COMPUTER SUPPORT SPECIALIST - ASSOCIATE OF APPLIED SCIENCE DEGREE (AAS)

Explore More About This Program: https://cwi.edu/program/computer-support-specialist

Degree Quick Facts

- **Instructional School:** Science, Technology, and Math
- **Department:** Computer Science and Information Technology
- **Program Code:** CSSP.AAS
- **Program Type:** Career and Technical Education
- **Available Fully Online:** No
- **Eligible for Federal Financial Aid:** Yes

NOTE: Courses required for this program *may* have an additional fee; more information can be found on the Special Course Fees web page.

Degree Requirements

Course	Course Title	Min Credits
General Education Requirements		
GEM 1 - Written Communication course		3
GEM 2 - Oral Communication course		3
GEM 3 - Mathematical Ways of Knowing course		3
GEM 6 - Social & Behavioral Ways of Knowing course		3
GE Elective course		3
Major Requirements		
CSSP 103	Customer Service for Help Desk	2
CSSP 104	Technical Fundamentals	4
CSSP 106	Survey of Peripheral Technologies	4
CSSP 108	Advanced Peripheral Technologies	4
CSSP 109	Computer Essentials I	4
CSSP 111	Computer Essentials II	4
CSSP 114	PC Security and Troubleshooting	4
CSSP 210	Principles of Networking	4
CSSP 212	Advanced Networking	4
CSSP 214	Network Troubleshooting	4
CSSP 220	Introduction to Advanced Security	4
CSSP 222	Advanced Network Security	4
CSSP 224	Advanced Data Security and Auditing	4
Minimum Credit Hours Required		**65**

Degree Plan

The course sequence listed below is strongly recommended in order to complete your program requirements. Many Career and Technical Education (CTE) courses have prerequisites and/or corequisites that have been accounted for within this Plan of Study Guide. Please register for your major requirements each semester as shown below using the Student Planning tool in myCWI. Consult your advisor for any questions regarding this plan.

NOTE: The required general education courses may be completed during any semester the student prefers, including summer semesters.

First Year

Fall		Credit Hours
CSSP 103	Customer Service for Help Desk	2
CSSP 104	Technical Fundamentals	4
CSSP 106	Survey of Peripheral Technologies	4
CSSP 108	Advanced Peripheral Technologies	4
	Total Semester Credit Hours	**14**

Spring		
CSSP 109	Computer Essentials I	4

CSSP 111	Computer Essentials II	4
CSSP 114	PC Security and Troubleshooting	4
GEM 2 - Oral Communication course		3
GEM 3 - Mathematical Ways of Knowing course		3
	Total Semester Credit Hours	**18**

Second Year

Fall

CSSP 210	Principles of Networking	4
CSSP 212	Advanced Networking	4
CSSP 214	Network Troubleshooting	4
GEM 1 - Written Communication course		3
	Total Semester Credit Hours	**15**

Spring

CSSP 220	Introduction to Advanced Security	4
CSSP 222	Advanced Network Security	4
CSSP 224	Advanced Data Security and Auditing	4
GEM 6 - Social & Behavioral Ways of Knowing course		3
GE Elective course		3
	Total Semester Credit Hours	**18**
	Minimum Credit Hours Required	**65**

Program Learning Outcomes

Upon successful completion of this program, students will be able to:

- Demonstrate service call procedural skills.
- Demonstrate the ability to read and complete complex instructions.
- Demonstrate entry-level electrical, mechanical, and software troubleshooting skills on computers and peripherals devices.
- Demonstrate entry-level network troubleshooting skills.
- Demonstrate and practice high voltage, low voltage, and electrostatic discharge (ESD) safety skills.
- Install, utilize, and update computer and peripheral software.
- Pass an industry-recognized Microsoft Security Fundamentals certification exam.
- Demonstrate entry-level computer and network security skills.