

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 COMPASS 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 with a minimum grade of "C" or IS:123 (concurrently is ok)		
Subtotal	13			

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 with a minimum grade of "C"		
IS:229 Unix I or IS:291 Workplace Learning: Information Systems	3	Reading Proficiency		
Subtotal	11			

Total Hours in the Program: 24

*See Catalog for classes that will fulfill the requirements stlcc.edu/Admissions_and_Registration/Course_Catalog.html or the IT Help Desk/End User Support web page stlcc.edu/Programs/IT_Help_Desk-End_User_Support/Index.html

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

IT Help Desk/End User Support - CS Quick Checklist

Courses	Credit Hours	Notes
Required Courses		
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 stlcc.edu/Programs/Degrees or consult the College Catalog at stlcc.edu/Admissions_and_Registration/Course_Catalog.html

Advisor Contact Information

Name
Phone
Email