

CUSTOMER SUPPORT

Curriculum Guide for Academic Year 2014-2015

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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 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 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		16-18		
In addition to the Required Core, complete one of the following tracks listed below:				
CUSTOMER SERVICE TRACK				
	BCOM 261 Business English	3		
	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		13		
CUSTOMER SERVICE TRACK TOTAL		29-31		
HELP DESK TRACK				
	COSA 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		30-32		

Associate Degree requirements continue on following page.

Associate Degree requirements continued from previous page.

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: 29-31 Units

General Education/A.S. § 19 Units

Help Desk Track: 30-32 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 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 14.5-15.5 units** of the required 29-31 (**Customer Service Track**) or at least **15-16 units** of the required 30-32 (**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 29-32 units of required courses as listed in the Associate Degree requirements box on the first page.

		In	
		Progress	Completed
TOTAL UNITS	29-32	<input type="text"/>	<input type="text"/>

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 14.5-16 units** of the required 29-32 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 4070

<u>REQUIRED COURSES</u>		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

<u>REQUIRED COURSES</u>		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.

Certificate: Computer & Office Skills 4074

<u>REQUIRED COURSES</u>		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: Microsoft Office 4077

<u>REQUIRED COURSES</u>		UNITS	In Progress	Completed Grade
COSA 35	Microsoft Office	4		
COSA 40	Microsoft Office – Advanced	4		
TOTAL UNITS		8		

Certificate: Computing & Internet Literacy 4095

<u>REQUIRED COURSES</u>		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: Computer Hardware Technician 4126

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

Certificate: Business Digital Literacy 4130

<u>REQUIRED COURSES</u>		UNITS	In Progress	Completed Grade
COSA 1	Computer Information Competency	1		
TOTAL UNITS		1		

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 program will prepare students for careers in Customer Support and Help Desk technicians and will 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.