

This college semester hour certificate program focuses on computer systems and network support.

ACADEMIC PLAN: Certificate Program

Help Desk Support Technician

Code 5244 **Program Length**
18 Credits

2020-2021

For more information
Contact:

Student Affairs
Chipola College
(850) 718-2266

For more information, please visit the [Occupational Outlook Handbook](#) website.

Entrance Requirements

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 in certificate program may be used as part of the A.S. degree program in Computer Information Technology. Program students must maintain a 2.0 cumulative grade point average or higher in all certificate program courses.



FRESHMAN YEAR

1st Semester		Sem. Hrs.	2nd Semester		Sem. Hrs.
CTS 1110 ¹	Microcomputer Operating Systems	3	CGS 1100 ²	Microcomputer Applications	3
CTS 1131 ¹	Intro to Microcomputer Main. & Repair	3	CTS 1155	IT User Support	3
TOTAL		6	TOTAL		6

SOPHOMORE YEAR

1st Semester		Sem. Hrs.
CTS 1163 ^{3,4}	Microsoft Desktop Systems Config.	3
CTS 2156 ⁵	Desktop Support	3
TOTAL		6

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.

- ¹ CTS 1110 and CTS 1131 are co-requisites.
- ² Prerequisite: CGS 1060 or CIS 1000 or an acceptable score on the CGS 1100 Screening Exam.
- ³ Requires acceptable college-ready placement score in reading or successful completion of appropriate developmental reading course(s).
- ⁴ Prerequisite: CTS 1110 or equivalent certification or consent of the department.
- ⁵ Prerequisite: CTS 1155 or consent of the department.