CUSTOMER SERVICE/HELP DESK

Curriculum Guide for Academic Year 2013-2014

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Students planning to **transfer** to a four-year college or university should refer to the ASSIST web site at www.assist.org and **consult a counselor** before beginning a program of study. Please call 562-938-4561 (LAC) or (562) 938-3920 (PCC) to schedule a counseling appointment. Students may also wish to visit the Transfer Center on either campus.

Program of study leading to:
Associate in Science (A.S.) Degree

CUSTOMER SERVICE/HELP DESK CORE COURSES		UNITS	In Progress	Completed Grade
BCOM 15 **OR**	Business Communications **OR**	3 **OR**		
† BCOM 20	Business Writing	3		
COSK 200 **OR**	Beginning Keyboarding & Document Production **OR**	3 **OR**		
COSK 233	Computer Keyboarding Skills	1		
COSA 35	Microsoft Office	4		
COSA 40	Microsoft Office Advanced	4		
COSA 45	Introduction to the Internet	2		
COSA 50	Introduction to IT Concepts & Apps.	4		
BCOM 260	Business Telephone Procedures	1		
BCOM 262	Soft Skills for the Workplace	1		
	Subtotal Units	**20-22**		

In addition to the Required Core, complete one of the following tracks listed below:

CUSTOMER SERVICE TRACK

BCOM 216	Proofreading Skills	1		
BCOM 263	Customer Service	3		
COSA 214	Records Management and Filing	2		
COSK 250A	Data Entry--1	2.5		
COSK 250B	Data Entry--2	2.5		
	Subtotal Units	**11**		
	CUSTOMER SERVICE TRACK TOTAL	**31-33**		

HELP DESK TRACK

BCOM 270	Help Desk Concepts	2		
COSN 3	Operating System: Software and Hardware	4		
COSN 5	Computer Technician Hardware Basics	4		
COSN 10	Networking Fundamentals	4		
	Subtotal Units	**14**		
	HELP DESK TRACK TOTAL	**34-36**		

Associate Degree requirements continue on following page.

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For graduation with an **Associate in Science (A.S.) Degree with a major in Customer Service/Help Desk:**

1. **Minimum Unit Requirements: §**Any course that appears on a curriculum guide and the General Education Pattern (Plan A) may fulfill both major and general education requirements (Approved by College Curriculum Committee Spring 2012). For this degree, complete a minimum of 60 units in courses numbered 1-599. Please note that additional elective units may be required to meet this minimum based upon courses selected to fulfill General Education for the Associate Degree.

Customer Service Track:	**31-33 Units**
General Education/A.S §	**25 Units**
Help Desk Track:	**34-36 Units**
General Education/A.S.§	**25 Units**

2. **Scholarship:** Maintain an **overall grade point average (GPA) of 2.0** ("C" average) based on all accredited college work applied to the degree, no matter where completed. For this **field of concentration, complete each course above** with a **grade of "C" or better**, or "P" if course is graded on a P/NP basis.
3. **Residence for the Degree:** Complete at least 30 units of the required 60 in residence at LBCC, or complete in residence at LBCC at least 20 units within the last 30 units of work applied to the degree.
4. **Residence for the Field of Concentration**: Complete fifty percent (50%) or more of the unit requirements for this field of concentration in residence; this means at **least 15.5-16.5 units** of the required 31-33 **(Customer Service Track)** or at least **17-18 units** of the required 34-36 **(Help Desk Track)** must be **completed at Long Beach City College**. Credit earned by exam, where applicable, may be included.
5. **General Education and Proficiency Requirements:** Complete the required A.A./A.S. General Education and Proficiency requirements*, otherwise known as "Plan A". For Plan A requirements, refer to the general catalog or view it online at http://osca.lbcc.edu .
6. Complete and submit the degree application form to the Admissions and Records office during your final semester of course work. These forms are available in the Admissions and Records office, or online at http://admissions.lbcc.edu/ . Refer to the Schedule of Classes (http://schedule.lbcc.edu) and click the "Important Dates" link to view the actual deadline for each semester.

*The requirements for general education/proficiency and the field of concentration (major) need to be from the same catalog year. This catalog year may be any year between the year of initial enrollment to the present, provided continuous enrollment is maintained throughout. See the catalog for definition of "continuous enrollment".

Program of study leading to:
Certificate of Achievement

REQUIRED COURSES – **Complete the 31-36 units of required courses as listed in the Associate Degree requirements box on the first page.**

	In Progress	Completed
TOTAL UNITS **31-36**		

For graduation with a **Customer Service Certificate of Achievement:**
1. Complete each of the **REQUIRED COURSES** listed above with a **minimum grade of** "**C**".
2. Complete fifty percent (50%) or more of the unit requirements for this field of concentration in residence; this means at **least 15.5-18 units** of the required 31-36 must be **completed at Long Beach City College**. Credit earned by exam, where applicable, may be included.
3. Complete and submit the certificate application form to the Admissions and Records office during your final semester of course work. These forms are available in the Admissions and Records office, or online at http://admissions.lbcc.edu/ . Refer to the Schedule of Classes (http://schedule.lbcc.edu) and click the "Important Dates" link to view the actual deadline for each semester.

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Certificate: Basic Information Manager 4069

REQUIRED COURSES		UNITS	In Progress	Completed Grade
COSA 215	Microsoft Outlook for Windows	3		
BCOM 15 **OR**	Business Communications **OR**	3 **OR**		
† BCOM 20	Business Writing	3		
	TOTAL UNITS	**6**		

Additional Requirements: Minimum GPA of 3.0 or higher in certificate courses

Certificate: Basic Business Communications 4070

REQUIRED COURSES		UNITS	In Progress	Completed Grade
BCOM 15 **OR**	Business Communications **OR**	3 **OR**		
† BCOM 20	Business Writing	3		
BCOM 261	Business English	3		
BCOM 262	Soft Skills for the Workplace	1		
	TOTAL UNITS	**7**		

Certificate: Basic Data Entry 4071

REQUIRED COURSES		UNITS	In Progress	Completed Grade
COSA 25	Microsoft Access for Windows	4		
COSK 250A	Data Entry – Level 1	2.5		
COSK 250B	Data Entry – Level 2	2.5		
COSK 209	Speed and Accuracy Building for Typist	1		
COSK 233	Computer Keyboarding Skills	1		
	TOTAL UNITS	**11**		

Additional Requirements: Typing Certificate of 40 WPM for 5 minutes with 5 or fewer errors. Data entry certificate of 9000 KPH and 98% accuracy on a 5 minute test completed in the previous 12 months. Minimum GPA of 3.0 or higher in certificate courses.

Certificate: Basic Computer & Office Skills 4074

REQUIRED COURSES		UNITS	In Progress	Completed Grade
COSA 5	Microsoft Windows Operating System	3		
COSA 30	Apps & Concepts for Non-Comp Major	3		
COSA 214	Records Management and Filing	2		
BCOM 260	Business Telephone Procedures	1		
COSK 200	Beg. Keyboarding and Document Prod.	3		
	TOTAL UNITS	**12**		

Additional Requirements: Typing certificate of 25 WPM for 5 minutes with 5 or fewer errors completed in the previous 12 months.

Certificate: Basic Word Processing 4076

REQUIRED COURSES		UNITS	In Progress	Completed Grade
COSA 10	Microsoft Word for Windows	4		
BCOM 15 **OR**	Business Communications **OR**	3 **OR**		
† BCOM 20	Business Writing	3		
	TOTAL UNITS	**7**		

Additional Requirements: Minimum GPA of 3.0 or higher in certificate courses

Certificate of Accomplishments continue on the following page.

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Certificate: Microsoft Office 4077

REQUIRED COURSES		UNITS	In Progress	Completed Grade
COSA 35	Microsoft Office	4		
COSA 40	Microsoft Office – Advanced	4		
	TOTAL UNITS	**8**		

Additional Requirements: Minimum GPA of 3.0 or higher in certificate courses

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Certificate: Basic Spreadsheets 4079

REQUIRED COURSES		UNITS	In Progress	Completed Grade
COSA 15	Microsoft Excel for Windows	4		
BCOM 15 **OR**	Business Communications **OR**	3 **OR**		
† BCOM 20	Business Writing	3		
	TOTAL UNITS	**7**		

Additional Requirements: Minimum GPA of 3.0 or higher in certificate courses

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Certificate: Basic Databases 4080

REQUIRED COURSES		UNITS	In Progress	Completed Grade
COSA 25	Microsoft Access for Windows	4		
BCOM 15 **OR**	Business Communications **OR**	3 **OR**		
† BCOM 20	Business Writing	3		
	TOTAL UNITS	**7**		

Additional Requirements: Minimum GPA of 3.0 or higher in certificate courses

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Certificate: Basic Computing & Internet Literacy 4095

REQUIRED COURSES		UNITS	In Progress	Completed Grade
COSA 30	Apps & Concepts for Non-Comp Major	3		
COSA 35	Microsoft Office	4		
COSA 45	Introduction to the Internet	2		
	TOTAL UNITS	**9**		

Certificate: Basic Presentations 4110

REQUIRED COURSES		UNITS	In Progress	Completed Grade
COSA 20	Microsoft PowerPoint for Windows	3		
BCOM 15 **OR**	Business Communications **OR**	3 **OR**		
† BCOM 20	Business Writing	3		
	TOTAL UNITS	**6**		

*Additional Requirements***:** Minimum GPA of 3.0 or higher in certificate courses

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Certificate: Computer Technician A+ 4126

REQUIRED COURSES		UNITS	In Progress	Completed Grade
COSN 3	Operating Systems: Software and Hardware	4		
COSN 5	Computer Technician Hardware Basics	4		
	TOTAL UNITS	**8**		

Certificates of Accomplishment continue on the following page.

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Certificate: Business Digital Literacy 4130

REQUIRED COURSES		UNITS	In Progress	Completed Grade
COSA 1 **OR**	Computer Information Competency **OR**	1 **OR**		
COSA 30 **OR**	Apps & Concepts for Non-Comp Major **OR**	3 **OR**		
COSA 50	Business Information Systems	4		
	TOTAL UNITS	**1-4**		

For graduation with a **Certificate of Accomplishment:**
1. Complete the above required courses with a minimum grade of "C", or "P" if course is graded on a P/NP basis.
2. Fifty percent (50%) or more of the required units must be completed in residence at LBCC.

Complete and submit the certificate application form to the Admissions and Records office during your final semester of course work. These forms are available in the Admissions and Records office, or online at http://admissions.lbcc.edu.

Career Opportunities

This **Associate Degree or Certificate of Achievement** is a two-year program leading to the Associate in Science (A.S.) degree. It is designed to prepare students for employment in a variety of customer/computer service and support related fields. Students wishing a bachelor's degree (transfer program) should meet with a counselor to discuss transferability of courses.

Program Mission and Outcomes

The mission of the Computer and Office Studies (COS) Department is to:
- Train students and retrain displaced workers for immediate employment upon graduation or completion of COS certificate requirements.
- Prepare students in both academic and vocational majors to attain computer and office skills for employment, information systems/ computer science education, soft skills necessary for workplace success, advanced proficiency for administrative careers, and other skills to meet students' personal goals.
- Meet the college's major goals of preparing students for employment, helping them understand technology as it relates to today's society, and preparing them to enroll in a four-year institution.
- Provides professional development and training for individuals employed or seeking entry level positions in the Computer Information Systems / Information Technology job markets.

Outcomes:
- Choose the correct application for a given task
- Problem solves common information technology failures.

Legend

† This course has a prerequisite. Prerequisite courses must be complete with at least a "C" or "P" grade. Refer to the General Catalog (http://www.lbcc.edu/cat/index.html), the Schedule of Classes (http://schedule.lbcc.edu/), or the online Credit Course Outline (http://wdb-asir.lbcc.edu/coursecurriculum/coursedetails/) for specific prerequisite information.

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