



**Part-Time Pathway to Success**

School of Manufacturing, Engineering, and Information Technology

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

Associate of Applied Science

**Effective 2022/2023**

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.

Courses in this program may be offered in a variety or combination of formats (for example: in-person, video conferencing, online, etc.).

**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	*107-011	3	IT in Business <sup>4</sup>		F	F
1	*107-193	3	🎓 IT Essentials <sup>4</sup>		F	F
2	801-136	3	English Composition 1 <sup>1,4</sup>	Prereq: 831-103 OR 831-107	S	S
2	*154-121	1	CSS Program Orientation	Coreq: 154-119	S	S
2	*154-119	3	System Software Support <sup>4</sup>	Coreq: 154-121; 801-136	S	S
3	*154-114	3	🎓 Hardware & Software Support <sup>4</sup>	Prereq: 154-119; 107-193	SU	SU
3	*154-122	3	🎓 Introduction to Help/Service Desk	Prereq: 107-193 Coreq: 804-135 OR 804-115	SU	SU
3	804-135 OR 804-115	3 OR 5	Quantitative Reasoning <sup>1,4</sup> OR College Technical Math 1 <sup>1,4</sup>	Prereq: 834-109 Prereq: 834-110	SU	SU
4	*154-112	3	Data Security & Recovery Support	Prereq: 154-114; 804-135 OR 804-115	F	F
4	*154-113	3	IT Apps Server & Support <sup>4</sup>	Prereq: 154-114	F	F
4	*154-120	3	Advanced Help/Service Desk	Prereq: 154-122	F	F
5	801-197	3	Technical Reporting	Prereq: 801-136	S	S
5	809-196 OR 809-172	3 OR 3	Sociology, Introduction to <sup>1,3,4</sup> OR Diversity Studies, Introduction to <sup>1,3</sup>	Prereq: 838-105 OR 831-107	S	S
6	*150-145	3	IT Scripting		SU	SU
6	809-143 OR 809-195	3 OR 3	Microeconomics <sup>1,3,4</sup> OR Economics <sup>1,3,4</sup>	Prereq: 838-105 OR 831-107	SU	SU
7	*150-182	3	IoT: Connecting Devices		F	F
7	809-198	3	Psychology, Introduction to <sup>1,3,4</sup>	Prereq: 838-105 OR 831-107	F	F
7	XXX-XXX	3	Elective Course	Take 3 credits at the associate degree level. Suggested electives listed on back.	F	F
8	*107-177	4	IT Project Management <sup>4</sup>	Prereq: 154-113; 801-197	S	S
8	*154-116	2	Emerging Technologies and Apps.	Prereq: 154-112	S	S
8	*154-118	3	CSS Skills Implementation & Career Prep	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
- 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. Satisfactory college placement results (through multiple measures or placement test scores) 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@qtc.edu](mailto:cfpl@qtc.edu).

Gateway Technical College reserves the right to modify curriculum requirements for students who interrupt enrollment for one year 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.