COMPUTER SUPPORT SPECIALIST (AAT)(PLAN CODE: MIACTAPT)

Academic Plans, known as programs, include an overview description and a summary of program requirements. You can search the online catalog via the Academic Plan links on the right for a desired program or a specific course information.

Code	Title	Credits/ Units
General Education Requirements		
Communication Skills		
ENGL& 101	English Composition I	5
or PTWR 135	Introduction to Applied Technical Writing	
Computational Skills		
PTCS 110	Professional Technical Computational Skills	5
or completed MATH course with 'C' or better where prerequisite requirements are MATH 96 or higher		5
Human Relations		
CTEC 104	IT Support	3
COLL 101	College Essentials: Introduction to Clark	2
Major Area Requirements		
BUS 149	Computer Application Essentials	3
CTEC 106	Information Technology Fundamentals	5
CTEC 111	Powershell Fundamentals	3
CTEC 115	Internet Research and Living Online	3
CTEC 121	Intro to Programming & Problem Solving	5
CTEC 130	Microsoft Windows OS Fundamentals	3
CTEC 131	Microsoft Networking Fundamentals	3
CTEC 132	Microsoft Windows Server Fundamentals	4
CTEC 133	Microsoft Security Fundamentals	3
CTEC 134	Microsoft Database Admin	5
CTEC 145	Web Server Technology	5
CTEC 200	Help Desk Technician I	3
CTEC 201	Help Desk Technician II	3
or CTEC 199	Cooperative Work Experience	
CTEC 205	Introduction to Managed Information Systems	5
CTEC 213	CompTIA A+ Fundamentals	4
CTEC 214	CompTIA A+ Operating Systems & Networking	4
CTEC 233	CompTIA Security+	5
CTEC 235	CompTIA Cybersecurity	5
NTEC 103	IP Subnetting	3
NTEC 142	Cloud Computing Fundamentals	3
Total Credits/Units		**92**

Program Outcomes

Program outcomes are overarching skills that are emphasized and reinforced throughout several courses in a specific program; they are measurable statements that define what students should know or be able to do by the end of a certificate or degree at Clark College. After successful completion of this program, students will be able to:

- Install, configure, and maintain hardware and software to bring the system to an optimal operational level for the end user.
- Demonstrate progress toward healthier behaviors. (GE)
- Diagnose, troubleshoot and repair customer hardware, software, and networking issues in a variety of environments.
- Identify, access, and evaluate resources, and respond appropriately and professionally with written and verbal communications to colleagues and customers.
- Analyze the ethical and legal issues surrounding access to and use of technology.
- Articulate well-considered ideas and written claims to an academic audience, using effective rhetorical techniques, properly credited evidence, and a command of Standard English. (GE)
- Demonstrate and clearly explain an effective strategy to solve a quantitative problem. (GE)
- Demonstrate interpersonal/human relations skills. (GE)
- Interpret the human experience, within appropriate global and historical contexts, through evaluation, analysis, creation, or performance. (GE)
- Evaluate, analyze, and explain events, behaviors, and institutions using perspectives and methods in the Social Sciences. (GE)
- Apply a method of scientific inquiry, valid to the natural sciences, to evaluate claims about the natural world. (GE)
- Demonstrate broad based understanding of concepts, skills and issues relating to underlying technology and current industry standards involving computer and information technology.

Program maps are a suggested academic plan and should not be used in the place of regular academic advising appointments. Your student entry method, placement, course availability, and program requirements are subject to change and transfer credit(s) may change your map/plan. To view the current suggested map for your program please visit our website https://programmap.clark.edu/academics (https://programmap.clark.edu/academics/)