

Certificate in Information Technology Help Desk

Program Overview

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.

To Learn More About This Program

Contact Eric Clayborn at 269-783-2153 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 21 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.

Course Offerings

Students pursuing a Certificate in Information Technology Help Desk may complete select courses for this program online. Courses within this program may also be offered on-site at our Dowagiac or Niles Campus.

Certificate Courses

| Course ID | Course | Credits |
|-----------------------|---------------------------------|----------------|
| 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 201 | IT Support | 3 credits |
| ISYS 207 | Managing and Maintaining PCs | 4 credits |
| ISYS 271 | Networking Essentials | 3 credits |
| ISYS 290 | Systems Analysis | 3 credits |
| SPEE 102 | Fundamentals of Public Speaking | 3 credits |

Complete 2 courses from the list below

| Course ID | Course | Credits |
|-----------|---|----------------|
| BUSI 214 | Business Communications | 3 credits |
| ISYS 115 | Programming Logic and Design | 3 credits |
| ISYS 215 | Selected Topics in Information Technology | 2 to 3 credits |
| ISYS 281 | Installing Windows Server | 3 credits |

Total Program Credits: 31 to 32

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 is 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) |
|---|----------------|---|
| ENGL 103 or ENGL 103W Freshman English 2 (or with workshop) | 3 to 4 credits | ENGL 103W: test scores ENGL 103: ENGL 115 or test scores (concurrent enrollment allowed) |
| BUSI 200 Small Business Management | 3 credits | ENGL 115, ENGL 103W, ENGL 103, ENGL 104, or test scores (concurrent enrollment in ENGL 115 allowed) |
| BUSI 240 Professionalism Workshop | 1 credit | None |
| ISYS 110 Introduction to Computer Technology | 3 credits | None |
| ISYS 207 Managing and Maintaining PCs | 4 credits | None |
| Program Elective | 2 to 3 credits | See Course Description for details |

SECOND SEMESTER

| Courses | Credits | Prerequisites (Minimum Grade of C Required) |
|--|----------------|---|
| ISYS 290 Systems Analysis | 3 credits | ISYS 110 and ISYS 207 |
| ISYS 201 IT Support | 3 credits | None |
| ISYS 271 Networking Essentials | 3 credits | ISYS 207 (concurrent enrollment allowed) |
| SPEE 102 Fundamentals of Public Speaking | 3 credits | None |
| Program Elective | 2 to 3 credits | See Course Description for details |