LTC *LAKESHORE TECHNICAL COLLEGE*

Program Number 10-154-3
Associate Degree in Applied Science • Four Terms

ABOUT THE PROGRAM

Computers—can you imagine life without them? So much of what we do, whether at work, at home, or somewhere in between, depends on the use of computer information systems. If you enjoy using various operating systems, learning all kinds of software applications, doing some programming, troubleshooting hardware and software, and helping others learn to use technology and information systems, a career as a computer support specialist may be the perfect fit for your high-tech talents.

PROGRAM OUTCOMES

• Manage information technology hardware.
• Manage software.
• Support computer networks.
• Provide end user support.
• Solve information technology problems.
• Demonstrate customer service skills as an IT professional.

CAREER AND EDUCATION ADVANCEMENT OPPORTUNITIES

LTC credits transfer to over 30 universities. For more information visit gotoltc.edu/future-students/transfer.

PROGRAM ADMISSIONS STEPS

• Work with Career Coach to:
 - Submit application and $30 fee.
 - Submit official transcripts (high school and other colleges).

ENROLLMENT PROCESS

• Work with program Academic Advisor to:
 - Complete an assessment for placement (Accuplacer or ACT).
 - Complete Functional Abilities Statement of Understanding form.
 - Meet to plan your first semester schedule, review your entire plan of study, discuss placement assessment results and complete any additional enrollment requirements.

APPROXIMATE COSTS

• $132.20 per credit tuition (WI resident) plus $7.27 per credit student activity fee. $10 per credit online fee. Material fee varies depending on course. Other fees vary by program. Visit gotoltc.edu/financial-aid/tuition-and-fees for details.

FINANCIAL AID

This program is eligible for financial aid. Visit gotoltc.edu/Financial-Aid or talk with your Career Coach about how to apply for aid.

SPECIAL NOTE

Students are required to have one USB 80 gig hard drive or greater.

CONTACT

LTC Career Coach
920.693.1162 • CareerCoach@gotoltc.edu

Catalog No.	Class Title	Credit(s)
Term 1		
10154104	Intro to IT	3
10154122	PC Support	3
10150114	Networking I	3
10801195	Written Communication OR 10801136 English Composition 1	3
10804107	College Mathematics	3
		15
Term 2		
10154124	Information Security Principles	3
10150176	Networking 2	3
10150173	Server Administration 1	3
10809172	Introduction to Diversity Studies OR 10806112 Principles of Sustainability	3
10801196	Oral/Interpersonal Communication OR 10801198 Speech	3
		15
Term 3		
10154128	Service Desk 1	3
10154130	MS Windows 1	3
10154102	Business Apps Fundamentals	3
10154103	Training and Documentation	2
10154131	Apple Support	3
10809196	Introduction to Sociology OR 10809122 Introduction to American Government OR 10809166 Introduction to Ethics	3
		17
Term 4		
10154129	Service Desk 2	3
10154132	MS Windows 2	3
10154105	IT-Career and Professional Development	2
10154159	IT Computer Capstone	2
10809195	Economics	3
10809198	Introduction to Psychology OR 10809188 Developmental Psychology	3
		16
		TOTAL 63

Curriculum and Program Acceptance requirements are subject to change. Program start dates vary; check with your advisor for details. The tuition and fees are approximate based on 2017-2018 rates and are subject to change prior to the start of the academic year.

The **Hire** in
HIGHER EDUCATION

APPLE SUPPORT...prepares the student to support the Apple OS X operating system. The course covers installation and configuration, user account management, file and data management, application support, network configuration and services as well as other system management functions.

BUSINESS APPS FUNDAMENTALS...prepares the learner to evaluate, use, and support common information system applications that an end-user would use in a typical business environment. Both individual productivity tools as well as enterprise tools are examined. The competencies in the course will articulate to other courses in the information technology programs. Applications used will include Open Source Business Suites, Google Apps suite and Market Place applications, Gmail, calendars, surveys, video portals, and more.

COLLEGE MATHEMATICS...is designed to review and develop fundamental concepts of mathematics pertinent to the areas of: 1) arithmetic and algebra; 2) geometry and trigonometry; and 3) probability and statistics. Special emphasis is placed on problem solving, critical thinking and logical reasoning, making connections, and using calculators. PREREQUISITE: 10834109 Pre-Algebra or equivalent

ECONOMICS...provides the participant with an overview of how a market-oriented economic system operates, and it surveys the factors which influence national economic policy. Basic concepts and analyses are illustrated by reference to a variety of contemporary problems and public policy issues. Concepts include scarcity, resources, alternative economic systems. growth, supply and demand, monetary and fiscal policy, inflation, unemployment and global economic issues.

INFORMATION SECURITY PRINCIPLES...introduces the learner to Information Systems Security. Students will review and analyze the control and security concerns in the information systems environment; the security challenges created from the emergence of new technology and the changing internal and external environments; and the effect of legal, regulatory, and current security technology on policy development.

INTRO TO IT...introduces student to IT field to basic concepts and terminology of a computer system hardware and software, Operating Systems (including Mac OS), and Networks; applied skills include: managing computer data files; protecting against computer viruses; creating simple web pages; producing electronic word documents, spreadsheets and presentations; examining techniques of systems analysis and design, programming languages and database systems. Students introduced to the beginning concepts of creating a portfolio.

INTRODUCTION TO PSYCHOLOGY...introduces students to a survey of the multiple aspects of human behavior. It involves a survey of the theoretical foundations of human functioning in such areas as learning, motivation, emotions, personality, deviance and pathology, physiological factors, and social influences. It directs the student to an insightful understanding of the complexities of human relationships in personal, social, and vocational settings.

INTRODUCTION TO DIVERSITY STUDIES...introduces learners to the study of diversity from a local to a global environment using a holistic, interdisciplinary approach. Encourages self-exploration and prepares the learner to work in a diverse environment. In addition to an analysis of majority/minority relations in a multicultural context, the primary topics of race, ethnicity, age, gender, class, sexual orientation, disability, religion are explored. COREQUISITE: 10838105 Intro Reading and Study Skills or equivalent

INTRODUCTION TO SOCIOLOGY...introduces students to the basic concepts of sociology: culture, socialization, social stratification, multi-culturalism, and the five institutions, including family, government, economics, religion, and education. Other topics include demography, deviance, technology, environment, social issues, social change, social organization, and workplace issues. COREQUISITE: 10838105 Intro Reading and Study Skills or equivalent

IT COMPUTER CAPSTONE...will allow the student to demonstrate the skills learned while in the Computer Support Specialist program. The student will demonstrate the ability to manage information technology hardware and software, support computer networks, provide end usersupport, solve information technology problems and demonstrate customer service skills as an IT professional, through the completion of a comprehensive project. PREREQUISITES: 10154129 Service Desk 2 and 10154132 MS Windows 2

IT-CAREER AND PROFESSIONAL DEVELOPMENT...introduces students to job seeking skills and work environment communications skills. Written and oral communication skills needed in the work place will be emphasized. Students will build a resume, create a cover letter and follow up letters. Participate in job-seeking skills, which include research of a particular job and company and participating in a mock interview. Preparing a portfolio that proves competency in all program outcomes will be required. Course should be taken in last semester of course work.

MS WINDOWS 1...covers how to configure hardware and manage applications, configure network connectivity, perform upgrades, manage remote access and security for mobile devices. The course will also cover how to monitor and maintain Windows clients, create virtualized Windows clients, and configure system and data recovery options.

MS WINDOWS 2...is a course designed to give the student the skills to support, and troubleshoot problems with, the Microsoft Windows operating system in an enterprise environment. Issues with remote access, networking, security, group policy, Internet Explorer, and mobile devices are covered. PREREQUISITE: 10154130 MS Windows 1

NETWORKING 1...is a lecture/hands-on course designed to introduce students to network fundamentals. Topics covered include: OSI Reference Model; LAN and WAN topologies; cabling systems; access methods; protocols; Internet working devices (e.g. hubs, bridges, routers, switches, etc.); and basic network design.

NETWORKING 2...provides the students with networking terminology, protocols, network standards, LAN's, WAN's, TCP/IP addressing, and routing. PREREQUISITE: 10150114 Networking 1

ORAL/INTERPERSONAL COMMUNICATION...provides students with the skills to develop speaking, verbal and nonverbal communication, and listening skills through individual speeches, group activities, and other projects. COREQUISITE: 10838105 Intro Reading and Study Skills or equivalent

PC SUPPORT...is the first course of the two-course A+ series that helps those seeking to become entry-level IT professionals by providing skills and knowledge necessary to perform the following tasks on personal computer hardware and operating systems: installation, PC building, system upgrades, repair, system configuration, troubleshooting, problem diagnosis, and preventative maintenance. The course covers the objectives of the CompTIA A+ exams but is not designed nor intended to be a "test prep" course. Additional resources as well as work experience are required in order to pass the exams.

SERVER ADMINISTRATION 1...is a hands-on course designed to introduce the learner to the installation and configuration of Windows Server servers. The student will learn how to install and configure servers, configure server roles and features, configure Hyper-V, deploy and configure core network services, install and administer Active Directory (AD), and create and manage Group Policy. PREREQUISITE: 10154104 Intro to IT

SERVICE DESK 1...provides the learner with the knowledge required to become a Help Desk Support technician. Students will learn fundamental Help Desk concepts such as: Help Desk operations, roles and responsibilities, processes and procedures, tools and technologies, individual and team performance measures, and how to provide support as a Help Desk professional.

SERVICE DESK 2...expands the learners' ability to troubleshoot all information technology issues utilizing Service Desk and Asset Management applications. Learners will expand their knowledge of ITIL practices and procedures used to manage an IT operation and its associated infrastructure. Communication, documentation, and teamwork skills are enforced. PREREQUISITE: 10154128 Service Desk 1

TRAINING AND DOCUMENTATION...provides the learner with the skills to develop various types of user documentation in hard copy and on-line formats. In addition, the learner will develop oral and written training skills necessary to provide individual and group end-user training.

WRITTEN COMMUNICATION...teaches the writing process, which includes prewriting, drafting, revising, and editing. Through a variety of writing assignments, the student will analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Keyboarding skills are required for this course. It also develops critical reading and thinking skills through the analysis of a variety of written documents. PREREQUISITE: 10831103 Intro to College Wrtg equivalent and COREQUISITE: 10838105 Intro Rdg & Study Skills or equivalent