

Certificate in Information Technology Help Desk

Program Outcomes

Upon completion of this certificate, students will be able to provide Level One support in information technology. This certificate provides the foundation for business and industry certifications.

Employment Opportunities or Additional Educational Options

With this certificate, students can take important steps toward employment opportunities in IT Help Desk Support. Employability should be enhanced with continuation into associate degree programs.

To Learn More About This Program

Contact Eric Clayborn at 269-782-2153 or eclayborn@swmich.edu.

Certificate Requirements

To earn this certificate, students must have an overall GPA of 2.0 or higher, fulfill the course requirements of the program listed below, and complete a minimum of 28 credit hours. Additionally, the ENGL 103 (or ENGL 103W) course, the SPEE 102 course, and any prerequisite courses must be completed with a minimum grade of "C."

Certificate Courses

Course ID	Course	Credits
EDUC 120	Educational Exploration and Planning	1 credit
ENGL 103 or ENGL 103W	Freshman English 2	3 to 4 credits
BUSI 200	Small Business Management	3 credits
BUSI 240	Professionalism Workshop	1 credit
ISYS 110	Intro to Computer Technology	3 credits
ISYS 115	Programming Logic and Design	3 credits
ISYS 200	Integrated Applications and Technologies	3 credits
ISYS 201	IT Support	3 credits
ISYS 207	Managing and Maintaining PCs	4 credits
ISYS 271	Networking Essentials	3 credits
SPEE 102	Fundamentals of Public Speaking	3 credits

Complete one of the following courses listed below

Course ID	Course	Credits
ISYS 215	Selected Topics in Information Technology	2 to 3 credits
ISYS 241	Introduction to Web Development	3 credits
ISYS 260	Wireless Communications	3 credits
ISYS 276	Mobile Applications	3 credits
ISYS 281	Installing Windows Server	3 credits

Total Program Credits: 32 to 33

Additional Notes About the Certificate in Information Technology Help Desk Program

- A prerequisite course may be needed prior to enrollment in some courses within this program. Specific prerequisite requirements are listed in the Course Description section in the Course Catalog. A summary of the prerequisites are listed below in the Example Course Sequence.
- Courses taken out of sequence may delay a student's ability to complete the program in a timely manner. Please consult your advisor regularly.
- Each student should submit a graduation application at least one full semester before he/she plans to graduate.
- This program is subject to change. Students should consult with their advisor for program updates.

Example Course Sequence

The following is a sample of a semester-by-semester approach to completing this program.

FIRST SEMESTER

Courses	Credits	Prerequisites (Minimum Grade of "C" Required)
EDUC 120 Educational Exploration and Planning	1 credit	ENGL 115 or test score (concurrent enrollment allowed)
ENGL 103 or ENGL 103W Freshman English 2 (or with workshop)	3 to 4 credits	ENGL 115 or test score (concurrent enrollment allowed)
BUSI 200 Small Business Management	3 credits	ENGL 115 or test score (concurrent enrollment allowed)
BUSI 240 Professionalism Workshop	1 credit	None
ISYS 110 Introduction to Computer Technology	3 credits	None
ISYS 115 Programming Logic and Design	3 credits	None
SPEE 102 Fundamentals of Public Speaking	3 credits	None

SECOND SEMESTER

Courses	Credits	Prerequisites (Minimum Grade of "C" Required)
ISYS 200 Integrated Applications and Technologies	3 credits	ISYS 110
ISYS 201 IT Support	3 credits	None
ISYS 207 Managing and Maintaining PCs	4 credits	None
ISYS 271 Networking Essentials	3 credits	ISYS 207 (concurrent enrollment allowed)
Program Electives	2 to 3 credits	See Course Description for Details