

Academic Pathway to:  
**Help Desk Support Technician**

Certificate  
**Code:** 5244  
**Length:** 16 Hours

For more information contact: **Dr. Pam Rentz**  
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Students holding valid current IT industry certifications should contact a departmental advisor about credit that may be awarded for selected courses based on such certifications. The courses below may be used as part of the A.S. degree in Network Systems Technology. Students must maintain a 2.0 cumulative grade point average or higher in all certificate courses.

1 <sup>st</sup> Semester		Hrs	2 <sup>nd</sup> Semester		Hrs
CTS 1110	Microcomputer Operating Systems	3	XXX XXXX	Approved Elective	1
CTS 1131	Intro to Microcomputer Main. & Repair	3	CTS 1155	IT User Support	3
CTS 1163	Microsoft Desktop Systems Config.	3			
CTS 2156	Desktop Support	3			
TOTAL		12			4

*While academic advisors, faculty and staff provide significant academic planning and related assistance to students, completion of all degree requirements, and the process of monitoring progress to that end, is ultimately the responsibility of the student.*