

LANSING COMMUNITY COLLEGE

CURRICULUM GUIDE

Computer Support Specialist
Associate in Business Degree

Curriculum Code: 0713 (Effective Fall 2015 – Summer 2020)

Computer support specialists install, modify and make minor repairs to computer hardware and software systems and provide technical assistance and training to system users. They install or assist service personnel in installation of hardware and peripheral components, such as monitors, keyboards, printers, and disk drives on user's premises, following design or installation specifications. They may also load software packages into the computer; instruct users in use of equipment, software, and manuals; answer clients' inquiries concerning the systems operation; and diagnose system hardware, software, and operator problems.

PREREQUISITES

Students should see [Course Descriptions](#) for course prerequisite information. See [Academic Assessment and Placement Testing for Student Success](#) for skills assessment and advising information.

INFORMATION

Contact the Computer Information Technologies Program, West Campus Building, Room M103, telephone number (517) 267-6406 (Website: www.lcc.edu/cit/support/) or Academic Advising Department, Gannon Building – StarZone, telephone number (517) 483-1904.

REQUIREMENTS

TOTAL: 42 CREDITS

CODE	TITLE	CREDIT HOURS
BUSN 118	Introduction to Business	3
CITA 115	Microsoft PowerPoint	3
CITA 119	Microsoft Word	3
CITA 126	Microsoft Excel	3
CITA 133	Microsoft Access Database	3
CITF 108	Microsoft Windows	2
CITF 110	Intro Computer Info Systems	3
CITF 140	Information Technology Ethics	3
CITN 120	Networking Concepts	3
CITP 110	Intro to Computer Programming	4
CITS 125	Computer Support: A+ Cert Prep	6
CITS 285	IT Professional Internship (See Note 1)	3
CITW 150	Internet Literacy	3

LIMITED CHOICE REQUIREMENTS**TOTAL: 22–30 CREDITS**Complete the indicated number of credits from **EACH CHOICE** listed below.**CHOICE 1: [General Education Core Areas](#)****16–22 Credits**

(Click the link above for information on how to fulfill these requirements. Core area proficiency exams, where appropriate, are available for each core area.)

Communication Core Area	3–4
Global Perspectives and Diversity Core Area	3–4
Mathematics Core Area	3–5
Science Core Area	4–5
Writing Core Area	3–4

CHOICE 2: Additional Computer Courses (See Note 2)**6–8 Credits**

CITA 140	Microsoft Outlook	3
CITA 219	Advanced Microsoft Word	3
CITA 226	Microsoft Excel–Advanced	3
CITA 233	Advanced Microsoft Access	2
CITD 250	Database Concepts	3
CITF 260	Systems Analysis and Design	4
CITN 250	Microsoft Network Server	3
CITN 280	IT Security Foundations	3
CITS 225	Networking for PC Technicians	4
CITW 160	Web Site Dsgn & Development I	3

MINIMUM TOTAL 64**NOTES:**

1. Students with appropriate IT work experience may be able to substitute another CIT course. Please see a Computer Information Technologies program advisor.
2. Other CIT_ prefix courses may be approved for “CHOICE 2” by a Computer Information Technology program advisor.
3. For graduation from this program, a student must have earned a minimum 2.0 grade in each course with a CIT_ prefix.

SUGGESTED COURSE SEQUENCE

Students should see course descriptions to find out when departments plan to offer courses. Students who for any reason are unable to follow the course sequence suggested below (for example, those who are part-time, have transferred in courses from another school, or have prerequisites to fulfill) should contact an academic advisor for help with adjustments.

I	II	III	IV
CITA 115	CITA 119	CITF 140	BUSN 118
CITA 126	CITA 133	CITS 125	CITS 285
CITF 108	CITN 120	Lim.Ch.1	Lim.Ch.1
CITF 110	CITP 110	Lim.Ch.1	Lim.Ch.2
CITW 150	Lim.Ch.1		Lim.Ch.2
Lim.Ch.1			