ASSOCIATE OF APPLIED BUSINESS

2025-26 Catalog

Effective Summer 2025

COMPUTER TECHNOLOGY – HELP DESK/COMPUTER SUPPORT SPECIALIST MAJOR

5011

The catalog in force is assigned to students based on the academic year they first applied to the college, and changes only when students change their major or request the change in writing. Refer to Policy No. 3357:15-13-28.

Business, Engineering, and Information Technologies Division   Computer Science and Information Systems Department

TECHNICAL Course Number	Course Title	Credits	Pre- and Co-Requisites	Completed Sem./Year
AOT226	Spreadsheet Microsoft Excel	3	ITD100 or Proficiency	
CIS125	Data Analysis and Decision Making▲	3	Pre-Co-AOT226	
CIS221	Generating Reports for Decision Making▲-	3	Pre-Co-AOT226	
CIS224	Advanced Help Desk▲+	3	CIS121	
CPD123	Structured Query Language	3	CPD121	
CPD224	Microsoft SQL Server Database Administration	3	CPD123	
CSE236	Analyzing Software Requirements and Developing Solutions	3	(CIS221 or CSE235 or CSE229 or CSE231 or CSE233 or WDD221 or WDD222 or WDD224 or WDD225 or WDD226) **and** CPD123	
NET120	PC Upgrading and Maintenance	3		
NET118 or NET121	Network Basics or Introduction to Computer Networking	3 or 3		
NET131	Microsoft Client Operating System	3	NET120 **and** (NET121 **or** NET118)	
NET244	Microsoft Networking I	3	NET120 **and** (NET121 **or** NET118)	
	Total	**33**		

NON-TECH Course Number	Course Title	Credits	Pre- and Co-Requisites	Completed Sem./Year
SSC101	Student Success Seminar^^	1	*Take first semester*	
COM121 or COM122 or COM123	Effective Speaking or Interpersonal Communication or Small Group Communication^	3 or 3 or 3	*Check for prerequisites*	
CIS121	Help Desk and Computer Support Concepts^▲-	3	IDS102 **or** Proficiency	
CIS126	Fundamentals of Information Systems^	3	IDS102 **or** Proficiency	
CPD121	Data Modeling and Database Design^	3	(IDS102 or Proficiency) **and** (ITD100 or Proficiency)	
CSE122	Programming Logic and Problem Solving^	3	(IDS102 or Proficiency) **and** (ITD100 or Proficiency)	
ENG124	College Composition^	3	Co-ENG024 **or** Co-ENG011 **or** Proficiency	
MTH118 or MTH124	Quantitative Reasoning^ or Statistics^	3 or 3	*Check for prerequisites*	
WDD121	Internet Design and Development^	3	(IDS102 or Proficiency) **and** (ITD100 or Proficiency)	
	Select one (1) Arts & Humanities Elective from the list below [1]	3	*Check for prerequisites*	
	Select one (1) Social and Behavioral Sciences Elective from the list below [2]	3	*Check for prerequisites*	
	Total	**31**		
	TOTAL CREDIT HOURS	**64**		

^Based upon SSC placement score

^^To promote student success, this course should be taken in the first semester

▲- Fall only courses. Please see your academic advisor for availability.

▲+ Spring only courses. Please see your academic advisor for availability.

[1] Arts & Humanities Electives: ENG233, ENG234, ENG236, ENG237, HIS121, HIS122, PHL122

[2] Social and Behavioral Sciences Electives: PSC121, PSY121, PSY123, PSY124, PSY221, SOC121, SOC122, SOC123, SOC221, SOC225

Students completing this degree may be eligible to also receive a Computer Maintenance & Desktop Support Technician One-Year Certificate (5026) and a Management Information Systems – Help Desk and Computer User Support Career Enhancement Certificate (5030).

FULL-TIME STUDENT ADVISING NOTES

<u>Academic Advising</u>

Students should make an appointment to see their advisor before registering for classes each semester. They should have prepared a completed registration form, including courses they wish to take, prior to this meeting.

<u>Course Sequence</u>

The semester-by-semester listing below provides the normal scheduling option for full-time associate degree students who plan to finish in two years.

First Semester		Credit Hours	Pre- and Co-requisites
SSC101	Student Success Seminar^^	1	*Take first semester*
CIS121	Help Desk and Computer Support Concepts^▲-	3	IDS102 **or** Proficiency
CIS126	Fundamentals of Information Systems	3	IDS102 **or** Proficiency
CPD121	Data Modeling and Database Design^	3	(IDS102 or Proficiency) **and** (ITD100 or Proficiency)
NET120	PC Upgrading and Maintenance	3	
NET118	Network Basics	3	
or	or	or	
NET121	Introduction to Computer Networking	<u>3</u>	
		16	

Second Semester			
CIS224	Advanced Help Desk ▲+	3	CIS121
CPD123	Structured Query Language	3	CPD121
CSE122	Programming Logic and Problem Solving^	3	(IDS102 or Proficiency) **and** (ITD100 or Proficiency)
ENG124	College Composition^	3	Co-ENG024 **or** Co-ENG011 **or** Proficiency
MTH118	Quantitative Reasoning^	3	
or	**or**	or	*Check for prerequisites*
MTH124	Statistics^	<u>3</u>	
		15	

Third Semester			
AOT226	Spreadsheet Microsoft Excel	3	ITD100 or Proficiency
CIS221	Generating Reports for Decision Making ▲-	3	Pre-Co-AOT226
CIS125	Data Analysis and Decision Making ▲	3	Pre-Co-AOT226
CPD224	Microsoft SQL Server Database Administration	3	CPD123
NET131	Microsoft Client Operating System	3	NET120 **and** (NET121 **or** NET118)
WDD121	Internet Design and Development^	<u>3</u>	(IDS102 or Proficiency) **and** (ITD100 or Proficiency)
		18	

Fourth Semester			
Arts & Humanities Elective[1]		3	*Check for prerequisites*
Social and Behavioral Sciences Elective[2]		3	*Check for prerequisites*
COM121	Effective Speaking	3	
or	**or**	or	
COM122	Interpersonal Communication	3	*Check for prerequisites*
or	**or**	or	
COM123	Small Group Communication^	3	
NET244	Microsoft Networking I	3	NET120 **and** (NET121 **or** NET118)
CSE236	Analyzing Software Requirements and Developing Solutions	<u>3</u>	(CIS221 or CSE235 or CSE229 or CSE231 or CSE233 or WDD221 or WDD222 or WDD224 or WDD225 or WDD226) **and** CPD123
		15	
TOTAL CREDITS		**64**	

^Based upon SSC placement score

^^To promote student success, this course should be taken in the first semester

▲- Fall only courses. Please see your academic advisor for availability.

▲+ Spring only courses. Please see your academic advisor for availability.

[1]<u>Arts & Humanities Electives</u>: ENG233, ENG234, ENG236, ENG237, HIS121, HIS122, PHL122

[2] <u>Social and Behavioral Sciences Electives</u>: PSC121, PSY121, PSY123, PSY124, PSY221, SOC121, SOC122, SOC123, SOC221, SOC225