CUSTOMER SUPPORT

Curriculum Guide for Academic Year 2016-2017

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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 SUPPORT CORE COURSES		UNITS	In Progress	Completed Grade
BCOM 15	Business Communications	3		
BCOM 260	Business Telephone Procedures	1		
BCOM 263	Customer Service	3		
COSA 45	Living Online	2		
COSA 50	Introduction to IT Concepts & Applications	4		
COSA 250	Data Processing	3		
COSA 270	Help Desk Concepts	2		
COSN 5	Computer Hardware Fundamentals	4		
COSN 10	Networking Fundamentals	4		
	Subtotal Units	**26**		

IN ADDITION, select TWO (2) courses from the following:

BCOM 25	Digital and Social Media	3		
BCOM 262	Soft Skills for the Workplace	1		
COSA 35	Microsoft Office	4		
COSK 200	Beginning Keyboarding & Document Production	3		
COSS 271	Networking Security Fundamentals	4		
	Subtotal Units	**4-8**		
	TOTAL UNITS	**30-34**		

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 Support Major: 30-34 units
   General Education/A.S § 19 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 12 semester units of the required 60 semester units in residence at Long Beach City College in order for the college to grant an Associate of Arts and/or an Associate of Science 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 15-17 units** of the required 30-34 units 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 .

Associate Degree requirements continue on following page.

Associate Degree requirements continued from previous page.

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 30-34 units of required courses as listed in the Associate Degree requirements box on the first page.

		In Progress	Completed
TOTAL UNITS	**30-34**		

For graduation with a **Customer Support 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 15.5-17 units** of the required 31-34 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.

Program of study leading to: **Certificates of Accomplishment**

Certificate: Business Communications 44070

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: Data Entry 4071

REQUIRED COURSES		**UNITS**	**In Progress**	**Completed Grade**
COSA 25	Microsoft Access for Windows	4		
COSK 250	Data Processing	3		
COSK 209	Speed and Accuracy Building for Typist	1		
COSK 233	Computer Keyboarding Skills	1		
	TOTAL UNITS	**9**		

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.

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 customer support program is to prepare students for careers as Customer Service and Help Desk technicians and enhance skills for those who are currently employed in the field.

Outcomes:

- Demonstrate and apply affective written and oral communication techniques to a variety of customer service situations.
- 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.