

LANSING COMMUNITY COLLEGE

CURRICULUM GUIDE

Computer Support Specialist
Associate in Business Degree

Curriculum Code: 0713 (Effective Fall 2005 – Summer 2010)

Computer support specialists install, modify and make minor repairs to computer hardware and software systems and provide technical assistance and training to system users. They install or assist service personnel in installation of hardware and peripheral components, such as monitors, keyboards, printers, and disk drives on user's premises, following design or installation specifications. They may also load software packages into the computer; instruct users in use of equipment, software, and manuals; answer clients' inquiries concerning the systems operation; and diagnose system hardware, software, and operator problems.

PREREQUISITES

Students should see *Course Descriptions* or *Course Offerings* for course prerequisite information. See the *Assessment and Placement Testing* section for skills assessment and advising information.

INFORMATION

Contact the Media, Art, and Information Technologies Department, Old Central Building, Room 137, telephone number 483-1546.

REQUIREMENTS

REQUIREMENTS		TOTAL: 39 CREDITS
CODE	TITLE	CREDIT HOURS
CITA115	Microsoft PowerPoint	3
CITA119	Microsoft Word	3
CITA126	Excel	3
CITA133	Microsoft Access Database	3
CITF108	Microsoft Windows	2
CITF110	Intro Computer Info Systems	3
CITF120	Operating Systems Concepts	3
CITF200	Information Systems and Problem Solving	3
CITN220	Networking Concepts	3
CITP110	Introduction to Computer Programming	4
CITS120	A+ Core Hardware Technologies	3
CITS130	Computer Software Support	3
CITW150	Internet Literacy	3

LIMITED CHOICE REQUIREMENTS**TOTAL: 25–33 CREDITS**Complete the indicated number of credits from **EACH CHOICE** listed below.**CHOICE 1: General Education Core Areas****16–21 Credits***(See General Education Core Requirements for information on how to fulfill these requirements.**Core area proficiency exams, where appropriate, are available for each core area.)*

Communication Core Area (See Note 1)	3–4
Global Perspectives and Diversity Core Area (See Note 2)	3–4
Mathematics Core Area (See Note 3)	3–4
Science Core Area (See Note 4)	4–5
Writing Core Area (See Note 5)	3–4

CHOICE 2: Computer Related (See Note 6)**6–8 Credits**

CITA130	Microsoft Front Page	3
CITA140	Microsoft Outlook	3
CITA160	Using Project Management Software	3
CITA219	Advanced Microsoft Word	3
CITA226	Excel–Advanced	3
CITA233	Advanced Microsoft Access	2
CITD250	Database Concepts	3
CITF260	Systems Analysis and Design	4
CITN250	Microsoft Network Server	3
CITN270	Novell Netware Administration	3
CITN280	IT Security Foundations	3
CITP200	Programming Microsoft Access	3
CITS285	IT Professional Internship	2–3
CITW160	Developing Pages for the Web	3

CHOICE 3: Accounting**3–4 Credits**

ACCG100	Practical Accounting for Non–Majors	3
ACCG210	Principles of Accounting I	4

MINIMUM TOTAL**64**

NOTES:

1. SPCH110 or SPCH120 is recommended for the Communication Core area.
2. OADM275 is recommended for the Global Perspectives and Diversity Core area.
3. MATH119 is recommended for the Mathematics Core area.
4. ISCI131 is recommended for the Science Core area.
5. WRIT121 or WRIT124 is recommended for the Writing Core area.
6. Other CIT_ prefix courses may be approved for CHOICE 2 by a Computer Information Technology Program advisor.
7. For graduation from this program, a student must have earned a minimum 2.0 grade in each course with a CIT_ prefix.

SUGGESTED COURSE SEQUENCE

Students should see course descriptions to find out when departments plan to offer courses. Students who for any reason are unable to follow the course sequence suggested below (for example, those who are part-time, have transferred in courses from another school, or have prerequisites to fulfill) should contact an academic advisor or counselor for help with adjustments.

I	II	III	IV
CITA115	CITA119	CITF120	CITF200
CITA126	CITA133	CITS120	CITN220
CITF108	CITP110	CITS130	CITW150
CITF110	Lim.Ch.1	Lim.Ch.1	Lim.Ch.2
Lim.Ch.1	Lim.Ch.1	Lim.Ch.1	Lim.Ch.2
		Lim. Ch.3	