Computer User Help Support One-Year Certificate
PROFESSIONAL TECHNICAL
2013-2014 Certificate Requirements

Major Courses

Course	No.	Course Title	Credits	Qtr. Completed	Comments/Substitution
CS	102	Programming Fundamentals	5		
CS	106	Database Systems	5		
CS	107	Intermediate Word **or**	2		
CS	108	Intermediate Spreadsheets	2		
CS	111	Web 2.0	5		
CS	117	Computer Ethics	2		
CS	118	Customer Service	3		
CS	127	Windows Configuration	5		
CS	140	SharePoint	5		
CS	150	Computer Security	5		
CS	206	Database Design	5		
Select 5 additional credits from any CS courses					
			5		

Subtotal   47

General Education

Course	No.	Course Title	Credits	Qtr. Completed	Comments/Substitution
ENG&	101+	English Composition **or** above	5		
MATH	106+	Business Mathematics **or** above	5		
Psychology or Sociology (select 5 credits)					
PSYC&	100+	General Psychology **or** above **or**	5		
SOC&	101	Intro to Sociology **or**	5		
SOC&	201	Social Problems	5		
Communication Studies (select 3-5 credits)					
CMST	101	Speech Essentials **or**	3		
CMST	110	Communication Behavior **or**	3		
CMST&	220	Public Speaking **or**	5		
CMST&	210	Interpersonal Communication **or**	5		
CMST	260	Multicultural Communication	5		

Subtotal   18-20

Total Credits Required   65-67

The Computer User Help Support Certificate curriculum offers a combination of classes that help students gain essential skills in troubleshooting computer software basic applications, operating systems, web issues, hardware, and networks. These are skills required for help desk and technical support jobs. Career opportunities: help desk technician and computer user support technician.