

INFORMATION TECHNOLOGY, HELP DESK/TECHNICAL SUPPORT, ASSOCIATE IN APPLIED SCIENCE (DPM)

Effective: Fall 2016

The Help Desk/Technical Support specialization provides students with the necessary skills for employment at a help desk or as a technical support person in a computer environment. The program reflects the growing emphasis on assessment of skills and skill levels. The learning sequence established by this curriculum is designed to prepare students to qualify to take certification examinations including, Net +, Microsoft Office Specialist (MOS), Service Technician (A+), Microsoft Certified Professional (MCP), Novell Certified Netware Administrator (CNA) and Cisco (CCNA).

The Associate in Applied Sciences in the Information Technology (IT) Career Degrees at Delaware County Community College blends the theoretical with the practical. Students are offered a choice of specializations: Computer Programming, Game Development, Help Desk/Technical Support, Interactive Multimedia, Network Engineering, Mobile Computing and Web Development. Students have the benefit of classroom or online instruction, dedicated laboratory facilities and participation in co-curricular activities. Students in the IT Career Degrees are required to take program courses and related electives in their specialization as well as four IT core courses. In addition, students are required to take the general education courses listed below.

Program Outcomes

- Demonstrate proficiency in the use of application software.
- Demonstrate proficiency in the use of integrated office software.
- Communicate effectively using appropriate computer terminology.
- Demonstrate the skills necessary to support customers and troubleshoot microcomputers.
- Install and troubleshoot microcomputers in a networked environment.
- Maintain the hardware and software in a networked environment.
- Discuss the hardware and software needs found in a modern business environment.

Full-Time Academic Plan

First Semester	Hours
ENG 100 English Composition I	3
CS 100 Introduction to Information Technology	3
NET 110 Network Communications	3
Select one of the following:	3-4
MAT 120 Modern College Mathematics	
MAT 121 Introduction to Probability and Statistics	
MAT 135 Business Precalculus	
MAT 151 College Algebra	
MAT 152 Precalculus	
MAT 160 Calculus I	
Social Science/Humanities Elective: Any transferable Diversity and Social Justice (DJ) and Global Understanding (GU) designated social science or humanities course	3
Hours	15-16

Second Semester		
CS 105	Management Information Systems	3
CS 127	Introduction to PC Support	3
CS 128	PC Repair and Maintenance	3
COMM 100 or COMM 111	Interpersonal Communication or Public Speaking	3
Mathematics Elective ¹		3-4
Hours		15-16
Third Semester		
IMM 120	Web Page Design and Development	3
NET 116	Microsoft Hybrid Server: Core Infrastructure	4
NET 230	Linux Operating Systems I	4
Select one CS/IMM/NET Course		3-4
Hours		14-15
Fourth Semester		
CS 111	Computer Applications	3
CS 113	Database Management Systems	3
Science Elective: Any transferable Scientific Inquiry (SI) designated science course		4
Select two CS/IMM/NET Courses		6-8
Hours		16-18
Total Hours		60-65

Notes

Diversity and Social Justice and Global Understanding designated courses (https://catalog.dccc.edu/academic-programs/college-academic-learning-goals/#Dual_DJ_GU_CourseList).

Scientific Inquiry designated courses (https://catalog.dccc.edu/academic-programs/college-academic-learning-goals/#SR_Course_List).

¹ Mathematics Elective:

Code	Title	Hours
Select from one of the following sequences:		
MAT 120 & MAT 121	Modern College Mathematics and Introduction to Probability and Statistics	6
MAT 121 & MAT 210	Introduction to Probability and Statistics and Statistics	6
MAT 135 & MAT 136	Business Precalculus and Business Calculus	6
MAT 151 & MAT 152	College Algebra and Precalculus	8
MAT 152 & MAT 160	Precalculus and Calculus I	8
MAT 160 & MAT 161	Calculus I and Calculus II	8

Part-Time Academic Plan

Course	Title	Hours
First Semester		
ENG 100	English Composition I	3
CS 100	Introduction to Information Technology	3
NET 110	Network Communications	3
Hours		9
Second Semester		
Select one of the following:		
MAT 120	Modern College Mathematics	
MAT 121	Introduction to Probability and Statistics	

MAT 135	Business Precalculus	
MAT 151	College Algebra	
MAT 152	Precalculus	
MAT 160	Calculus I	
Social Science/Humanities Elective: Any transferable Diversity and Social Justice (DJ) and Global Understanding (GU) designated social science or humanities course		3
CS 105	Management Information Systems	3
Hours		9-10
Third Semester		
CS 127	Introduction to PC Support	3
CS 128	PC Repair and Maintenance	3
COMM 100 or COMM 111	Interpersonal Communication or Public Speaking	3
Hours		9
Fourth Semester		
Mathematics Elective ¹		3-4
IMM 120	Web Page Design and Development	3
NET 116	Microsoft Hybrid Server: Core Infrastructure	4
Hours		10-11
Fifth Semester		
NET 230	Linux Operating Systems I	4
Select one CS/IMM/NET Course		3-4
CS 111	Computer Applications	3
Hours		10-11
Sixth Semester		
CS 113	Database Management Systems	3
Science Elective: Any transferable Scientific Inquiry (SI) designated science course		4
Hours		7
Seventh Semester		
Select two CS/IMM/NET Courses		6-8
Hours		6-8
Total Hours		60-65

Diversity and Social Justice and Global Understanding designated courses (https://catalog.dccc.edu/academic-programs/college-academic-learning-goals/#Dual_DJ_GU_CourseList).

Scientific Inquiry designated courses (https://catalog.dccc.edu/academic-programs/college-academic-learning-goals/#SR_Course_List).

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Select from one of the following sequences:		
MAT 120 & MAT 121	Modern College Mathematics and Introduction to Probability and Statistics	6
MAT 121 & MAT 210	Introduction to Probability and Statistics and Statistics	6
MAT 135 & MAT 136	Business Precalculus and Business Calculus	6
MAT 151 & MAT 152	College Algebra and Precalculus	8
MAT 152 & MAT 160	Precalculus and Calculus I	8
MAT 160 & MAT 161	Calculus I and Calculus II	8

Career