Computer Support Specialist A.B.

LANSING COMMUNITY COLLEGE

Career Community: Computer Technology and Networking
Curriculum Code: 0713
Effective: Fall 2025 – Summer 2030

Purpose of the Major

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. Students completing this curriculum may also be eligible to apply for certificates of completion in Microsoft Office Specialist (0841) and Computer Technology Basics (0844).

Milestone

In addition to the required General Education courses in Math and English, completion of CITS 125 with a 2.0 or higher is a key component for success in completing this program. Knowledge obtained in these courses is the foundation for learning in other required courses. Students are encouraged to contact their faculty if they need additional assistance with learning the concepts presented in these courses.

Contact Information

For further information, including career options, course substitutions and waivers, etc., contact the Computer Information Technologies Program at the West Campus Building, Room M103, telephone number 517-267-6406 or Student Services West Campus, West Campus Building, Room M016, telephone number 517-267-5452.

Major Required Courses –*A minimum grade of 2.0 is required for General Education courses.*

Course Code	Course Title	Credit / Billing Hours
ACAD 100	First-Year Experience	1 / 1
BUSN 118	Introduction to Business	3 / 3
CITA 115	Microsoft PowerPoint	3 / 3
CITA 119	Microsoft Word	3 / 3
CITA 126	Microsoft Excel	3 / 3
CITA 133	Microsoft Access Database	3 / 3
CITF 110	Intro Computer Info Systems	3 / 3
CITF 140	Information Technology Ethics	3 / 3
CITN 120	Networking Concepts	3 / 3
CITP 110	Intro to Programming-Python	4 / 4
CITS 110	Helpdesk Support Specialist	3 / 3
CITS 125	Computer Support: A+ Cert Prep	6 / 6

Course Code	Course Title	Credit / Billing Hours
CITS 285	IT Professional Internship	3 / 3
ENGL 121 or	Composition I	4 / 4
ENGL 124 or	Technical Writing	3 / 3
ENGL 127 or	Business Writing	3 / 3
ENGL 131	Honors Composition I	4 / 4
MATH 120 or	College Algebra	4 / 4
MATH 126 or	Precalculus	5 / 5
MATH 141 or	Calculus with Applications	4 / 4
STAT 170 or	Introduction to Statistics	4 / 4
STAT 215	Intro to Probability and Stats	4 / 4

Notes:

ACAD 100 may be waived when students meet one of the following College-approved waiver criteria:
- Completion of 12 college-level credits with minimum grades of 2.0 shown on the LCC transcript (including transfer, if applicable), or
- Employment in the field of, or a field related to, the degree being sought, or
- For Health Careers students, successful completion of CHSE 100.

Students wishing to waive ACAD 100 should contact their advisor.

Students following specific articulation agreements with Eastern Michigan University in Cybersecurity choose STAT 170 or with Northwood University in Cybersecurity choose MATH 120. All other students considering future transfer should choose the highest MATH or STAT course into which they place to maximize options.

Major Required Courses, Limited Choice – *Select two*

Course Code	Course Title	Credit / Billing Hours
CITA 140	Microsoft Outlook	3 / 3
CITA 219	Advanced Microsoft Word	3 / 3
CITA 226	Microsoft Excel–Advanced	3 / 3
CITD 250	Database Concepts	3 / 3
CITF 260	Systems Analysis and Design	4 / 4
CITI 100	AI Foundations	3 / 3
CITS 225	Networking for PC Technicians	3 / 3
CITW 150	Internet Literacy	3 / 3
CITW 160	Web Development HTML & CSS	3 / 3

Major Required Courses, Limited Choice – Humanities and Fine Arts or Social Sciences or Applied Social Sciences - *Select one as recommended or select one from [LCC General Education Applied Degrees:](#) Humanities and Fine Arts or Social Sciences or Applied Social Sciences. A minimum grade of 2.0 is required for General Education courses.*

Course Code	Course Title	Credit / Billing Hours
ANTH 270	Cultural Anthropology	3 / 3
ARTS 102	2D Design	3 / 4
ECON 201	Principles of Economics-Micro	4 / 4
ECON 202	Principles of Economics-Macro	4 / 4
GEOG 200	World Regional Geography	4 / 4
MGMT 234	Diversity in the Workplace	3 / 3
POLS 201	Intro to Political Science	3 / 3
SOCL 120	Introduction to Sociology	4 / 4

Note: Students considering future transfer, choose ANTH 270, GEOG 200, POLS 201, or SOCL 120.

Major Required Courses, Limited Choice – Natural Sciences or Applied Sciences and Technology Lab - *Select one lab course as recommended or select one from [LCC General Education Applied Degrees:](#) Natural Sciences or Applied Sciences and Technology Lab. A minimum grade of 2.0 is required for General Education courses.*

Course Code	Course Title	Credit / Billing Hours
BIOL 120	Environmental Science	4 / 6
CHEM 135	Chemistry in Society	4 / 5
GEOL 230	Environmental Geology	4 / 6
ISCI 131	Integrated Physical Science	4 / 6
PHYS 120	The Art of Physics	4 / 5

Note: Students considering future transfer to Central Michigan University choose BIOL 120.

General Education – Applied Degrees

- English Composition or Applied English
  Major Required Courses will meet this requirement
- English Composition (second course)/Communication or Applied Communication
  Major Required Courses will meet this requirement
- Humanities and Fine Arts or Social Sciences or Applied Social Sciences
  Major Required Course will meet this requirement
- Mathematics or Applied Mathematics
  Major Required Courses will meet this requirement
- Natural Sciences Lab or Applied Sciences and Technology Lab
  Major Required Courses will meet this requirement

Additional Credits

After completing the course and credit requirements as noted on this pathway, students who fall short of the 60-credit minimum required for an Associate Degree may select any course(s) needed to reach 60 credits, except those courses noted in number 7 in the Institutional Requirements for Associate Degrees. Students are encouraged to use Degree Works and meet with an Advisor to ensure all requirements are met and for course recommendations.

Minimum Total Credit Hours

60 credits / 61 billing hours

Recommended Course Sequence

Semester I
ACAD 100
CITA 115
CITA 126
CITF 110
MATH 120 or MATH 126 or MATH 141 or STAT 170 or STAT 215
Limited Choice– Natural Sciences Lab or Applied Sciences and Technology Lab

Semester II
CITA 119
CITA 133
CITN 120
CITP 110
ENGL 121 or ENGL 124 or ENGL 127 or ENGL 131

Semester III
CITF 140
CITS 110
CITS 125 – Milestone course
Limited Choice– Humanities and Fine Arts or Social Sciences or Applied Social Sciences

Semester IV
BUSN 118
CITS 285
Limited Choice
Limited Choice

LCC makes every effort to limit revisions to the pathways during their effective timeframe. However, the College reserves the right to update certificate and degree titles, and make course changes as needed, without prior notice. The College also reserves the right to discontinue programs when warranted.