

# ADMINISTRATIVE ASSISTANT, CUSTOMER SUPPORT - ASSOCIATE IN SCIENCE

Plan Code: 2200

This program provides students with a solid foundation in computer support for the business environment. The curriculum provides students with customer service and IT skills for applications support as well as business communication strategies and operating system troubleshooting basics.

Some potential jobs this program prepares students for include Customer Support Representative, Customer Support Coordinator, Customer Care Representative, Member Services Representative, Customer Service Representative (CSR), Customer Service Technical Analyst, IT Service Desk Representative, Help Desk Tech Support Specialist, Applications Support Technician, and Office Support Specialist. Potential risks associated with this degree are occupations that are inherently competitive and low-salaried.

## Program Student Learning Outcomes

- Demonstrate the ability to attain the Institutional Student Learning Outcomes (ISLOs).
- Evaluate customer support and end-user requirements to employ suitable tools and methods.
- Integrate the use of various software tools to provide user support.

### Program Requirements

This degree requires the completion of General Education coursework plus the following:

Code Number	Course Title	Units
<b>REQUIRED COURSES</b>		
BCOM 15	Business Communications	3
BCOM 262	Interpersonal Skills for the Workplace	1
BCOM 263	Customer Service	3
COSA 2	Critical Thinking Using Computers	3
COSA 5	Microsoft Windows Operating System	3
COSA 30	Introduction to Computers	3
COSA 50	Intro to IT Concepts and Applications	4
COSA 215	Microsoft Outlook for Windows	3
COSN 5	Computer Hardware Fundamentals	4
COSK 200	Keyboarding and Document Production	3
<b>Required Subtotal</b>		<b>30</b>

Complete one of the following: <sup>1</sup>

LBCC General Education (Plan A) (<https://lbcc-public.courseleaf.com/academic-requirements/general-education-transfer-degree-certificate-requirements/general-education-plans/plan-a/>)

CSU GE Breadth (Plan B) (<https://lbcc-public.courseleaf.com/academic-requirements/general-education-transfer-degree-certificate-requirements/general-education-plans/plan-b/>)

IGETC Pattern (Plan C) (<https://lbcc-public.courseleaf.com/academic-requirements/general-education-transfer-degree-certificate-requirements/general-education-plans/plan-c/>)  
Electives (as needed to reach 60 degree-applicable units) <sup>2</sup>

**Minimum Degree Total** **60**

<sup>1</sup> Units for the major may be double-counted for LBCC GE, CSU GE, or IGETC; see counselor for limitations.

<sup>2</sup> Elective units from course(s) numbered 1-599, if needed, to reach 60 degree-applicable units.

# ADMINISTRATIVE ASSISTANT, CUSTOMER SUPPORT - CERTIFICATE OF ACHIEVEMENT

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Plan Code: 3200

This program will provide students with a solid foundation in computer support for the business environment. The curriculum provides students with customer service and IT skills for applications support as well as business communication strategies and operating system troubleshooting basics.

## Program Student Learning Outcomes

- Evaluate customer support needs and end-user requirements to employ suitable tools and methods.
- Integrate the use of various software tools to provide user support.

## Program Requirements

Code Number	Course Title	Units
<b>REQUIRED COURSES</b>		
BCOM 15	Business Communications	3
BCOM 262	Interpersonal Skills for the Workplace	1
BCOM 263	Customer Service	3
COSA 2	Critical Thinking Using Computers	3
COSA 5	Microsoft Windows Operating System	3
COSA 30	Introduction to Computers	3
COSA 50	Intro to IT Concepts and Applications	4
COSA 215	Microsoft Outlook for Windows	3
COSK 200	Keyboarding and Document Production	3
COSN 5	Computer Hardware Fundamentals	4
<b>Total Units</b>		<b>30</b>

# ADMINISTRATIVE ASSISTANT, CUSTOMER RELATIONS SPECIALIST - CERTIFICATE OF ACHIEVEMENT

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**Plan Code: 3199**

This program will prepare students for employment in a variety of fields that require knowledge of computer information systems and the ability to enter and process data using MS Office Suite, business communications skills, and training in human relations/customer service. This program helps students learn communication skills and customer service techniques that are in demand in the workforce.

## Program Student Learning Outcomes

- Apply effective communication skills to satisfy customers' needs and build relationships.

## Program Requirements

Code Number	Course Title	Units
<b>REQUIRED COURSES</b>		
BCOM 15	Business Communications	3
BCOM 260	Channels of Business Communication	1
BCOM 262	Interpersonal Skills for the Workplace	1
BCOM 263	Customer Service	3
<b>Total Units</b>		<b>8</b>