COMPUTER SUPPORT SPECIALIST
Curriculum Guide for Academic Year 2018-2019

Table of Contents

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 222	Job Search Skills	3		
BCOM 263	Customer Service	3		
COSA 2	Critical Thinking Using Computers	3		
COSA 5	Microsoft Windows Operating System	3		
COSA 50	Introduction to IT Concepts & Applications	4		
COSK 200	Keyboarding and Document Production	3		
COSN 5	Computer Hardware Fundamentals	4		
COSN 10	Networking Fundamentals	4		
	Total Units	**30**		

For graduation with an **Associate in Science (A.S.) Degree with a major in Computer Support Specialist:**

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.

<div align="center">

Computer Support Specialist Major: 30 units
General Education/A.S §   19 units

</div>

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

	In Progress	Completed
TOTAL UNITS 30		

For graduation with a **Computer Support Specialist 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 units** of the required 30 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: Customer Relations Specialist 4157

REQUIRED COURSES		UNITS	In Progress	Completed Grade
BCOM 15	Business Communications	3		
BCOM 263	Customer Service	3		
	TOTAL UNITS	**6**		

Certificate: Computer Hardware Technician 4126

REQUIRED COURSES		UNITS	In Progress	Completed Grade
COSA 50	Introduction to IT Concepts & Applications	4		
COSN 5	Computer Hardware Fundamentals	4		
	TOTAL UNITS	**8**		

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 support specialist program is to provide students with a solid foundation in computer support for the business environment. The Computer Support Specialist program covers customer service skills and IT concepts and applications. Supporting courses allow students to gain a thorough understanding of business communication strategies, operating system troubleshooting basics, and computer hardware and networking fundamentals.

Outcomes:
- Evaluate customer support and end user needs and apply appropriate tools and methodologies
- Manage user support software tools.

Certificate of Accomplishment (Customer Relations Specialist))
- Apply effective communication skills to satisfy customers needs and build relationships.
- Analyze and utilize a variety of digital communication tools.

Certificate of Accomplishment (Computer Hardware Technician)
- Analyze common software and hardware problems on personal computers.
- Distinguis and explain the introductory core computer and IT concepts and technology that are used personally in society, in government, and business.

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.