



**Full-Time Pathway to Success**

School of Manufacturing, Engineering, and Information Technology

**IT – Computer Support Specialist (10-154-3)**

Associate of Applied Science

**Effective 2021/2022**

*The course sequence shown on this sheet is the recommended path to completion. Courses will be scheduled in the terms indicated here. All courses should be taken in the order shown to help you stay on track and graduate according to your academic plan.*

**E-E = Elkhorn/evenings, R-D = Racine/days, F=Fall, S=Spring, SU=Summer**

Term	Course #	Cr.	Course Title	Requisites (prereq- before/ coreq-with)	E-E	R-D
1	890-155	1	📍 Gateway to Success (G2S)		F	F
1	*154-121	1	CSS Program Orientation	Coreq: 154-119	F	F
1	*154-119	3	System Software Support <sup>4</sup>	Coreq: 154-121; 801-136	F	F
1	*107-011	3	IT in Business <sup>4</sup>		F	F
1	*107-193	3	🎓 IT Essentials <sup>4</sup>		F	F
1	801-136	3	English Composition 1 <sup>1,4</sup>	Prereq: 831-103 OR 831-107	F	F
2	*154-114	3	🎓 Hardware & Software Support	Prereq: 154-119; 107-193	S	S
2	809-196	3	Sociology, Introduction to <sup>1,3,4</sup>		S	S
2	<b>OR</b>	<b>3</b>	<b>OR</b>	Prereq: 838-105 OR 831-107	S	S
2	809-172	3	Diversity Studies, Introduction to <sup>1</sup>		S	S
2	*154-122	3	🎓 Introduction to Help/Service Desk	Prereq: 107-193	S	S
2	804-135	3	Quantitative Reasoning <sup>1</sup>	Coreq: 804-135 OR 804-115	S	S
2	<b>OR</b>	<b>5</b>	<b>OR</b>	Prereq: 834-109	S	S
2	804-115	5	College Technical Math 1 <sup>1</sup>	Prereq: 834-110	S	S
3	*150-145	3	IT Scripting		SU	SU
3	801-197	3	Technical Reporting	Prereq: 801-136	SU	SU
3	809-143	3	Microeconomics <sup>1,4</sup>		SU	SU
3	<b>OR</b>	<b>3</b>	<b>OR</b>	Prereq: 838-105 OR 831-107	SU	SU
3	809-195	3	Economics <sup>1,4</sup>		SU	SU
3	XXX-XXX	3	Elective Course	Take 3 credits at the associate degree level. Suggested electives listed on back.	SU	SU
4	*154-113	3	IT Apps Server & Support <sup>4</sup>	Prereq: 154-114	F	F
4	*154-112	3	Data Security & Recovery Support	Prereq: 154-114; 804-135 OR 804-115	F	F
4	*154-120	3	Advanced Help/Service Desk	Prereq: 154-122	F	F
4	*150-182	3	IoT: Connecting Devices		F	F
5	*154-116	2	Emerging Technologies and Apps.	Prereq: 154-112	S	S
5	*154-118	3	CSS Skills Implementation & Career Prep	Prereq: 154-113; 801-197	S	S
5	809-198	3	Psychology, Introduction to <sup>1,3,4</sup>	Prereq: 838-105 OR 831-107	S	S
5	*107-177	4	IT Project Management <sup>4</sup>	Prereq: 154-113; 801-197	S	S

**Minimum Program Total Credits Required: 62**

Notes associated with courses (identified by a superscript number at the end of the course title) are located on the back of the sheet.

📍 Mastery of this course will put students on a path to achieve successful degree completion, on-time graduation, and enrich the college experience. Students are required to take this course in their first semester of enrollment. Please see an advisor for details.

🎓 = Milestone Course. Faculty have identified this course as providing a strong foundation for success throughout the program.

(\*) indicates students must achieve a minimum of 2.0 ("C") or above for these major courses to meet graduation requirements.

## IT – Computer Support Specialist (10-154-3)

The *IT – Computer Support Specialist* program has been designed to prepare students for a career in Information Technology, providing end-user service and support in a variety of environments, including small business, not-for-profit and enterprise-sized corporations. Topics include the architecture, use, installation, and upgrading of hardware and software, operating systems, networking, and communications as well as data security and recovery. Students will evaluate user hardware and software needs, function as a liaison between their firm and outside contractors or vendors, research emerging technologies, and provide user training for both hardware and software.

### Program Learning Outcomes

Graduates will be able to:

1. Manage information technology hardware.
2. Manage software.
3. Support computer networks.
4. Provide end user support.
5. Solve information technology problems.
6. Demonstrate customer service skills as an IT professional.
7. Coordinate technology projects.

### Essential Career Competencies

Gateway's six essential career competencies are the general attitudes and skills promoted and assessed by all programs. All Gateway graduates will develop skills in:

- Communication Competence
- Professionalism and Career Management
- Cultural Competence
- Critical Thinking and Problem Solving
- Teamwork and Collaboration
- Technology Competence

### Admission Requirements

1. Students must submit an application and pay \$30 fee.
2. Students must meet one of the following: minimum cumulative high school GPA of 2.6 (unweighted); earned at least 12 college credits with a minimum GPA of 2.0; or complete valid reading, writing, and math placement assessments.

### Graduation Requirements

- Minimum 62 credits with an average of 2.0 or above.
- \*Minimum of 2.0 ("C") or above for these major courses.
- Complete 890-155 Gateway to Success (G2S) in the first semester.

For a complete list of Graduation Requirements, check the Student Handbook or [Graduation Requirements](#).

### Suggested Electives

102-138 BIZ Internship	154-131 Google IT Support Professional 2
154-109 IT-Computer Support Specialist Internship	801-196 Oral/Interpersonal Communication
154-130 Google IT Support Professional 1	801-198 Speech

### Notes

1. A satisfactory placement test score (or successful remediation) is required prior to enrollment. See an advisor for details.
2. See your advisor if you have questions about course selection.
3. Transfer credits in Social Science may substitute for this course. See an advisor for details.
4. A credit for prior learning assessment is available for this course. For more information, please contact [cfpl@gtc.edu](mailto:cfpl@gtc.edu).

### Accreditation Statement

Gateway Technical College's IT-Computer Support Specialist program is fully accredited and in good standing with the Accreditation Council for Business Schools and programs [[www.acbsp.org](http://www.acbsp.org)].

Accreditation Council for Business Schools and Programs (ACBSP)  
11520 West 119th Street  
Overland Park, KS 66213  
Phone: (913) 339-9356  
[www.acbsp.org](http://www.acbsp.org)

Gateway Technical College reserves the right to modify curriculum requirements for students who interrupt enrollment for a period of two years or take over seven years to complete. Tuition and material fees are determined by the board of the Wisconsin Technical College System. Consult My Gateway for exact fee amounts. Occasionally, the District may offer a particular course out of published sequence. By doing so, the District does not obligate itself to offer succeeding courses out of published sequence.