

Information Technology Help Desk Certificate Program

Faculty Contact:
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[Gainful Employment Information](https://www.swmich.edu/sites/swmich.edu/files/academics/gainful/2018/11.1006-Gedt.html)
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Important information about the educational debt, earnings, and completion rates of students who attended this program.

This certificate provides individuals with the knowledge, skills, and abilities that facilitate career opportunities and advancement in the field of Help Desk and Level One support in information technology. This certificate provides the foundation for business and industry certifications, and most of these courses are instrumental to obtaining an Associate in Applied Science Degree in either Software Development or Networking at Southwestern Michigan College.

Communications	Prerequisites (Minimum Grade of C Required)
<input type="checkbox"/> ENGL 103 or ENGL 103W	CRIT 103 or CRIT 103W or test scores (concurrent enrollment allowed)
<input type="checkbox"/> SPEE 102 or SPEE 104	SPEE 102: None: CRIT 103, CRIT 103W or test scores, highly recommended SPEE 104: CRIT or CRIT 103W or test scores (concurrent enrollment allowed)
Core Classes	Prerequisites (Minimum Grade of C Required)
<input type="checkbox"/> BUSI 200	CRIT 103 or CRIT 103W or test scores (concurrent enrollment allowed)
<input type="checkbox"/> BUSI 240	Strongly recommended to be taken at the end of the student's program
<input type="checkbox"/> ISYS 110	None
<input type="checkbox"/> ISYS 115	None
<input type="checkbox"/> ISYS 200	OADM 138 or ISYS 110
<input type="checkbox"/> ISYS 201	None
<input type="checkbox"/> ISYS 207	None
<input type="checkbox"/> ISYS 271	ISYS 207 (concurrent enrollment allowed)
Program Electives (Choose 1)	Prerequisites (Minimum Grade of C Required)
<input type="checkbox"/> ISYS 215	None
<input type="checkbox"/> ISYS 241	None
<input type="checkbox"/> ISYS 260	None
<input type="checkbox"/> ISYS 276	ISYS 115
<input type="checkbox"/> ISYS 281	ISYS 207 and ISYS 271

First Semester		
<i>Course ID</i>	<i>Course Name</i>	<i>Credits</i>
BUSI 200	Small Business Management	3
BUSI 240	Professionalism Workshop	1
ENGL 103 or ENGL 103W	Freshman English II or Freshman English II w/ Workshop	3-4
ISYS 110	Intro to Computer Technology	3
ISYS 115	Programming Logic and Design	3
SPEE 102 or SPEE 104	Fundamentals of Public Speaking or Introduction to Human Communication	3
	Total Credits	16-17

Second Semester		
<i>Course ID</i>	<i>Course Name</i>	<i>Credits</i>
ISYS 200	Integrated Applications and Technologies	3
ISYS 201	IT Support	3
ISYS 207	Managing and Maintaining PC's	4
ISYS 271	Networking Essentials	3
	Program Elective	3
	Total Credits	16

Total Program Credits = 32-33
Courses taken out of sequence may delay a student's ability to complete the program in a timely manner.