

Technical Support (A25590TS)

Program Planning Guides

2018 – 2019

Degrees

Technical Support - *Day*

Technical Support - *Evening*

Certificates

C25590CS	Cybersecurity Support
C25590HW	Hardware Support and Repair
C25590F	IT Foundations
C25590HD	IT Help Desk Technician
C25590NS	Networking Support

IT - Technical Support (A25590TS)
A.A.S. Degree (Day)
PROGRAM PLANNING GUIDE

Updated: Fall 2017

Realignment: Fall 2016 (Replaces A25260 - Computer Information Technology Degree)

Courses taken more than 5 yrs. ago may not receive transfer credit. Consult your advisor for details.

Curriculum By Semester

			Hours Per Week		
			Class	Lab	Credits
FIRST SEMESTER					
CTI	110	Web, Programming and Database Foundations	2	2	3
CTI	120	Network and Security Foundations	2	2	3
ENG	111	Writing and Inquiry	3	0	3
NOS	110	Operating System Concepts	2	3	3
		Social and Behavioral Sciences Elective	-	-	3

SECOND SEMESTER					
CTS	115	Info Sys Business Concepts	3	0	3
CTS	155	Technical Support Functions	2	2	3
MAT	143	Quantitative Literacy	2	2	3
NOS	130	Windows Single User	2	2	3
NOS	230	Windows Admin I	2	2	3

SUMMER SEMESTER					
		Major Elective I	-	-	3

THIRD SEMESTER					
CTS	135	Integrated Software Intro	2	4	4
CTS	255	Advanced Technical Support Functions	2	2	3
ENG	114	Professional Research and Reporting	3	0	3
NOS	120	Linux/UNIX Single User	2	2	3
		Major Elective II	-	-	2

FOURTH SEMESTER					
CTS	118	IS Professional Comm	2	0	2
CTS	285	Systems Analysis & Design	3	0	3
CTS	288	Professional Practices in IT	2	2	3
OMT	154	Customer Satisfaction	2	0	2
		Major Elective III	-	-	2
		Humanities and Fine Arts Elective	-	-	3

SUMMER SEMESTER					
CTS	289	System Support Project	1	4	3

GRADUATION REQUIREMENT:

Credit Hours 66

IT - Technical Support (A25590TS)
A.A.S. Degree (Day)
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General Education Electives					
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			Hours Per Week		
			Class	Lab	Credits

Humanities and Fine Arts Electives					
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(choose 3 credit hours from the following courses)

ART	111	Art Appreciation	3	0	3
HUM	115	Critical Thinking	3	0	3
MUS	110	Music Appreciation	3	0	3
PHI	240	Introduction to Ethics	3	0	3

Social and Behavioral Sciences Electives					
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(choose 3 credit hours from the following courses)

ECO	151	Survey of Economics	3	0	3
ECO	251	Principles of Microeconomics	3	0	3
POL	120	American Government	3	0	3
PSY	118	Interpersonal Psychology	3	0	3
PSY	150	General Psychology	3	0	3
SOC	210	Introduction to Sociology	3	0	3

Required Major Electives					
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Major Electives (Select 1 option grouping below)					
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Option 1 - Hardware Support and Repair					
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CTS	120	Hardware/Software Support	2	3	3
CTS	220	Advanced Hardware/Software Support	2	3	3
CTS	272	Desktop Support: Apps	2	2	3

Option 2 - Networking Support					
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NET	125	Introduction to Networks	1	4	3
NET	126	Routing Basics	1	4	3

and one of the following Cisco certificate courses:

NET	135	Data Center Networking	2	2	3
NET	175	Wireless Technology	2	2	3
NET	240	Network Design	3	0	3
SEC	150	Secure Communications	2	2	3

Option 3 - Cyber Security Support					
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SEC	110	Security Concepts	2	2	3
SEC	160	Security Administration I	2	2	3
SEC	210	Intrusion Detection	2	2	3

Mixed Elective Options					
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(choose a minimum of 7 credit hours from any of the courses listed above or below)

CCT	121	Computer Crime Investigations	3	2	4
CCT	240	Data Recovery Techniques	2	3	3

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CSC	139	Visual BASIC Programming	2	3	3
CSC	153	C# Programming	2	3	3
CSC	226	.NET Programming	2	2	3
CTI	140	Virtualization Concepts	1	4	3
CTI	240	Virtualization Admin I	1	4	3
CTI	241	Virtualization Admin II	1	4	3
CTS	210	Computer Ethics	3	0	3
DBA	110	Database Concepts	2	3	3
DBA	115	Database Applications	2	2	3
DBA	120	Database Programming I	2	2	3
DBA	130	Intro to noSQL Databases	2	2	3
HBI	110	Issues and Trends in HBI	3	0	3
HBI	113	Survey of Medical Insurance	3	0	3
HBI	210	Intro to Health Information Networking	2	3	3
NOS	125	Linux/UNIX Scripting	2	2	3
NOS	220	Linux/UNIX Admin I	2	2	3
OST	137	Office Applications I	2	2	3
OST	141	Medical Office Terms I	3	0	3
OST	142	Medical Office Terms II	3	0	3
OST	149	Medical Legal Issues	3	0	3
PMT	110	Intro to Project Management	3	0	3
WBL		Work-Based Learning* (all numbers accepted)	-	30	2

* Work based education is an elective. Students must have approval from the Program Director and pre-register with the Work-Based Learning Office. The work may be done over any number of semesters, but the total elective credits must add up to 7 for electives 1, 2 and 3.

IT - Technical Support (A25590TS)
A.A.S. Degree (Evening)
PROGRAM PLANNING GUIDE

Updated: Fall 2017

Realignment: Fall 2016 (Replaces A25260 - Computer Information Technology Degree)

Courses taken more than 5 yrs. ago may not receive transfer credit. Consult your advisor for details.

Curriculum By Semester

			Hours Per Week		
			Class	Lab	Credits
FIRST SEMESTER					
CTI	110	Web, Programming and Database Foundations	2	2	3
ENG	111	Writing and Inquiry	3	0	3
MAT	143	Quantitative Literacy	2	2	3

SECOND SEMESTER					
CTS	135	Integrated Software Intro	2	4	4
CTS	155	Technical Support Functions	2	2	3
NOS	110	Operating System Concepts	2	3	3

FIRST SUMMER SEMESTER					
		Major Elective I	-	-	3
		Social/Behavioral Science Elective	-	-	3

THIRD SEMESTER					
CTI	120	Network and Security Foundations	2	2	3
CTS	255	Advanced Technical Support Functions	2	2	3
		Humanities and Fine Arts Elective (min 3 cr hrs)	-	-	3

FOURTH SEMESTER					
CTS	118	IS Professional Comm	2	0	2
OMT	154	Customer Satisfaction	2	0	2
NOS	130	Windows Single User	2	2	3
NOS	230	Windows Admin I	2	2	3

SECOND SUMMER SEMESTER					
ENG	114	Professional Research and Reporting	3	0	3

FIFTH SEMESTER					
CTS	115	Info Sys Business Concepts	3	0	3
NOS	120	Linux/UNIX Single User	2	2	3
		Major Elective II	-	-	2

SIXTH SEMESTER					
CTS	285	Systems Analysis & Design	3	0	3
CTS	288	Professional Practices in IT	2	2	3
		Major Elective III	-	-	2

THIRD SUMMER SEMESTER					
CTS	289	System Support Project	1	4	3

GRADUATION REQUIREMENT:

Credit Hours 66

IT - Technical Support (A25590TS)

A.A.S. Degree (Evening)

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General Education Electives

			Hours Per Week		
			Class	Lab	Credits

Humanities and Fine Arts Electives

(choose 3 credit hours from the following courses)

ART	111	Art Appreciation	3	0	3
HUM	115	Critical Thinking	3	0	3
MUS	110	Music Appreciation	3	0	3
PHI	240	Introduction to Ethics	3	0	3

Social and Behavioral Sciences Electives

(choose 3 credit hours from the following courses)

ECO	151	Survey of Economics	3	0	3
ECO	251	Principles of Microeconomics	3	0	3
POL	120	American Government	3	0	3
PSY	118	Interpersonal Psychology	3	0	3
PSY	150	General Psychology	3	0	3
SOC	210	Introduction to Sociology	3	0	3

Required Major Electives

Major Electives (Select 1 option grouping below)

Option 1 - Hardware Support and Repair

CTS	120	Hardware/Software Support	2	3	3
CTS	220	Advanced Hardware/Software Support	2	3	3
CTS	272	Desktop Support: Apps	2	2	3

Option 2 - Networking Support

NET	125	Introduction to Networks	1	4	3
NET	126	Routing Basics	1	4	3

and one of the following Cisco certificate courses:

NET	135	Data Center Networking	2	2	3
NET	175	Wireless Technology	2	2	3
NET	240	Network Design	3	0	3
SEC	150	Secure Communications	2	2	3

Option 3 - Cyber Security Support

SEC	110	Security Concepts	2	2	3
SEC	160	Security Administration I	2	2	3
SEC	210	Intrusion Detection	2	2	3

Mixed Elective Options

(choose a minimum of 7 credit hours from any of the courses listed above or below)

CCT	121	Computer Crime Investigations	3	2	4
CCT	240	Data Recovery Techniques	2	3	3

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CSC	139	Visual BASIC Programming	2	3	3
CSC	153	C# Programming	2	3	3
CSC	226	.NET Programming	2	2	3
CTI	140	Virtualization Concepts	1	4	3
CTI	240	Virtualization Admin I	1	4	3
CTI	241	Virtualization Admin II	1	4	3
CTS	210	Computer Ethics	3	0	3
DBA	110	Database Concepts	2	3	3
DBA	115	Database Applications	2	2	3
DBA	120	Database Programming I	2	2	3
DBA	130	Intro to noSQL Databases	2	2	3
HBI	110	Issues and Trends in HBI	3	0	3
HBI	113	Survey of Medical Insurance	3	0	3
HBI	210	Intro to Health Information Networking	2	3	3
NOS	125	Linux/UNIX Scripting	2	2	3
NOS	220	Linux/UNIX Admin I	2	2	3
OST	137	Office Applications I	2	2	3
OST	141	Medical Office Terms I	3	0	3
OST	142	Medical Office Terms II	3	0	3
OST	149	Medical Legal Issues	3	0	3
PMT	110	Intro to Project Management	3	0	3
WBL		Work-Based Learning* (all numbers accepted)	-	30	2

* Work based education is an elective. Students must have approval from the Program Director and pre-register with the Work-Based Learning Office. The work may be done over any number of semesters, but the total elective credits must add up to 7 for electives 1, 2 and 3.

IT - Technical Support (A25590TS)
Certificate
Cybersecurity Support (C25590CS)
(Day and Evening)
PROGRAM PLANNING GUIDE

Origination Date: Fall 2016

*** NOTICE: Some courses in this certificate may require prerequisite knowledge or course work.
Check WebAdvisor, or talk to your academic advisor for more details. ***

Courses taken more than 5 yrs. ago may not receive transfer credit. Consult your advisor for details.

Curriculum By Semester

			Hours Per Week		Credits
			Class	Lab	
CTS	155	Tech Support Functions	2	2	3
SEC	110	Security Concepts	2	2	3
SEC	160	Security Administration I	2	2	3
SEC	210	Intrusion Detection	2	2	3

GRADUATION REQUIREMENT:

Credit Hours 12

IT - Technical Support (A25590TS)
Certificate
Hardware Support and Repair (C25590HW)
(Day and Evening)
PROGRAM PLANNING GUIDE

Realignment: Fall 2016 (Replaces C25260G - Hardware Troubleshooting Certificate)

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Curriculum By Semester

			Hours Per Week		
			Class	Lab	Credits
CTS	120	Hardware/Software Support	2	3	3
CTS	220	Advanced Hardware/Software Support	2	3	3
CTS	272	Desktop Support: Apps	2	2	3
NOS	110	Operating Systems Concepts	2	3	3

GRADUATION REQUIREMENT:

Credit Hours 12

IT - Technical Support (A25590TS)

Certificate

IT Foundations (C25590F) (Day, Evening, and On-line) PROGRAM PLANNING GUIDE

Realignment: Fall 2016 (Replaces C25260M - IT Foundations Certificate)

Courses taken more than 5 yrs. ago may not receive transfer credit. Consult your advisor for details.

Curriculum By Semester

			Hours Per Week		Credits
			Class	Lab	
CTI	110	Web, Programming and Database Foundations	2	2	3
CTI	120	Network and Security Foundations	2	2	3
CTS	115	Info Sys Business Concepts	3	0	3
		Elective I			3
		Elective II			3

GRADUATION REQUIREMENT:

Credit Hours 15

Electives

Elective I

(choose a minimum of 3 credit hours from the following courses)

CIS	110	Introduction to Computers	2	2	3
CIS	115	Intro to Programming and Logic	2	3	3
CSC	120	Computing Fundamentals I	3	2	3
CTI	130	Os and Device Foundations	4	4	6
CTS	120	Hardware/Software Support	2	3	3
NOS	110	Operating Systems Concepts	2	3	3

Elective II

(choose a minimum of 3 credit hours from the following courses)

CSC	151	JAVA Programming	2	3	3
CSC	153	C# Programming	2	3	3
CTI	140	Virtualization Concepts	1	4	3
CTS	155	Tech Support Functions	2	2	3
DBA	120	Database Programming I	2	2	3
DME	110	Intro to Digital Media	2	2	3
HBI	110	Issues and Trends in HBI	3	0	3
NET	125	Introduction to Networking	1	4	3
SEC	110	Security Concepts	2	2	3
WEB	115	Web Makeup and Scripting	2	2	3
WEB	125	Web Mobile Design	2	2	3

IT - Technical Support (A25590TS)
Certificate
IT Help Desk Technician (C25590HD)
(Day, Evening, and On-line)
PROGRAM PLANNING GUIDE

Realignment: Fall 2016 (Replaces C25260K - IT Support Technician Certificate)

*** NOTICE: Some courses in this certificate may require prerequisite knowledge or course work.
Check WebAdvisor, or talk to your academic advisor for more details. ***

Courses taken more than 5 yrs. ago may not receive transfer credit. Consult your advisor for details.

Curriculum By Semester

			Hours Per Week		Credits
			Class	Lab	
CTS	155	Tech Support Functions	2	2	3
CTS	255	Advanced Technical Support Functions	2	2	3
NOS	130	Windows Single User	2	2	3
NOS	230	Windows Admin I	2	2	3
CTS	118	IS Professional Comm	2	0	2
OMT	154	Customer Satisfaction	2	0	2

GRADUATION REQUIREMENT:

Credit Hours 16

IT - Technical Support (A25590TS)
Certificate
Networking Support (C25590NS)
(Day and Evening)
PROGRAM PLANNING GUIDE

Origination Date: Fall 2016

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Check WebAdvisor, or talk to your academic advisor for more details. ***

Courses taken more than 5 yrs. ago may not receive transfer credit. Consult your advisor for details.

Curriculum By Semester

			Hours Per Week		Credits
			Class	Lab	
CTS	155	Tech Support Functions	2	2	3
NET	125	Introduction to Networks	1	4	3
NET	126	Routing Basics	1	4	3
		Networking Elective			3

GRADUATION REQUIREMENT:

Credit Hours 12

Networking Electives

(choose a minimum of 3 credit hours from the following courses)

NET	135	Data Center Networking	2	2	3
NET	175	Wireless Technology	2	2	3
NET	240	Network Design	3	0	3
SEC	150	Secure Communications	2	2	3