

CURRICULUM STANDARD

Effective Term
Spring 2006
[2006*01]

Curriculum Program Title

Support Technologies

Code

A25430

Concentration

(not applicable)

Curriculum Description

The Support Technologies curriculum provides students with knowledge and practical skills necessary to support users of computing technologies. This curriculum provides students with software, hardware, and networking support skills that will assist small to large organizations.

Course work will help students develop the ability to communicate complex technical issues in a manner that customers can understand. Emphasis will be placed on the development of databases and expert systems that address the problems of the customers.

Graduates should qualify for employment in entry-level positions with helpdesk support firms or with businesses, educational systems, and governmental agencies which rely on computer systems to manage information.

*Curriculum Requirements**

- I. General Education.** Degree programs must contain a minimum of 15 semester hours including at least one course from each of the following areas: humanities/fine arts, social/behavioral sciences, and natural sciences/mathematics. Degree programs must contain a minimum of 6 semester hours of communications. Diploma programs must contain a minimum of 6 semester hours of general education; 3 semester hours must be in communications. General education is optional in certificate programs.
- II. Major Hours.** AAS, diploma, and certificate programs must include courses which offer specific job knowledge and skills. Work experience, including cooperative education, practicums, and internships, may be included in associate in applied science degrees up to a maximum of 8 semester hours of credit; in diploma programs up to a maximum of 4 semester hours of credit; and in certificate programs up to a maximum of 2 semester hours of credit. (*See second page for additional information.*)
- III. Other Required Hours.** A college may include courses to meet graduation or local employer requirements in a certificate, diploma, or associate in applied science program. These curriculum courses shall be selected from the Combined Course Library and must be approved by the System Office prior to implementation. Restricted, unique, or free elective courses may not be included as other required hours.

	AAS	Diploma	Certificate
Minimum General Education Hours	15	6	0
Minimum Major Hours	49	30	12
Other Required Hours	0-7	0-4	0-1
Total Semester Hours Credit in Program	64-76	36-48	12-18

Major Hours

- A. Core.** The subject/course core is comprised of subject areas and/or specific courses which are required for each curriculum program. A diploma program offered under an approved AAS program standard or a certificate which is the highest credential level awarded under an approved AAS program standard must include a minimum of 12 semester hours credit derived from the subject/course core of the AAS program.
- B. Concentration** (*if applicable*). A concentration of study must include a minimum of 12 semester hours credit from required subjects and/or courses. The majority of the course credit hours are unique to the concentration. The required subjects and/or courses that make up the concentration of study are in addition to the required subject/course core.
- C. Other Major Hours.** Other major hours must be selected from prefixes listed on the curriculum standard. A maximum of 9 semester hours of credit may be selected from any prefix listed, with the exception of prefixes listed in the core or concentration. Work experience, including cooperative education, practicums, and internships, may be included in associate in applied science degrees up to a maximum of 8 semester hours of credit; in diploma programs up to a maximum of 4 semester hours of credit; and in certificate programs up to a maximum of 2 semester hours of credit.

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<p>A. CORE</p> <p>Required Courses:</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 10%;">CIS</td><td style="width: 10%;">115</td><td style="width: 70%;">Intro to Prog & Logic</td><td style="width: 10%; text-align: right;">3 SHC</td></tr> <tr><td>CIS</td><td>272</td><td>Distributed Sys for Helpdesk</td><td style="text-align: right;">2 SHC</td></tr> <tr><td>CTS</td><td>155</td><td>Tech Support Functions</td><td style="text-align: right;">3 SHC</td></tr> <tr><td>CTS</td><td>255</td><td>Adv Tech Support Functions</td><td style="text-align: right;">3 SHC</td></tr> <tr><td>CTS</td><td>270</td><td>Essent of System Performance</td><td style="text-align: right;">3 SHC</td></tr> <tr><td>DBA</td><td>110</td><td>Database Concepts</td><td style="text-align: right;">3 SHC</td></tr> <tr><td>NOS</td><td>110</td><td>Operating Systems Concepts</td><td style="text-align: right;">3 SHC</td></tr> <tr><td>WEB</td><td>110</td><td>Internet Web Fundamentals</td><td style="text-align: right;">3 SHC</td></tr> </table> <p>Required Subject Areas:</p> <p>Basic Computer Skills. Select one:</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 10%;">CIS</td><td style="width: 10%;">110</td><td style="width: 70%;">Introduction to Computers</td><td style="width: 10%; text-align: right;">3 SHC</td></tr> <tr><td>CIS</td><td>111</td><td>Basic PC Literacy</td><td style="text-align: right;">2 SHC</td></tr> </table> <p>Networking. Select one:</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 10%;">CIS</td><td style="width: 10%;">282</td><td style="width: 70%;">Network Technology</td><td style="width: 10%; text-align: right;">3 SHC</td></tr> <tr><td>NET</td><td>110</td><td>Networking Concepts</td><td style="text-align: right;">3 SHC</td></tr> <tr><td>NET</td><td>115</td><td>Telecom Fundamentals</td><td style="text-align: right;">2 SHC</td></tr> </table> <p>Business. Select one:</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 10%;">ACC</td><td style="width: 10%;">111</td><td style="width: 70%;">Financial Accounting</td><td style="width: 10%; text-align: right;">3 SHC</td></tr> <tr><td>ACC</td><td>115</td><td>College Accounting</td><td style="text-align: right;">4 SHC</td></tr> <tr><td>ACC</td><td>120</td><td>Prin of Financial Acct</td><td style="text-align: right;">4 SHC</td></tr> <tr><td>ACC</td><td>170</td><td>Technical Accounting</td><td style="text-align: right;">3 SHC</td></tr> <tr><td>BUS</td><td>110</td><td>Introduction to Business</td><td style="text-align: right;">3 SHC</td></tr> <tr><td>BUS</td><td>151</td><td>People Skills</td><td style="text-align: right;">3 SHC</td></tr> <tr><td>BUS</td><td>152</td><td>Human Relations</td><td style="text-align: right;">3 SHC</td></tr> </table>	CIS	115	Intro to Prog & Logic	3 SHC	CIS	272	Distributed Sys for Helpdesk	2 SHC	CTS	155	Tech Support Functions	3 SHC	CTS	255	Adv Tech Support Functions	3 SHC	CTS	270	Essent of System Performance	3 SHC	DBA	110	Database Concepts	3 SHC	NOS	110	Operating Systems Concepts	3 SHC	WEB	110	Internet Web Fundamentals	3 SHC	CIS	110	Introduction to Computers	3 SHC	CIS	111	Basic PC Literacy	2 SHC	CIS	282	Network Technology	3 SHC	NET	110	Networking Concepts	3 SHC	NET	115	Telecom Fundamentals	2 SHC	ACC	111	Financial Accounting	3 SHC	ACC	115	College Accounting	4 SHC	ACC	120	Prin of Financial Acct	4 SHC	ACC	170	Technical Accounting	3 SHC	BUS	110	Introduction to Business	3 SHC	BUS	151	People Skills	3 SHC	BUS	152	Human Relations	3 SHC	30-33 SHC		
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<p>C. OTHER MAJOR HOURS</p> <p><i>To be selected from the following prefixes:</i></p> <p>ACC, BUS, CET, CIS, COE, CSC, CTS, DBA, ECO, ELC, GRA, GRD, ISC, ITN, MAT, MIT, NET, NOS, OMT, OST, and WEB</p> <p><i>Foreign language courses (including ASL) that are not designated as approved other major hours may be included in all programs up to a maximum of 3 semester hours of credit.</i></p>																																																																																			