

Student ID: _____
Student Name: _____
Adviser Name: _____

Catalog: Catalog 2019-2020
Program: Computer Support Specialist (C)
Minimum Credits Required: _____

Computer Support Specialist (C)

Certificate • Program Code: 148 • Credit Hours: 30-31 • Contact Hours: 43-44

Dean: **Charles Hayes** • Faculty Contact: **Fred Harrington**

North Central's Computer Support Specialist Certificate is a good starting point for students desiring an entry level job in the information computing technology support field. The courses provide the student with the foundation knowledge and skills needed to pass the Internet and Computing Core Certification (IC-3 ®) examination as well as the Core level Microsoft Technology Associate (MTA) Fundamental Networking and Security examinations. Students completing the Computer Support Specialist Certificate are qualified for employment as help desk technicians and have a good start towards the Computer Support Specialist Associate of Applied Science. To earn this North Central Certificate the student must pass the IC-3, and the MTA Fundamental Networking and Security examinations.

General Education Requirements: 9-10 Credit Hours

Course Name	Term Taken	Grade	Gen Ed
B 104 - Business Math (3 credit hours) or			
MATH 108 - Quantitative Reasoning Preparation (4 credit hours)			
COM 111 - Public Speaking (3 credit hours) or			
COM 170 - Interpersonal Communication (3 credit hours)			
ENG 111 - English Composition I (3 credit hours)			

Program Requirements: 21 Credit Hours

Course Name	Term Taken	Grade	Gen Ed
CIS 100 - Introduction To Computers (3 credit hours)			
CIS 120 - Introduction To PC Operating Systems (3 credit hours)			
IT 101 - Network+ (3 credit hours) *			
IT 112 - Windows Workstations (2 credit hours) *			
IT 199 - Help Desk Internship (4 credit hours) *			
IT 222 - Network Security Fundamentals (3 credit hours) *			
OAS 252 - Microsoft Office For Windows (3 credit hours)			

Note:

*Open Entry: North Central offers Computer Networking (IT) courses in an "open entry" format. This means you may, with instructor approval, sign up for a class designated as "OE" after the standard drop/add date. The open entry format enables you to work at your own pace. With the instructor's permission, you may register for and begin additional OE courses no later than the end of the 12th week of the semester. Immediate payment will be expected upon enrollment and all OE courses for which you have registered must be completed by the end of the semester. Financial aid restrictions may apply.

All IT courses are scheduled as TBA. This means "to be arranged" and indicates they are self-paced courses. You should see your professor the first week of the semester to set up your personal timetable.

Suggested Sequence for Full-Time Students:

Semester I (Fall)

Course Name	Term Taken	Grade	Gen Ed
B 104 - Business Math (3 credit hours) or			
MATH 108 - Quantitative Reasoning Preparation (4 credit hours)			
CIS 100 - Introduction To Computers (3 credit hours)			
ENG 111 - English Composition I (3 credit hours)			
IT 101 - Network+ (3 credit hours)			
IT 112 - Windows Workstations (2 credit hours)			

Semester II (Winter)

Course Name	Term Taken	Grade	Gen Ed
CIS 120 - Introduction To PC Operating Systems (3 credit hours)			

COM 111 - Public Speaking (3 credit hours) or			
COM 170 - Interpersonal Communication (3 credit hours)			
IT 199 - Help Desk Internship (4 credit hours)			
IT 222 - Network Security Fundamentals (3 credit hours)			
OAS 252 - Microsoft Office For Windows (3 credit hours)			
Notes:			