Information Technology – User & Computer Support

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

COMPUTER SCIENCE & INFORMATION TECHNOLOGY

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.

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Department Website
sites.austincc.edu/cs

*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		
Program Specific	**Reading and Writing Placement** *Placements based on TSI*	**Mathematics Placement** *Placements based on TSI*
	□ Basic Developmental Courses □ ESOL Courses □ INRW Courses	□ MATD-0332 - Basic Math Skills □ MATD-042x/032x – ALEKS Sequence □ MATD-0385/0485 – Developing Mathematical Thinking *Not prerequisite for MATH-1314/1324* □ MATD-0370 – Elementary Algebra □ MATD-0390 – Intermediate Algebra *Take MATD-0370 and 0390 to prepare for MATH-1314/1324*

D: Degree
C1: Level 1 Certificate
C2: Level 2 Certificate
MSA: Marketable Skills Award

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*

C1	D	Semester 1	CR	Advising Notes
	●	EDUC 1100 - Effective Learning: Strategies for College Success	1	Required if student has less than 12 credit hours, but must have 60 total credit hours to graduate.
●	●	COSC 1301 – Introduction to Computing	3	
	●	COSC 1315 – Fundamentals of Programming	3	
	●	ENGL 1301 – English Composition I	3	**Prerequisite for ENGL 1301** – TSI complete in reading and writing or exempt.
●	●	ITNW 1337 – Introduction to the Internet	3	**Prerequisite for COSC 1337** - COSC 1336 or department approval.
	●	MATH 1314 – College Algebra	3	**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.
6	16		16	Program Semester Hours / Meet with your advisor
		Semester 2		
●	●	ITNW 1325 - Fundamentals of Networking Technologies	3	**Prerequisite for ITNW 1325** – COSC 1301 (or corequisite) or instructional program approval.
●	●	ITSC 1325 – Personal Computer Hardware	3	**Prerequisite for ITSC 1325** – COSC 1301 and one semester of programming or instructional program approval.
	●	ITSE 1301 – Web Design Tools	3	**Prerequisite for ITSE 1301** – Competency in desktop operating systems and computer applications or instructional program approval.

		●	ENGL 2311 – Technical and Business Writing	3	
		●	Business Elective	3	Select Business Elective from Accounting or Management courses: ACCT 2301 – Principles of Accounting I - Financial ACNT 1303 – Introduction to Accounting I – Non-Business Majors **OR** BCIS 1305 – Business Computer Applications **OR** BMGT 1327 – Principles of Management.
6	15			15	Program Semester Hours / Meet with your advisor
			Semester 3		
●	●		ITSC 2339 - Personal Computer Help Desk	3	**Prerequisite for ITSC 2339** - COSC 1301, ITNW 1325, ITSC 1425, or instructional program approval.
	●		ITSW 1307 - Introduction to Database: Access	3	**Prerequisite for ITSW 1307** – COSC 1301 or instructional program approval.
●	●		ITSW 1304 - Introduction to Spreadsheets	3	**Prerequisite for ITSW 1304** – COSC 1301 or instructional program approval.
	●		SPCH 1311 – Introduction to Speech Communications	3	**OR** SPCH 1315 – Public Speaking **OR** SPCH 1318 – Interpersonal Communication **OR** SPCH 1321 – Business and Professional Communication.
	●		Social and Behavioral Sciences Elective	3	GOVT 2305 – United State Government **OR** HIST 1302 – United State History II **OR** PSYC 2301 – Introduction to Psychology. Recommended but may select Social and Behavioral Sciences. Select from the appropriate section of the Core Curriculum Course List.
6	15			15	Program Semester Hours / Meet with your advisor
			Semester 4		
●	●		ITSC 2335 - Application Problem Solving: Support	3	**Prerequisite for ITSC 2335** - COSC 1301, ITNW 1325, and ITSC 1325.
	●		BCIS 2390 - System Analysis and Design: Project Management	3	**Prerequisite for BCIS 2390** - Sophomore standing or department approval.
●	●		ITMT 1300 - Implementing and Supporting Microsoft Windows XP Professional	3	**ACHIEVEMENT:** Level 1 Certificate
	●		ITSC 2264 - Practicum -- CIS, General	2	**OR** Computer Information Technology/Computer Science Elective. **Prerequisite for ITSC 2264** - Sophomore standing with B average or instructional program approval.
	●		Arts and Humanities Elective	3	PHIL 1301 - Introduction to Philosophy **OR** PHIL 2306 – Ethics **OR** ARTS 1301 – Introduction to the Visual Arts. **ACHIEVEMENT:** Associate of Applied Science Degrer
6	14			14	Program Semester Hours
24	**60**		**Total Program Hours**	**60**	

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
ITSC 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

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

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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):
EMSI: https://austincc.emsicc.com/, Bureau of Labor Statistics: http://www.bls.gov/ooh/, O*NET: https://www.onetonline.org/

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
Concordia University Texas: http://www.concordia.edu/academics/college-of-business-and-communication/baas-in-business.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.