The Computer Support Specialist Diploma program will prepare graduates by introducing them to a wide variety of subjects in information and emerging technologies they will encounter in the field. Subjects covered include computer troubleshooting and repair, basic networking, operating systems, supporting common end-user applications, as well as soft skills such as oral and written communication, and customer service. This program teaches skills needed to work for companies with small to mid-size help desks or large corporate user support centers. Our program delivers curriculum using currently released industry software, including Operating System (OS) and Network Operating System (NOS), and the instructors are industry certified professionals with years of experience in the classroom and industry.

By completing this program, students will achieve the following learning outcomes:

- Perform computer information technology practices and procedures required for entry to mid-level employment;
- Perform computer information technology entry to mid-level skill sets and apply theoretical principles;
- Install, manage, configure and use functions and features of current releases of operating systems, network operating systems and applications;
- Install, troubleshoot and repair computer equipment and peripherals;
- Evaluate, identify and apply appropriate security standards; and
- Communicate effectively with technical and non-technical audiences.

This program will prepare students for the following certifications: Microsoft Certified Professional (MCP) and Microsoft Certified IT Professional (MCITP), Microsoft Certified Solutions Associate (MCSA), Comp TIA A+, and others. Central Lakes College is a Prometric, VUE and Certiport Authorized Test Center. All certifications exams can be delivered on-site.

Computer support specialists are in high demand. They help people solve problems with their computer hardware and software. They help coworkers and people who purchase their company’s products to troubleshoot the problem and determine whether to make repairs or make changes to the computer setup. Computer support specialists read technical manuals to determine the problem, test computers to make sure they work, and help determine a company’s computer needs. At larger companies, specialists may teach staff how to use new software. A computer support specialist who works with customers may teach customers how to install software or hardware or how to use the software purchased.
**Semester Course Requirements**

**Semester One (11 credits)**
- COMP 1109 Introduction to Operating Systems .......... 3 cr
- COMP 1131 Microsoft Word Comprehensive .............. 4 cr
- COMP 1204 Computer Repair I – A+ Hardware ............ 4 cr

**Semester Two (11 credits)**
- COMP 1135 Microsoft Excel Comprehensive ............... 4 cr
- COMP 1132 Microsoft Access Comprehensive ............. 4 cr
- COMP 1206* Computer Repair II – A+ Operating Systems .................................................... 3 cr

**Semester Three (4 credits)**
- COMP 1133 Microsoft PowerPoint Comprehensive ..... 3 cr
- COMP 1134 Microsoft Outlook Comprehensive .......... 1 cr

**Semester Four (11 credits)**
- COMP 1253* Client Operating Systems Administration ............................................. 4 cr
- COMP 1230* Network Essentials ................................... 4 cr
- COMP 2202* Computer User Support ......................... 3 cr

**One-year scheduling option:**
- All Fall Semester courses in 1st year ............................. 15 cr
- All Spring Semester courses in 1st year ............................. 22 cr

**Course Prerequisites**

Some courses may require appropriate test scores or completion of basic math, basic English and/or reading courses with a “C” or better. CLC utilizes a multiple measure approach for placement which may include high school MCA, SAT, ACT scores in addition to high school GPAs. For insurance purposes, internships may require that students be 18 years old.

**Graduation Requirements**

In addition to the program requirements, students must meet the following conditions in order to graduate:

1. **College Cumulative GPA Requirement:** cumulative grade point average (GPA) of credits attempted and completed at CLC must be at least 2.0;
2. **College Technical Core GPA Requirement:** cumulative GPA of credits attempted and completed towards the technical core of the diploma or degree must be at least 2.0;
3. **Residency Requirement:** students must complete 25% of their credits at Central Lakes College.