

# Recommended Academic Plan for IT Help Desk/End User Support

Certificate  
of  
Specialization



This plan is a suggested semester-by-semester plan. It is designed to keep you on track for a timely graduation. This plan is not a substitute for academic advising. Contact an advisor for further information regarding placement based on ACT/SAT or Placement exam scores, scheduling, degree requirements, and graduation requirements.

**Note:** Successful students entering an IS/IT Program have strong basic computer literacy skills. Our programs are rigorous and fast-paced. Students are expected to be able to **competently** use a computer from day one. Although it is not a requirement, the department highly recommends students who need basic computer literacy take IS:116 Computer Literacy (3 credits) prior to beginning any IS/IT programs.

Semester 1				
Course	Credits	Prerequisite	Milestone/Notes	Completed
IT:102 Desktop Client Support	3	Reading Proficiency		
IT:103 Help Desk Principles	3	Reading Proficiency		
IS:130 Hardware & Software Support	3	Reading Proficiency		
IS:151 Microcomputer Applications in Business	4	IT:102 or IS:122 or IS:123 or equivalent experience		
<b>Subtotal</b>	<b>13</b>			

Semester 2				
Course	Credits	Prerequisite	Milestone/Notes	Completed
IT:101 Cisco Networking Academy I – Network Basics	5	Reading Proficiency	Apply for graduation	
IS:237 Fundamentals of Information Assurance/Security	3	IT:102 or IS:229		
IS:229 Unix I or IS:291 Workplace Learning: Information Systems	3	Reading Proficiency		
<b>Subtotal</b>	<b>11</b>			

**Total Hours in the Program: 24**

\*See Catalog for classes that will fulfill the requirements at [catalog.stlcc.edu](http://catalog.stlcc.edu)

\*\*It is your responsibility to verify that the courses listed above will transfer to the four-year institution of your choice.

**Maximize your transfer credits/classes by meeting with an academic advisor.**

## IT Help Desk/End User Support - CS Quick Checklist

Courses	Credit Hours	Notes
<b>Required Courses</b>		
IT:102 Desktop Client Support		
IT:103 Help Desk Principles		
IS:130 Hardware & Software Support		
IS:151 Microcomputer Applications in Business		
IT:101 Cisco Networking Academy I – Network Basics		
IS:237 Fundamentals of Information Assurance/Security		
IS:229 Unix I or IS:291 Workplace Learning: Information Systems		

For more information, please see College Catalog at [catalog.stlcc.edu](http://catalog.stlcc.edu)

### Advisor Contact Information

Name  
Phone  
Email