

IT COMPUTER SUPPORT SPECIALIST

About the Computer Support Specialist Program

Learn the latest skills and technology to obtain jobs in business and industry where computer systems and networks are integral parts of an organization's infrastructure. Prepare to install, modify, and repair computer hardware and software, provide technical assistance and support for hardware and software systems, and analyze problems using automated diagnostic programs.

PROGRAM OUTLINE

COURSE #	COURSE TITLE	CREDITS
1010210600	<p>Business Orientation</p> <p>Introduces students to the topics of business and allows them to experience the expectations and rigor of the program. Students also participate in self-assessments to provide feedback and self-awareness of the relationship between interest and aptitude for the program.</p> <p>Competencies</p>	1.00
	<p>10102106C01 Business Orientation</p> <p>Business Orientation Introduces students to the topics of business and allows them to experience the expectations and rigor of the program. Students also participate in self-assessments to provide feedback and self-awareness of the relationship between interest and aptitude for the program.</p>	1.00
1010311500	<p>MS Word Beginning</p> <p>Provides practice in using basic word processing functions and features of MS Word.</p> <p>Competencies</p>	1.00
	<p>10103115C01 MS Word Beginning</p> <p>Students will apply word processing features to create business documents.</p>	1.00
1010312600	<p>MS Excel Beginning</p> <p>Develops skills in using basic spreadsheet functions of MS Excel for business users.</p> <p>Competencies</p>	1.00
	<p>10103126C01 MS Excel Beginning</p> <p>Students will apply spreadsheet functions to create business documents.</p>	1.00
1010314900	<p>MS Visio</p> <p>Students are introduced to MS Visio. Students will use MS Visio to create flowcharts, network diagrams, floor plans, and other related documents. MS Visio is a tool that is used to create both physical and logical diagrams.</p> <p>Competencies</p>	1.00
	<p>10103149C01 MS Visio</p> <p>In this course you will learn how to use MS Visio to create flowcharts, network diagrams, floor plans, organizational charts, and cross-functional flowcharts that are used in business today.</p>	1.00
1010712700	IT Careers	1.00

COURSE #	COURSE TITLE	CREDITS
	Students research career possibilities in the IT field career and the paths and skills necessary to obtain those positions.	
	Competencies	
10107127C01	IT Careers This course will explore various fields with in the IT career and what skills are desired for each field.	1.00
1010712800	Introduction to Security Gives the student an introduction to computer security. It focuses on what security is, and why it is important in business today. The student will investigate different aspects of security from email security to denial of service attacks on a system. The student will gain practical skills necessary to protect against such attacks. Prerequisite: 1015011400 Networking 1 (C or better).	3.00
	Competencies	
10107128C01	Introduction to Security A This course will introduce the basic concepts IT Security to include attacks, defense planning, access control, Basic cryptography, Network monitoring, and incident response. Prerequisite: 10150114C06 Networking 1F (B or better).	0.75
10107128C02	Introduction to Security B This course will investigate policies and procedures as related to IT security, and a in-depth look at physical security and how that affects IT security. Prerequisite: 10150114C06 Networking 1F (B or better).	0.50
10107128C03	Introduction to Security C This course will identify common attacks and what measures can be take to mitigate there affect on a network. This will include wireless defense, configuring routers and switches to be more secure and different network configurations to help with defeating attacks. Prerequisite: 10150114C06 Networking 1F (B or better).	0.50
10107128C04	Introduction to Security D This course will take and in-depth look at the various Access control methods, the kind of attacks the target the application such as the web, internet browsers, and in application development. It will also look at how to harden authentication and application. Data is also a key concept in this course, how to protect it using encryption techniques, redundancy, and backup and restore to ensure data integrity and availability. Prerequisite: 10150114C06 Networking 1F (B or better).	0.75
10107128C05	Introduction to Security E This course explores the topic of Payment Card Industry (PCI) awareness and will take a look at the criteria that has to be met in order to handle credit cards and personal information in business today. Prerequisite: 10150114c06 Networking 1F (B or better).	0.50
1015011400	Networking 1	3.00

COURSE #	COURSE TITLE	CREDITS
<p>This course is designed as an introduction to data network technology. It is the first in a series of two courses leading toward Cisco Certified Entry Network Technician (CCENT). Students will gain a basic understanding of routers and switches, their function and how to perform initial configurations in the Internetwork Operating System (IOS) of these devices. Students will setup various LAN hardware to implement a workable local area network to include, subnetting and variable length subnetting. Student will gain a solid foundation in network standards using both the OSI and TCP/IP reference models.</p>		
Competencies		
10150114C01	Networking 1A This course will explore what a network is in today's world, identify the various networking equipment needed to allow devices to communicate, and introduce the student to how data travels across the network.	0.50
10150114C02	Networking 1B This course will investigate how devices access a network to include the topologies that they use and the network media required to access the network. You will also understand how Ethernet works, what the function is of switches on the network and how the ARP process works to ensure communications on the network.	0.50
10150114C03	Networking 1C This course will explore the Cisco IOS and basic commands, it will look in depth at the network layer of the OSI model and the protocols that reside there. The student will learn initial router and switch commands for configuring interfaces, the boot process of the IOS and the routing process for routers for internetwork communication.	0.50
10150114C04	Networking 1D This course take an in depth look at IP addressing on the Network using both classful and classless (VLSM) addressing Schemes. It explores both IPv4 and IPv6 address schemes.	0.75
10150114C05	Networking 1E This course will explore the Transport, Session, Presentation and Application layers of the OSI model and the protocols that reside at each layer.	0.25
10150114C06	Networking 1F This course will explore network design, Basic Network Security, Network testing and verification tools, and Network troubleshooting tools and techniques.	0.50
1015013000	Networking 2	3.00

COURSE #	COURSE TITLE	CREDITS
	<p>This course is the second course in the Cisco Certified Entry Network Technician (CCENT) series. It will look at more indepth configuration of routers to include routing protocols, network address translation, and access control lists. Students will look at switch configuration to include virtual LANs and standard security features within the switch IOS. Sudents will also gain an understanding of device discovery, management and maintenance of the network. Prerequisite: 1015011400 Networking 1 (C or better).</p>	
	Competencies	
10150130C01	<p>Networking 2A</p> <p>This course will configure routers, routing protocols, and investigate the routing tables and how to understand them. Prerequisite: 10150114C06 Networking 1F (B or better).</p>	1.00
10150130C02	<p>Networking 2B</p> <p>This course will configure switches to include the concept of VLANs. The students will configure VLANs and implement VLAN routing in the network. Prerequisite: 10150114C06 Networking 1F (B or better).</p>	1.00
10150130C04	<p>Networking 2D</p> <p>This course will investigate the Dynamic Hostr control Protocol (DHCP), and Network Address Translation)NAT) and how to configure and mange them on a router. Prerequisite: 10150114C06 Networking 1F (B or better).</p>	0.25
10150130C05	<p>Networking 2E</p> <p>This course will investigate common concepts for managing and maintaining network devices on the LAN. Prerequisite: 10150114C06 Networking 1F (B or better).</p>	0.25
10150130C06	<p>Networking 2C</p> <p>This course will understand the concepts of LAN Security and how to secure network devices. Prerequisite: 10150114C06 Networking 1F (B or better).</p>	0.50
1015014500	Networking 3	3.00

COURSE #	COURSE TITLE	CREDITS
	This is the third course in the Cisco Certified Network Associate certification series. This course will cover advanced routing protocols, WAN concepts, VPN and IPsec concepts, Network design and management, and Network virtualization and automation. Prerequisite: 1015013000 Networking 2 (B or better).	
	Competencies	
10150145C01	Networking 3A This course will introduce the student to advanced routing protocols to include Single Area- OSPFv2 and various WAN configurations. Prerequisite: 10150130C05 Networking 2E (B or better).	1.00
10150145C02	Networking 3B This course will look at advanced security concepts to control traffic into and out of the network. It will have a high concentration on the use of Access Control Lists and how and where to implement them. Prerequisite: 10150130C05 Networking 2E (B or better).	0.50
10150145C03	Networking 3C This course will look at Virtual Private Networks (VPN), IP Security (IPsec), and Quality of Service (QoS) and how to configure and implement these services. Prerequisite: 10150130C05 Networking 2E (B or better).	0.50
10150145C04	Networking 3D In this course students will investigate how to design, manage and troubleshoot an enterprise network infrastructure. Prerequisite: 10150130C05 Networking 2E (B or better).	0.50
10150145C05	Networking 3E This course will investigate network virtualization and automation and how they can be utilized in an enterprise network infrastructure. Prerequisite: 10150130C05 Networking 2E (B or better).	0.50
1015014700	Emerging Network Technologies	3.00

COURSE #	COURSE TITLE	CREDITS
	Provides learners with, and insight into, the new and emerging technologies that use the network infrastructure to include protocols and virtualization by using the latest tools and techniques. Prerequisite: 1015011400 Networking 1 (C or better).	
	Competencies	
10150147C01	Emerging Network Technologies A This course will identify the various versions of software used to implement virtualization and you will install and configure basic server settings for virtualization. Prerequisite: 10150114C06 Networking 1F (B or better).	0.50
10150147C02	Emerging Network Technologies B This course will investigate and implement networking in a virtual environment. Prerequisite: 10150114C06 Networking 1F (B or better).	0.50
10150147C03	Emerging Network Technologies C This course will investigate and implement storage options in a virtual environment. Prerequisite: 10150114C06 Networking 1F (B or better).	0.50
10150147C04	Emerging Network Technologies D This course will explore how to deploy virtual machines and vApps into the virtual environment. Prerequisite: 10150114C06 Networking 1F (B or better).	0.50
10150147C05	Emerging Network Technologies E This course will explore how to protect the virtual machines and infrastructure through clusters, fault tolerance options, and backup and restore strategies. Prerequisite: 10150114C06 Networking 1F (B or better).	0.50
10150147C06	Emerging Network Technologies F This course will identify scenarios and incorporate basic troubleshooting skills to solve the issues. Prerequisite: 10150114C06 Networking 1F (B or better).	0.25
10150147C07	Emerging Network Technologies G This course will design alarms and triggers to monitor servers, virtual machines and operations. Prerequisite: 10150114C06 Networking 1F (B or better).	0.25
1015018000	Server Operating Systems	3.00

COURSE #	COURSE TITLE	CREDITS
<p>Teaches basic network design, implementation, and management using Windows 2003 Server. Students install networking operating system software for servers. They establish file sharing, print sharing, log-in security, user profiles, create directory structure, implement disaster recovery strategies, configure web services, implement group policies, investigate security controls, and manage and monitor the system for performance. Prerequisite: 1015011400 Networking 1 (C or better).</p>		
Competencies		
10150180C01	Server Operating Systems A	0.50
<p>This course investigate the various versions of Microsoft Server operating system and how to install and configure basic settings within the operating system. Prerequisite: 10150114C06 Networking 1F (B or better).</p>		
10150180C02	Server Operating Systems B	0.25
<p>This course investigate the concept of Server virtualization and how to configure and use it in a Microsoft environment. Prerequisite: 10150114C06 Networking 1F (B or better).</p>		
10150180C03	Server Operating Systems C	1.00
<p>This course will explore active directory, the components of active directory and how to administer active directory in a domain environment. Prerequisite: 10150114C06 Networking 1F (B or better).</p>		
10150180C04	Server Operating Systems D	0.75
<p>This course will explore group policy concepts and how to implement group policy objects to control the users work environment. Prerequisite: 10150114C06 Networking 1F (B or better).</p>		
10150180C05	Server Operating Systems E	0.50
<p>This course will identify the networking components and how to integrate the server into the network environment. Prerequisite: 10150114C06 Networking 1F (B or better).</p>		
1015211500	Database Fundamentals	3.00

COURSE #	COURSE TITLE	CREDITS
	Students learn the fundamental concepts and applications of relational database tables using a hands-on approach. Topics include database architectures, data structures, planning, creation, inquiry, updating, input and output forms (reporting), and importation of data from an outside source for use in databases.	
	Competencies	
10152115C01	Database Fundamentals A This course explores relational database concepts including nomenclature, keys, functional dependencies, and normalization.	1.00
10152115C02	Database Fundamentals B This course examines database security concepts including user roles, backup and recovery, encryption, and concurrency.	0.50
10152115C03	Database Fundamentals C This course explores the creation of use case, class, and entity relationship diagrams.	1.00
10152115C04	Database Fundamentals D This course explores the creation of database based on a scenario, including development of a scenario, database requirements, and summary report.	0.25
10152115C05	Database Fundamentals E This course explores an administrator's role and responsibilities relating to a database, including the creation of a report and a relational database examining the role of a database administrator.	0.25
1015212000	Introduction to Programming Introduces the learner to programming concepts using structured logic and basic concepts related to computer programming and program development. Programs will be developed using sequential, selection, and looping control structures, functions, arithmetic calculations.	3.00
	Competencies	
10152120C01	Introduction to Programming A Students learn how to develop a basic Visual Basic Program.	1.50
10152120C02	Introduction to Programming B Students learn how to develop a basic Java Program	1.50
1015414000	PC Maintenance and Troubleshooting	3.00

COURSE #	COURSE TITLE	CREDITS
	Students will maintain and troubleshoot PC hardware and peripherals, as well as configure and upgrade PC components and modules. Students will also learn to maintain and troubleshoot PC operating systems.	
	Competencies	
10154140C01	PC Maintenance and Troubleshooting A This course will explore various hardware and firmware components and configurations of a personal computer resulting in the selection of components, assembly, and booting of a computer.	1.00
10154140C02	PC Maintenance and Troubleshooting B This course will examine modern network operating systems and explore their installation, configuration, troubleshooting, and preventive maintenance techniques.	0.50
10154140C03	PC Maintenance and Troubleshooting C This course will examine basic networking principles, standards, concepts, and technologies and explore applied networking concepts and technologies.	0.50
10154140C04	PC Maintenance and Troubleshooting D This course will examine laptop and mobile device component installation and configuration, preventative maintenance techniques, operating systems, security, connectivity, and e-mail.	0.25
10154140C05	PC Maintenance and Troubleshooting E This course will examine printer features, types, installation, configuration, sharing, maintenance, and troubleshooting.	0.25
10154140C06	PC Maintenance and Troubleshooting F This course will examine security treats and procedures, preventative maintenance techniques, and a basic security troubleshooting process.	0.25
10154140C07	PC Maintenance and Troubleshooting G This course will examine communication skills in the IT profession, ethical and legal issues in the IT industry, and troubleshooting in IT.	0.25
1015415500	Microcomputer Operating Systems	3.00

COURSE #	COURSE TITLE	CREDITS
	Students will learn the desktop operating systems most commonly used in business. Students will manage the secure the system resources through the operating system. Peer-to-peer and simple client-server networks will be implemented. The student will also learn to install and manage various peripheral devices with the operating systems. Prerequisites: 1015011400 Networking 1 (C or better) and 1015414000 PC Maintenance and Troubleshooting (C or better).	
	Competencies	
10154155C01	Microcomputer Operating Systems A This course will investigate how to manage and troubleshoot the hardware and configurations on a desktop workstation. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.75
10154155C02	Microcomputer Operating Systems B This course will explore how to manage and configure the network setting and application for a workstation. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.50
10154155C03	Microcomputer Operating Systems C This course will investigate how to manage users and their access to systems and resources on a network and the local workstation. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.75
10154155C04	Microcomputer Operating Systems D This course will explore various options for deploying workstations into the network infrastructure. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.50
10154155C05	Microcomputer Operating Systems This course will look at how to manage, monitor, and protect the workstation in the network infrastructure. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.50
1015416500	Project Management The student will learn the tools and techniques of project management. The student will become familiar with the five process groups of project management and will gain experience in applying the nine knowledge areas of project management.	3.00
	Competencies	
10154165C01	Project Management This course will examine project management principles and practices, including project initiation, project team roles and responsibilities, the Work Breakdown Structure (WBS), project schedule creation, resource planning and management, project budget and risk plan definition, project communications, change request processing and procurement documents, and project tools and documentation.	3.00
1015417000	Help Desk Fundamentals	3.00

COURSE #	COURSE TITLE	CREDITS
	Students will gain knowledge and experience in applying the techniques used in problem troubleshooting, end-user support, and customer service. Students will also become familiar with and apply the tools used in user supply and help desk operations. Prerequisites: 1015011400 Networking 1 (C or better) and 1015414000 PC Maintenance and Troubleshooting (C or better).	
	Competencies	
10154170C01	Help Desk Fundamentals A This course will introduce you to the concept of IT service management and the ITIL framework used by many IT departments today. Prerequisites: 10150114C06 Networking 1F (B or better) and 10154140C07 PC Maintenance and Troubleshooting G (B or better).	1.00
10154170C02	Help Desk Fundamentals B This course will explore the customer and the personality types of different customers and how to interact with different customers under various situations. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.50
10154170C03	Help Desk Fundamentals C This course will investigate troubleshooting tactics to solve everyday IT issues in business today. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.50
10154170C04	Help Desk Fundamentals D This course will investigate software used to manage IT departments and the data day job tickets that IT professional encounter. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.50
10154170C05	Help Desk Fundamentals E This course will explore the process of developing and presenting a viable training session. Prerequisites: 10154140C07 PC Maintenance and Troubleshooting G (B or better) and 10150114C06 Networking 1F (B or better).	0.50
1015417700	Web Programming Fundamentals	3.00

COURSE #	COURSE TITLE	CREDITS
	Introduces the learner to the principles of web page development. In this course the students will learn to develop static web pages that contain text, images, and videos. Students will also link multiple web pages to produce a complete website.	
	Competencies	
10154177C01	Web Programming Fundamentals A This course explores designing a basic, static webpage with common HTML elements.	0.50
10154177C02	Web Programming Fundamentals B This course explores designing webpages that link to other webpages.	0.50
10154177C03	Web Programming Fundamentals C This course explores applying aesthetic elements to a webpage using cascading style sheets.	0.50
10154177C04	Web Programming Fundamentals D Students develop a custom website based on the skills they have attained by completing the prior competencies.	1.50
1080119500	Written Communication Develops writing skills which include prewriting, drafting, revising, and editing. A variety of writing assignments is designed to help the learner analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Also develops critical reading and thinking skills through the analysis of a variety of written documents.	3.00
	Competencies	
10801195C00	Written Communication Develops writing skills which include prewriting, drafting, revising, and editing. A variety of writing assignments is designed to help the learner analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Also develops critical reading and thinking skills through the analysis of a variety of written documents.	3.00
2080121900	English Composition I Develops expository writing and critical thinking skills, including clarity, concision, concreteness, and completeness of expression, supported by reasoning, organization, and language conventions.	3.00
1080119600	Oral Interpersonal Communication	3.00

COURSE #	COURSE TITLE	CREDITS
	Focuses upon developing speaking, verbal and nonverbal communications, and listening skills through individual presentations, groups activities, and other projects.	
	Competencies	
10801196C00	Oral Interpersonal Communication Focuses upon developing speaking, verbal and nonverbal communications, and listening skills through individual presentations, groups activities, and other projects.	3.00
2081020100	Fundamentals of Speech Examines theory and process of communication, the role of speech in self-development, the art of persuasion, topic selection, the use of research-based evidence, and audience analysis. Includes organizing speech content, speech delivery, and critique via presentation of informative and persuasive speeches and development of effective extemporaneous speaking style. Students gain self-confidence, proficiency, and poise.	3.00
1080119700	Technical Reporting Teaches preparation and presentation of written, oral, and multi-media technical reports. Prerequisite: 1080119500 Written Communication (C or better) or 2080121900 English Composition I (C or better).	3.00
	Competencies	
10801197C00	Technical Reporting Teaches preparation and presentation of written, oral, and multi-media technical reports. Prerequisite: 10801195C00 Written Communication (C or better).	3.00
2080122300	English Composition II Advances composition skills, emphasizing well-reasoned argumentative research papers. Prerequisite: 2080121900 English Composition I (D- or better) or 1080119500 Written Communication (B or better).	3.00
1080413400	Mathematical Reasoning	3.00

COURSE #	COURSE TITLE	CREDITS
	<p>An activity based approach is used to explore numerical relationships, graphs, proportional relationships, algebraic reasoning, and problem solving using linear, exponential and other mathematical models. Students will develop conceptual and procedural tools that support the use of key mathematical concepts in a variety of contexts. This course is not designed for Science, Technology, Engineering, or Math (STEM) students and/or others who require calculus. Prerequisite: 7785478000 Principles of College Math (C or better) or Accuplacer Algebra score ≥ 35 or UW Math Placement Basic Math Skills score ≥ 250 or ACT Mathematics score ≥ 18 or Tailwind Math College Math Fund score ≥ 16.</p>	
	Competencies	
10804134C00	Mathematical Reasoning	3.00
	<p>An activity based approach is used to explore numerical relationships, graphs, proportional relationships, algebraic reasoning, and problem solving using linear, exponential and other mathematical models. Students will develop conceptual and procedural tools that support the use of key mathematical concepts in a variety of contexts. This course is not designed for Science, Technology, Engineering, or Math (STEM) students and/or others who require calculus. Prerequisite: 7785478000 Principles of College Math (C or better) or Accuplacer Algebra score ≥ 35 or UW Math Placement Basic Math Skills score ≥ 250 or ACT Mathematics score ≥ 18 or Tailwind Math College Math Fund score ≥ 16.</p>	
2080422000	Intermediate Algebra	4.00
	<p>Studies the construction and resulting properties of the real number system. Students simplify and factor algebraic expressions using fundamental laws and order of operations; solve first and second degree equations and inequalities in one variable, systems of equations, and exponential and logarithmic equations; graph first degree and second degree equations and inequalities in two variables; and solve equations involving rational expressions, fractional exponents and radicals. Prerequisites: 1083411000 Elem Algebra with Apps (C or better) or (UW Math Placement Basic Math Skills score ≥ 365 and UW Math Placement Algebra score ≥ 300) or 1080413400 Mathematical Reasoning (C or better) or ACT Mathematics score ≥ 20 or Tailwind Math College Math Fund score ≥ 47.</p>	
1080919500	Economics	3.00

COURSE #	COURSE TITLE	CREDITS
<p>With a focus on contemporary issues, this introductory course covers cost-benefit analysis, economics systems of the world, globalization, supply and demand, market structures, the labor market, economic growth, unemployment, inflation, business cycles, money, and government economic policy. The course strives to help students improve their individual and household decision-making, understand business decision-making, comprehend the current national and international economic issues and policies, and critically evaluate government response to economic concerns.</p>		
<p>Competencies</p>		
10809195C00	<p>Economics</p> <p>This course is designed to give an overview of how a market-oriented economic system operates, and it surveys the factors which influence national economic policy. Basic concepts and analyses are illustrated by reference to a variety of contemporary problems and public policy issues. Concepts include scarcity, resources, alternative economic system, growth, supply and demand, monetary and fiscal policy, inflation, unemployment and global economic issues.</p>	3.00
2080928700	<p>Principles of Macroeconomics</p> <p>This beginning course focuses on the economy as a whole and how it affects individuals and businesses. With an emphasis on contemporary issues, the course covers the essentials of the market system, alternative economic systems, macroeconomic indicators including GDP, employment, and inflation, business cycles, the money and banking system, fiscal and monetary policy, international trade, and the economic issues of developing nations. The goal of the course is to help students understand current national and international economic issues and the impacts of government economic policies both within our own nation and abroad.</p>	3.00
2080929100	<p>Principles of Microeconomics</p> <p>This beginning course analyzes individual and business decision making as well as government policy effects on businesses and individuals. The course covers supply, demand, elasticity, consumer behavior, business costs of production, market structures, labor and other resource markets, and international trade effects on businesses and individuals. The goal of the course is to help students improve individual decision-making, understand the behavior of consumers, the basics of business decision-making, and the impact of government intervention in the market.</p>	3.00
1080919900	Psychology of Human Relations	3.00

COURSE #	COURSE TITLE	CREDITS
	Focuses on improving personal and job-related relationships through understanding and applying sound psychological principles. Topics include self-concept, motivation, emotions, stress management, conflict resolution, and human relation processes.	
Competencies		
10809199C00	Psychology of Human Relations Focuses on improving personal and job-related relationships through understanding and applying sound psychological principles. Topics include self-concept, motivation, emotions, stress management, conflict resolution, and human relation processes.	3.00
2080925100	Introduction to Psychology Surveys the methods, principles, and theories of psychology as they are applied to understanding, predicting, and modifying human behavior. Essential theoretical perspectives, including cognitive, humanistic, socio-cultural, psychodynamic, learning, and biological/evolutionary inform an understanding of key topics in psychology, among which may include the brain and behavior, development, emotion, memory, motivation, personality, psychological disorders, sensation and perception, thinking, and intelligence. Upon completion, students will be well prepared for more advanced study in the field of contemporary psychology.	3.00
1089010300	Professional Career Management Students develop an individualized, results-oriented job search strategy and research less well-known employment sources to access the "hidden job market." Emphasis is on creating personalized career search documents that get noticed, interviewing effectively in a variety of situations, and projecting a professional image-during both the job search and the first days and weeks on the new job.	1.00
Competencies		
10890103C01	Professional Career Management Students will develop a job search strategy that is results oriented by accessing the "hidden" job market, creating personalized career search documents that get noticed, interviewing effectively in a variety of situations, and projecting a professional image during both the job search and at a new job.	1.00

Total Credits:

63.00

Talk with an Academic Advisor about the program outline. Together, you will determine if credits you've already earned satisfy any requirements, discuss possible alternative courses, and choose the best classes if you're thinking of transferring.

AT A GLANCE

How You'll Learn



ONLINE CLASSES MULTIPLE START DATES FLEXIBLE PACE

2021 Start Dates

January 6

May 7

September 1

February 1	June 7	October 4
March 1	July 5	November 1

2022 Start Dates

January 5	March 1	June 6
February 7	May 2	July 11

[VIEW FULL ACADEMIC CALENDAR](#)

What is Competency-Based Education?

Competency-Based Education (CBE) is learning at your own pace by mastering competencies through demonstration. Once all competencies for a program have been assessed and mastered, students will earn a certificate, diploma, or degree.

[LEARN MORE ABOUT CBE](#)

Approximate Cost

\$9,505*

Financial Aid Eligible

*Based on 10-level courses—materials, books, and fees may be additional

What You'll Learn

- Manage Information technology hardware
- Manage software
- Support computer networks
- Provide end user support
- Solve information technology problems
- Demonstrate customer service skills as an IT professional
- Demonstrate the ability to write interactive programs using a web interface

Your Potential Careers

- Computer Support Specialist
- Technical Support Specialist
- Help-Desk Technician
- Network Administrator
- Systems Administrator

Median Annual Salary

\$43,237	\$48,914	\$50,966
Local	State	National

Get Started

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