



2018-2019 PROGRAM REQUIREMENTS
Degree: Technical Certificate
Program of Study: Information and Communication Technology
Specialization: Help Desk Technician

About This Major . . .

Upon completion of the program the student will be able to demonstrate skills, knowledge, and training for employment in an Information and Communication Technology Help Desk support position. Students learn the fundamentals of computer hardware and software, mobile devices, security and networking concepts, the responsibilities of the help desk technician and how to provide customer support.

For more information on what you can do with this major, go to <http://www.coloradomesa.edu/wccc/programs.html>.

All CMU certificate graduates are expected to demonstrate proficiency in critical thinking, communication fluency, quantitative fluency, and specialized knowledge/applied learning. In addition to these campus-wide student learning outcomes, graduates of this major will be able to:

1. Identify best practice information security policies.
2. Describe the use of Convergent Technologies in a computer network.
3. Demonstrate proficiency and knowledge required for basic use of computer hardware, software, and the Internet.
4. Ability to install, configure and provide instruction on basics of using common office software tools.
5. Ability to identify, manage and overcome barriers to communication.

Advising Process and DegreeWorks

This document is intended for informational purposes to help determine what courses and associated requirements are needed to earn a certificate. Some courses are critical to complete in specific semesters while others may be moved around. Meeting with an academic advisor is essential in planning courses and discussing the suggested course sequencing. It is ultimately the student's responsibility to understand and fulfill the requirements for her/his intended certificate.

DegreeWorks is an online degree audit tool available in MAVzone. It is the official record used by the Registrar's Office to evaluate progress towards a certificate and determine eligibility for graduation. Students are responsible for reviewing their DegreeWorks audit on a regular basis and should discuss questions or concerns with their advisor or academic department head. Discrepancies in requirements should be reported to the Registrar's Office.

Graduation Process

Students must complete the following in the first two months of the semester prior to completing their certificate requirements (for one semester certificates complete in the first week of class):

- Review their DegreeWorks audit and create a plan that outlines how unmet requirements will be met in the final semester.
- Meet with their advisor and modify their plan as needed. The advisor must approve the final plan.
- Submit the "Intent to Graduate" form to the Registrar's Office to officially declare the intended graduation date and commencement ceremony plans.
- Register for all needed courses and complete all requirements for each degree sought.

Submission deadlines and commencement details can be found at <http://www.coloradomesa.edu/registrar/graduation.html>.

If a student's petition for graduation is denied, it will be her/his responsibility to consult the Registrar's Office regarding next steps.

INSTITUTIONAL CERTIFICATE REQUIREMENTS

The following institutional requirements apply to all CMU technical certificates. Specific programs may have different requirements that must be met in addition to institutional requirements.

- Consists of 5-59 semester hours.
- Primarily 100-200 level courses.
- At least fifty percent of the credit hours must be taken at CMU.
- 2.00 cumulative GPA or higher in all CMU coursework.
- A grade lower than “C” will not be counted toward meeting the requirements.
- A course may only be used to fulfill one requirement for each degree/certificate.
- Non-traditional credit, such as advanced placement, credit by examination, credit for prior learning, cooperative education and internships, cannot exceed twenty-five percent of the semester credit hours required for a technical certificate.
- Pre-collegiate courses (usually numbered below 100) cannot be used for graduation.
- Capstone exit assessment/projects (e.g., Major Field Achievement Test) requirements are identified under Program-Specific Certificate Requirements.
- The Catalog Year determines which program sheet and certificate requirements a student must fulfill in order to graduate. Visit with your advisor or academic department to determine which catalog year and program requirements you should follow.
- See “Requirements for Undergraduate Degrees and Certificates” in the catalog for a complete list of graduation requirements.

PROGRAM-SPECIFIC CERTIFICATE REQUIREMENTS

- 21 semester hours for the Technical Certificate in Information and Communication Technology, Help Desk Technician.

TECHNICAL CERTIFICATE: INFORMATION AND COMMUNICATION TECHNOLOGY, HELP DESK TECHNICIAN REQUIREMENTS (21

semester hours, must earn a grade of “C” or better in each course.)

Required Courses (21 semester hours)

- ABUS 128 - Workplace Behavior (3)
- ABUS 160 - Introduction to Customer Service (3)
- ABUS 257 - Managing Office Technology I (3)
- TECI 131 - Principles of Information Assurance (3)
- TECI 132 - Introduction to IT Hardware and System Software (3)
- TECI 163 - Convergent Technologies (3)
- TECI 180 - Cisco Networking I (3)

SUGGESTED COURSE SEQUENCING

Freshman Year, First Semester: 12 credits

- ABUS 128 - Workplace Behavior (3)
- TECI 131 - Principles of Information Assurance (3)
- TECI 132 - Introduction to IT Hardware and System Software (3)
- TECI 180 - Cisco Networking I (3)

Freshman Year, Second Semester: 9 credits

- ABUS 257 - Managing Office Technology I (3)
- ABUS 160 - Introduction to Customer Service (3)
- TECI 163 - Convergent Technologies (3)