Program Description: This is an example course sequence for students interested in Information Technology – User and Computer Support. It does not represent a contract, nor does it guarantee course availability. If this pathway is followed as outlined, you will earn an Associate of Applied Science (AAS) degree in Information Technology – User and Computer Support or a Certificate (C) in Information Technology – User and Computer Support.

Use this Program MAP as an advising guide to choose courses with your advisor and track progress towards milestones and completion of program.

Pre-Degree Requirements

<table>
<thead>
<tr>
<th>Program Specific</th>
<th>Reading and Writing Placement Placements based on TSI</th>
<th>Mathematics Placement Placements based on TSI</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Basic Developmental Courses</td>
<td>□ MATD-0332 - Basic Math Skills</td>
<td></td>
</tr>
<tr>
<td>□ ESOL Courses</td>
<td>□ MATD-042x/032x – ALEKS Sequence</td>
<td></td>
</tr>
<tr>
<td>□ INRW Courses</td>
<td>□ MATD-0385/0485 – Developing Mathematical Thinking Not prerequisite for MATH-1314/1324</td>
<td></td>
</tr>
</tbody>
</table>

SEMESTER-BY-SEMESTER PROGRAM PLAN FOR FULL-TIME STUDENTS Plans can be modified to fit the needs of part-time students by adding more semesters

<table>
<thead>
<tr>
<th>Semester 1</th>
<th>CR</th>
<th>Advising Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>● EDUC 1100 - Effective Learning: Strategies for College Success</td>
<td>1</td>
<td>Required if student has less than 12 credit hours, but must have 60 total credit hours to graduate.</td>
</tr>
<tr>
<td>● COSC 1301 – Introduction to Computing</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>● COSC 1315 – Fundamentals of Programming</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>● ENGL 1301 – English Composition I</td>
<td>3</td>
<td>Prerequisite for ENGL 1301 – TSI complete in reading and writing or exempt.</td>
</tr>
<tr>
<td>● ITNW 1337 – Introduction to the Internet</td>
<td>3</td>
<td>Prerequisite for COSC 1337 - COSC 1336 or department approval.</td>
</tr>
<tr>
<td>● MATH 1314 – College Algebra</td>
<td>3</td>
<td>OR choose MATH 1324 – Mathematics for Business and Economics OR MATH 1332 – College Mathematics OR MATH 1342 – Elementary Statistics. Prerequisite for MATH 1314 – MATD 0390 with a C or better or a satisfactory score on the ACC Mathematics Assessment Test or completion of TSI requirements in mathematics. Prerequisite for MATH 1324 - MATD 0390 with a C or satisfactory score on the ACC Mathematics Assessment Test or completion of TSI requirements in mathematics.</td>
</tr>
</tbody>
</table>

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Program Semester Hours / Meet with your advisor

<table>
<thead>
<tr>
<th>Semester 2</th>
<th>CR</th>
<th>Advising Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>● ITNW 1325 - Fundamentals of Networking Technologies</td>
<td>3</td>
<td>Prerequisite for ITNW 1325 – COSC 1301 (or corequisite) or instructional program approval.</td>
</tr>
<tr>
<td>● ITSC 1325 – Personal Computer Hardware</td>
<td>3</td>
<td>Prerequisite for ITSC 1325 – COSC 1301 and one semester of programming or instructional program approval.</td>
</tr>
<tr>
<td>● ITSE 1301 – Web Design Tools</td>
<td>3</td>
<td>Prerequisite for ITSE 1301 – Competency in desktop operating systems and computer applications or instructional program approval.</td>
</tr>
</tbody>
</table>

16
<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENGL 2311</td>
<td>Technical and Business Writing</td>
<td>3</td>
</tr>
<tr>
<td>Business Elective</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>ITSC 2339</td>
<td>Personal Computer Help Desk</td>
<td>3</td>
</tr>
<tr>
<td>ITCW 1307</td>
<td>Introduction to Database: Access</td>
<td>3</td>
</tr>
<tr>
<td>ITCW 1304</td>
<td>Introduction to Spreadsheets</td>
<td>3</td>
</tr>
<tr>
<td>SPCH 1311</td>
<td>Introduction to Speech Communications</td>
<td>3</td>
</tr>
<tr>
<td>Social and Behavioral Sciences Elective</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>GOVT 2305</td>
<td>United State Government</td>
<td>3</td>
</tr>
<tr>
<td>HIST 1302</td>
<td>United State History II</td>
<td>3</td>
</tr>
<tr>
<td>PSYC 2301</td>
<td>Introduction to Psychology</td>
<td>3</td>
</tr>
<tr>
<td>ITSC 2264</td>
<td>Practicum -- CIS, General</td>
<td>2</td>
</tr>
<tr>
<td>Arts and Humanities Elective</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>PHIL 1301</td>
<td>Introduction to Philosophy</td>
<td>3</td>
</tr>
</tbody>
</table>

**Semester 3**

**Program Semester Hours / Meet with your advisor**

**Semester 4**

**Program Semester Hours / Meet with your advisor**

**Total Program Hours** 60
## COURSES AND ELECTIVES

### Computer Electives:
- ITNW 1337 – Introduction to Internet
- ITSC 1309 – Integrated Software Applications
- ITSE 1301 – Web design Tools
- ITSW 1304 – Introduction to Spreadsheets
- ITSW 1307 – Introduction to Database: Access

### Programming Elective I:
- BCIS 2316 – Introduction to Java Programming
- COSC 1337 – Programming Fundamentals II
- GAME 1343 – Game and Simulation Programming I
- GAME 2341 – Game Scripting
- ITSE 1302 – Computer Programming: LabVIEW
- ITSE 1303 – Introduction to MySQL
- ITSE 1311 – Beginning Web Programming
- ITSE 1330 – Introduction to C# Programming
- ITSE 1391 – Special Topics in Computer Programming
- ITSE 2302 – Intermediate Web Programming
- ITSE 2305 – Windows Programming (Visual Basic .NET)
- ITSE 2309 – Database Programming: Oracle
- ITSE 2321 – Object-Oriented Programming (Java)

### Programming Elective II:
- COSC 2325 – Computer Organization and Machine Language
- COSC 2436 – Programming Fundamentals III: Data Structure
- GAME 1359 – Game and Simulation Programming II
- GAME 1394 – Special Topics in Animation, Interactive Technology, Video Graphics and Special Effects
- GAME 2342 – Game Development Using C++
- GAME 2344 – DirectX Programming: Introduction to 3D Graphics
- INEW 2338 – Advanced Java Programming: Visual
- ITSE 2337 – UNIX Operating Systems II
- ITSE 1345 – Introduction to Oracle SQL and PL/SQL
- ITSE 1359 – Introduction to Scripting Languages; Python
- ITSE 1392 – Special Topics in Computer Programming
- ITSE 1394 – Special Topics in Computer Science
- ITSE 2317 – Java Programming (Intermediate)
- ITSE 2331 – Advanced C++ Programming
- ITSE 2343 – Advanced Windows Programming (C#)
- ITSE 2349 – Advanced Visual Basic Programming .NET
- ITSW 2337 – Advanced Database: MySQL

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## Career & Transfer Resources

ACC’s Career & Transfer websites provide detailed, guided information on career exploration and transfer.

www.austincc.edu/career
www.austincc.edu/transfer

For further information regarding this specific program, please see the Career & Transfer Resources supplement provided in the next section of this Program Map.
Program Map

Information Technology – User & Computer Support

Degree: Associate of Applied Science (AAS)
Certificate: Level 1 (C1)

Career Information

Common Job Titles
Computer User Support Specialists, Computer Specialist, Computer Support Specialist, Computer Technician, Electronic Data Processing Auditor (EDP Auditor), Help Desk Analyst, Information Technology Specialist (IT Specialist), Network Support Specialist, Network Technician, Support Specialist, Technical Support Specialist

Regional Labor Market Information
Computer User Support Specialists: New workers generally start around $29,077. Normal pay for Computer User Support Specialists is $47,468 per year, while highly experienced workers can earn as much as $79,471. Over the last year, 916 companies have posted 7,965 jobs for Computer User Support Specialists in this region. There are currently 8,338 Computer User Support Specialists that are employed in Austin-Round Rock, TX.
Source: https://austincc.emsicc.com/careers/computer-user-support-specialist

Career and labor market research tools (see Quick Reference Guide at http://www.austincc.edu/career):

Career Resources: ACC’s career services website provides information on career exploration and employment at http://www.austincc.edu/career. Students are encouraged to consult with their area of study advisor for additional career assistance. The above information is provided as a guide and reference tool for occupations related to this program. This is not a guarantee of job placement in any of these occupations after successful completion of an ACC program. The common job titles listed are representative titles and are provided for career research. These are not the only occupations possible in this area of study.

Transfer Information
The Associate of Applied Science in Information Technology - User and Computer Support is a workforce pathway that provides students with the skills that local employers need in the Information Technology field. Students with an intent to transfer and earn a bachelor’s degree should consult with an advisor to determine requirements and selection of the appropriate program of study. A Bachelor of Applied Arts and Sciences (BAAS) is a degree option for students in AAS programs who want to transfer and complete a 4-year degree.

Transfer Guides: The universities listed here do not constitute an ACC endorsement. Transfer course evaluations and determination of which courses will count toward a bachelor’s degree are made by the receiving transfer institution.

Texas State University: http://www.owls.txstate.edu/undergraduate-degrees/applied-arts-sciences.html
Tarleton State University: http://www.tarleton.edu/degrees/bachelors/BAAS-business/
Texas A&M University - Central Texas: https://www.tamuct.edu/degrees/undergraduate/business-management.html
Texas Tech University: https://www.depts.ttu.edu/universitystudies/prospective_students/BAAS.php

Additional Transfer Resources: ACC’s transfer website provides information on additional colleges & universities: http://www.austincc.edu/transferguides. Students are encouraged to consult with a faculty advisor, area of study advisor, and/or their chosen transfer institution to ensure courses taken at ACC will apply toward their bachelor’s degree program.