

# COMPUTER SUPPORT SPECIALIST - ASSOCIATE IN SCIENCE

Plan Code: 2123

This degree offers robust and relevant core course offerings that allow students to gain job skills and critical thinking skills in demand in the workforce. The program prepares students for employment in a variety of computer support-related fields.

## Program Student Learning Outcomes

- Demonstrate the ability to attain the Institutional Student Learning Outcomes (ISLOs).
- Evaluate end user and customer support needs and apply appropriate tools and methodologies.
- Design, administer, and control user support software tools in customer relationship management and user fulfillment.

## 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 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	Intro to IT Concepts and Applications	4
COSK 200	Keyboarding and Document Production	3
COSN 5	Computer Hardware Fundamentals	4
COSN 10	Networking Fundamentals	3
<b>Subtotal Units</b>		<b>29</b>
IN ADDITION, complete ONE (1) unit from the following:		
BCOM 260	Channels of Business Communication (1)	
BCOM 264	Business Telecommuting Fundamentals (1)	
<b>Subtotal Units</b>		<b>1</b>
<b>Required Subtotal</b>		<b>30</b>
Complete one of the following: <sup>1</sup>		19-39
LBCC General Education (Plan A) ( <a href="https://lbcc-public.courseleaf.com/academic-requirements/general-education-transfer-degree-certificate-requirements/general-education-plans/plan-a/">https://lbcc-public.courseleaf.com/academic-requirements/general-education-transfer-degree-certificate-requirements/general-education-plans/plan-a/</a> )		
CSU GE Breadth (Plan B) ( <a href="https://lbcc-public.courseleaf.com/academic-requirements/general-education-transfer-degree-certificate-requirements/general-education-plans/plan-b/">https://lbcc-public.courseleaf.com/academic-requirements/general-education-transfer-degree-certificate-requirements/general-education-plans/plan-b/</a> )		
IGETC Pattern (Plan C) ( <a href="https://lbcc-public.courseleaf.com/academic-requirements/general-education-transfer-degree-certificate-requirements/general-education-plans/plan-c/">https://lbcc-public.courseleaf.com/academic-requirements/general-education-transfer-degree-certificate-requirements/general-education-plans/plan-c/</a> )		
Electives (as needed to reach 60 degree-applicable units) <sup>2</sup>		
<b>Minimum Degree Total</b>		<b>60</b>

<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.

# COMPUTER SUPPORT SPECIALIST - CERTIFICATE OF ACHIEVEMENT

---

**Plan Code: 3123**

This certificate provides students with the in-demand technical knowledge, data inputting and communication strategies required for Customer Support and Help Desk technicians.

## Program Student Learning Outcomes

- Evaluate end-user and customer support needs and apply appropriate tools and methodologies.
- Design, administer, and control user support software tools in customer relationship management and user fulfillment.

## Program Requirements

Code Number	Course Title	Units
<b>REQUIRED COURSES</b>		
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	Intro to IT Concepts and Applications	4
COSK 200	Keyboarding and Document Production	3
COSN 5	Computer Hardware Fundamentals	4
COSN 10	Networking Fundamentals	3
<b>Subtotal Units</b>		<b>29</b>
IN ADDITION, complete ONE (1) unit from the following:		
BCOM 260	Channels of Business Communication (1)	
BCOM 264	Business Telecommuting Fundamentals (1)	
<b>Subtotal Units</b>		<b>1</b>
<b>Total Units</b>		<b>30</b>

# COMPUTER HARDWARE TECHNICIAN - CERTIFICATE OF ACHIEVEMENT

---

**Plan Code: 3133**

The Computer Hardware Technician Certificate is designed to provide students with the fundamentals of computer hardware, operating systems, computer networking infrastructures, and the certification process. This Certificate will prepare students to pursue entry-level employment in computer technical support or network administration positions.

## Program Student Learning Outcomes

- Analyze common software and hardware problems on personal computers.
- Distinguish and explain the introductory core computer and IT concepts and technology that are used personally, in society, in government, and in business.

## Program Requirements

Code Number	Course Title	Units
<b>REQUIRED COURSES</b>		
COSA 50	Intro to IT Concepts and Applications	4
COSN 5	Computer Hardware Fundamentals	4
<b>Total Units</b>		<b>8</b>

# CUSTOMER RELATIONS SPECIALIST - CERTIFICATE OF ACCOMPLISHMENT

---

Plan Code: 4157

Students learn the 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 263	Customer Service	3
<b>Total Units</b>		<b>6</b>