client populations. Three credit hours.

GOL 4050 The Global Environment

An awareness of the global business environment is essential. This survey course introduces various facets of international business, its application to the domestic concern, and national economy. Areas reviewed include the role and impact of multinational corporations, cross cultural factors, and global strategies. Three credit hours.

GOL 4300 The Dynamic Organization

The study of organizational development explores how companies must adapt to ever-changing internal and external environments in order to thrive in today's economy. Change strategies and intervention processes will be studied so students can apply practical solutions to various organizational challenges in case histories and in their own workplaces. Leadership and teamwork will be explored in the context of organizational development. Three credit hours.

GOL 4350 Strategic Enterprise

This course will take us into a company boardroom. We will look together on how a company can move with a purpose together to achieve a desired outcome; that is Strategic Enterprise! During these five weeks we will deep dive from the initial boardroom desires to implementation by the organization. How does a business or company compete in the marketplace with or without a strategic plan? We will look at various aspects of a strategic planning as it relates to mission, vision, communication plan, desired outcomes, business competitive advantages, people impact, to name a few. We will look at public companies, discuss our own experience, and for our capstone project, pull together a full Strategic Plan together in a presentation format. So, put your thinking caps on, grab a chair in the boardroom, and let's dig in! Three credit hours.

GOL 4380 Global Perspectives

In this course, students engage divergent outlooks from around the world, grappling with cultural differences and presuppositions. Defining literary works, films and guest speakers from different continents set the stage for literary and cultural discussions. This course will also provide a framework for understanding God's heart for the nations. Three credit hours.

GOL 4400 Operations Management

This course is designed to provide a background and introduction into Operations Management, with a focus on key high-level operations management functions, and select core concepts including Supply Chain Management, Employee Motivation, and Lean Manufacturing. Three credit hours.

GOL 4420 Intervention Strategies and Technique

Students will learn the fundamentals of identifying problems of clients and formulating creative solutions by networking with available resources, becoming a liaison with the community, and utilizing secular and faith-based organizations to assist with emotional, financial, social and spiritual needs. There will be an emphasis on understanding the philosophical/biblical foundation of human service helping and on practically applying these principles in creating change strategies. Three credit hours.

GOL 4520 Interpersonal Communication and Interviewing Skills

This course provides knowledge of theory and practice in interpersonal communication, which is vital to interpersonal experience within multiple contexts, both personal and professional. Course content will focus on skills related to verbal and nonverbal communication important for establishing positive rapport, understanding and applying one's own style of relating, resolving conflict, and assisting clients in clarifying goals and desired outcomes. It will also include appraisal of current cultural factors on interpersonal communication. Three credit hours.

GOL 4600 Applied Research

This course introduces the student to specific research terminology and research fundamentals such as design, samplings, surveys, experiments, focus groups, and other qualitative & quantitative approaches, culminating in a student research project. Three credit hours.

GOL 4620 Legal, Professional, and Ethical Issues in Human Services

This course will provide an overview of major ethical and legal issues in the delivery of human services. The roles, functions, and legal and ethical responsibilities of the human service worker will also be investigated. The course will help students reflect on their own personal and professional values and how those impact their practice. Students will be able to analyze and develop a framework, which will serve as a foundation in addressing legal and ethical dilemmas in their practice in human services. Three credit hours.

GOL 4650 Personal Resource Management

This course is designed to equip students to explore the fundamentals of stewarding the resources God has given, specifically time, talent, and treasure. The course includes an overview of budgeting, saving, investing, healthcare/insurance, staying out of debt, and what the Bible says about these topics. Students will complete a personal action plan for how they will most effectively steward their time, talents and treasure. Three credit hours.

GOL 4700 Senior Seminar

In this capstone course, each GOAL student is provided with an individualized assessment of their program performance. The assessment includes a self-audit and recommendations for future growth. Additionally, all students will be required to review how thoroughly they have completed the three goals of GOAL: 1) learning about oneself, 2) learning to work with others, 3) learning the basic principles of management. Three credit hours.

Ministry Leadership -Traditional Program

Program Learning Outcomes- Ministry Leadership

Those learners who complete the core of the B.S. in Ministry Leadership program at Grace College will be assessed in three domains:

1. Students completing the Ministry Leadership program will identify, examine, and apply God-given abilities and gifts to maximize their potential.
2. Students completing the Ministry Leadership program will develop and demonstrate practical and professional skills.
3. Students will be able to develop, analyze, and lead within local church ministries.

Curriculum-Ministry Leadership

Biblical Studies Core (12 credits)

- BBL 2010 Understanding the Old Testament
- BBL 2020 Understanding the New Testament*
- HUM 2000 Global Perspectives*
- MLD 1400 Ministry Leadership Fundamentals

Ministry leadership Curriculum (51 credits)

- MLD 1000 Principles of Ministry Leadership
- MLD 2700 Servant Leadership
- MLD 3000 Nonprofit Financial Management
- MLD 3300 Ministry: Outreach and Care
- MLD 3400 Communication in Christian Ministry
- BIB 3300 Essential Doctrinal Themes*
- BIB 2310 History of Christianity*

ICS 3650 Intercultural Ministry

Ministry Leadership Electives (24 credits)

(Choose 24 credit from the following):

- COM 1100 Public Speaking*
- PHI 3010 Christianity and Critical Thinking*
- BBL 3000 Theological Systems*
- PHI 3000 Apologetics*
- LDR 1000 You the Leader
- BBL 3130 Understanding World Religions
- MLD 2400 Principles of Church Administration
- MLD 3500 Christian Ministry for Reconciliation
- MLD 3900 Developing a Theological Model for 21st Century Youth Ministry
- MLD 4100 Old Testament Leadership
- MLD 4000 Integrative Application Project
- BBL 4310 Women and Scripture
- MLD 2020 Ministry Leadership Seminar 1
- MLD 3020 Ministry Leadership Seminar 2

* Denotes a course description that is housed in another school.

COURSES

BBL 2010 Understanding the Old Testament

The Bible is the Story of God's redemption of fallen humanity and Creation through the Person and work of Jesus Christ. This course provides a survey of the Old Testament books with special reference to their context, content, theology, and the part they play in the overall plan of God's redemptive plan. Three credit hours.

MLD 1400 Ministry Leadership Fundamentals

This course is an introduction to the overall Bachelor of Science in Ministry Leadership program. Special emphasis will be given to understanding Grace College and Seminary's online learning environment, research opportunities and Turabian style formatting. The course will culminate with a personal identification of leadership within a ministry context. Three credit hours.

MLD 1000 Principles of Ministry Leadership

This course designed to equip students to serve effectively as ministry leaders in a variety of faith-based nonprofit contexts. The course provides an introductory and holistic overview of principles inherent to the practice of Christian ministry leadership. Researched based on theories and models, organizational design, and leadership principles will be discussed and integrated within a framework of biblical, theological, organizational, and cultural perspectives. Three credit hours.

MLD 2700 Servant Leadership

This course is designed to guide the student into embracing a Christ-centered approach to leadership by means of serving others, focusing on these three dynamics in the life

and ministry of the servant leader: conviction, character, and competence. Included in the course are opportunities to learn through reading, participating in discussions, involvement in an interactive course by the instructor, interviewing a seasoned servant leader, and hands-on experience in serving in a current ministry. Three credit hours.

MLD 3000 Nonprofit Financial Management

This course will introduce learners to the role of resource management found within nonprofit environments. Learners will interact with philanthropy, earned income strategies, governmental support, and financial management of such resources. Three credit hours.

MLD 3300 Ministry: Outreach and Care

This course focuses on evangelism, missions, social involvement, pastoral care, and community. This course assists the student with helping others, planning, and resources. Three credit hours.

MLD 3400 Communication in Christian Ministry

This course will look into the importance of communication in leadership within the Christian Ministry. Communication will be studied within the context of today's technological, strategic, and ministerial developments. The course will deal with principles in organizational communication and communicating in teams and networks. Focuses will be on analysis of an organization of the student's choice and on the understanding and completion of communication needs within an organization. Three credit hours.

ICS 3650 Intercultural Ministry

The course, Intercultural Ministry, is intended to provide students with an awareness of the elements of cultural value and belief systems, intercultural communication, and cultural adaptation and how they affect biblical ministry as well as practical tasks in intercultural and multicultural contexts. It is designed to help pastors, youth ministers, Christian counselors, and other Christian ministry personnel become more effective in various intercultural situations as their understanding permits them to shape their ministry to penetrate those of other cultures more deeply. Knowing how culture functions, the extent to which it shapes people, and how we are affected by our own, keeps us from the traps of reading our own cultural values into other contexts and into God's Word itself. It also guards us from the danger of imposing our cultural values on others unknowingly as we go about God's work in evangelism, teaching, counseling, and serving. The course will also point out the value differences there can be between dominant groups and minority ethnic groups and those of varying social class levels within the same culture. This sharpens the focus of ministry as the Christian worker understands the values, beliefs, and assumptions that motivate the behavior of people different from himself. In addition, the course will point out skills needed for communication and adaptation in the intercultural situation that will enhance the methods and approaches used for more relevancy and understanding in ministry. Three credit hours.

LDR 1000 You the Leader

This course is designed to equip students to discover their primary leadership style and preferred leadership behaviors and values in order to prepare them as leaders in a variety of contexts. Research-based theories and models of leadership and leadership principles will be discussed and integrated within a framework of biblical, theological, and cultural perspectives in order to enable students to further their plan for personal leadership formation, to be built upon as they complete their program and for future use. Three credit hours

BBL 3130 Understanding World Religions

This course allows the student to analyze the nature of religion, explore the major religions of the world, and understand how to relate the adherents of the various religions of the world. Three credit hours.

MLD 2400 Principles of Church Administration

This course is a study of administrative principles and practices for the local church. Emphasis will be given to church administration, including organization, programming, aspects of leadership, staff, finances, and public relations in churches and integrates material from both religious and secular sources. The course will also touch on branding and social media for the church. Three credit hours.

MLD 3500 Christian Ministry for Reconciliation

This course focuses on reconciliation practices in the workplace as well as in our personal lives. This course assists the student with utilizing tools provided by labor organizations, educational resources, and Biblical principles. Three credit hours.

MLD 3900 Developing a Theological Model for 21st Century Youth Ministry

This course deals with the big picture of youth ministry in the 21st century. Students will examine biblical principles of mentoring youth and developing leaders. They will learn about the current and emerging youth generations and determine strategies for ministering to the youth in the 21st century. Three credit hours.

MLD 4100 Old Testament Leadership

This course is designed to guide students toward a growing understanding of God's pattern of caring for his people and demonstrating his glory by calling and empowering ordinary people for leadership. In this course, students will study the lives and ministries of 8 Old Testament leaders. The students will study the biblical accounts of each of these leaders, thoughtfully observing and evaluating his 1) relationship with God, 2) his growth in character, and 3) his development as God's leader. The leaders to be studied have been selected from various eras of Old Testament history and served in a variety of roles and situations. Each student will be expected not only to reflect on the life and ministry of these Old Testament but also on his own life and ministry in light of the lessons learned. Three credit hours.

MLD 4000 Integrative Application Project

This course provides learners with the opportunity to further develop the capacity to properly and effectively use concepts from the Ministry Leadership program in realistic problem-solving settings. Students will demonstrate mastery of material through a research-based project. Three credit hours.

BBL 4310 Women and Scripture

Students will explore the value of women as disclosed in special revelation, beginning with Genesis and the “imago dei”. They will research the backdrop of the ancient world in order to understand the various roles of women played in the OT in revealing the heart of God and His plan for redemptive history. They will investigate ways that Jesus elevated the status of women and how NT passages describe the function of women within the Christian community. Using modern theories on the role of women – complementarian and egalitarian – students will seek to define a biblical approach to contemporary questions about the role of women. In addition, students will analyze current culture and make recommendations for how God’s word speaks into the lives of women today. Three credit hours.

MLD-2020 Ministry Leadership 1

This course will introduce learners to the major issues involved in becoming a disciple of Jesus. Students will interact with classroom learning as well as real life ministry experience and mentoring relationships. Six credit hours.

MLD-3020 Ministry Leadership 2

This course will introduce learners to the major issues involved in making disciples of Jesus. Students will interact with classroom learning as well as real life ministry experience and mentoring relationships. Six credit hours.

Psychology -Traditional Program

Program Learning Outcomes-Psychology

Those learners who complete the core of the B.S. in Psychology program at Grace College will be assessed in three domains:

1. Students will exhibit a thorough understanding of the psychology discipline informed by the knowledge of the bible and the Christian faith. (faith integration)
2. Students will utilize basic biopsychosocial documentation, assessment, counseling skills, case reporting, and clinical documentation including treatment plans and progress notes. (Service & Competence)
3. Students will demonstrate an understanding of the frameworks of psychology through APA writing skills and demonstration of research. (Competence)

Curriculum- Psychology

Psychology Core (9 credits)

- MAT 3200 Probability & Statistics *
- HUM 2000 Global Perspectives*
- BHS 1200 Foundations of Behavioral Science

Psychology Curriculum (51 credits)

- PSY 1100 Introduction to Psychology*
- BHS 2400 Research Methods*
- SOC 2100 Marriage and Family*
- SOC 3230 Substance Use and Abuse*
- SOC 3560 Victimology*
- PSY 2100 Introduction to Counseling*
- PSY 2170 Abnormal Psychology*
- PSY 2360 Child and Adolescent Psychology*
- PSY 2600 Multicultural Psychology*
- PSY 2700 Psychology of Religion*
- PSY 3260 Biblical Psychology
- PSY 3380 Theories of Personality
- PSY 3440 Process/Techniques of Counseling*
- PSY 3550 Health Psychology*
- PSY 3600 Motivation and Emotion*
- BHS 4050 Addictive Treatment*
- PSY 4200 Integrative Application Project

* Denotes a core course or a course description listed in the Behavioral Science Department catalog

COURSES

BHS 1200 Foundations of Behavioral Science

This course provides an introduction to the field of behavioral science, including content areas, resources, and possible careers. Special emphasis will be given to learning how to write in APA style. An orientation to online learning will also be an aspect of this course. Three credit hours.

PSY 4200 Integrative Application Project

This course provides learners with the opportunity to further develop the capacity to properly and effectively use concepts from the Psychology program in realistic problem-solving settings. Students will demonstrate mastery of material through a research-based project. Three credit hours.