

Associate of Applied Business Degree Business

Information Technology and Computer Science

Information Systems

User Support Specialist Major (9243)

This major provides students with expertise in business computer applications. It includes a study of hardware and software installation, the use of common operating systems, networking, programming, systems design, and project management. Graduates are prepared to tailor hardware and software based on user needs and to provide end-user support and training. Career opportunities include help desk support technician, technical computer training, computer consulting, business computer marketing, and information technologies employment.

First Semester:

ENGL 1110* *English Composition I (A)* 3

OR

ENGL 1111 *English Composition I (B)*

ACCT 1100 Introduction to Financial Accounting 4

BUSM 1300 Introduction to Business 3

(1st 8 weeks)

ITIS 1005 Computers and Information Processing 3

(2nd 8 weeks)

ITCS 1010 Programming Logic 3

ITIS 1008 Ethics in Information Technology 1

ITON 1030 *Using Microsoft Windows Vista* 1

OR

ITON 1050 *Using Microsoft Windows 7*

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Second Semester:

ENGL 1121 English Composition II-Technical Focus 3

ITCS 1810 Visual Basic.NET Programming I 3

ITDB 1430 Microsoft Access Relational Database 3

ITIS 1510 Using Windows Applications: Word Processing 3

ITIS 2510 Help Desk Concepts and Management 2

ITON 1205 Network+ and Networking Essentials 2

SPCH 1050** *Fundamentals of Public Speaking* 2

OR

SPCH 1150 *Fundamentals of Interpersonal Communication*

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Third Semester:

BUSM 2200 Organizational Behavior 3

ITCS 2010 Systems Analysis 3

ITDB 1400 Introduction to Oracle SQL 2

ITIS 1025 Managing and Optimizing Personal Computers 2

ITIS 1520 Using Windows Applications: Spreadsheets 3

ITON 2030 *Windows Vista Configuration* 2

OR

ITON 2050 *Windows 7 Configuration*

MATH 1600*** Survey of College Mathematics 3

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Fourth Semester:

ECON 1150 *Basic Economics* 3

OR

ECON 2600 *Principles of Microeconomics*

ITIS 2015 Information Technology Project Management 3

ITIS 2590 Microcomputer Capstone 4

ITON 2031 *Support and Troubleshoot*

Applications on Vista 2

OR

ITON 2051 *Windows 7 Enterprise Support Technician*

Choose course(s) from the Arts and Humanities Electives list 3

Choose course(s) from the Natural Sciences Electives list.*** 3

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Program Total: 72

*English course selection is based on placement test results (ENGL 1111 is 4 credits, only 3 credits apply to the degree).

**Students may substitute either SPCH 1000 or SPCH 1100. One of these 3 credit courses may be required for students transferring to a four-year college.

***Students planning to transfer to a four-year college should take a sequence of math as advised by their counselor.

Natural Sciences Electives: minimum 3 credits

CHEM 1050 Chemistry in the Everyday World 3

PSCI 1300 Earth Science 3

PSCI 1400 Introduction to Meteorology 3

Any other Natural Sciences laboratory course included in the Transfer Module

Arts and Humanities Electives: minimum 3 credits

ARTS 1120, 2220, 2230; ENGL 2250, 2260, 2280, 2290; HUMX 1100, 1200; MUSC 1200, 1215, 1800, 2200, 2250; PHIL 1500, 2000