

School of Business and Public Services

Help Desk Specialist Certificate HD41—25 Credit Hours

Program Chair: tracey.thompson@westgatech.edu

Courses may rotate among the following locations: Carroll, Coweta, Douglas, LaGrange

<input type="checkbox"/>	<p>**Learning Support Courses (refer to Admissions evaluation). Examples include: ENGL 0998 and MATH 0090 Not available online; courses must be completed on campus if student is provisional and not regular status.</p> <p><i>These courses are not calculated into students' institutional GPA. Learning support courses are individually assigned based on admissions testing results and program requirements. 0096 courses must be completed with the Adult Education department before starting college program—contact Admissions for questions regarding evaluations.</i></p>			
Complete	Occupational Course Number (credits)	Course Name	Pre-requisite	Notes
<input type="checkbox"/>	**CISM 2201 (3)	Foundations of Computer Applications	None	
<input type="checkbox"/>	**CIST 1001 (4)	Computer Concepts	None	
<input type="checkbox"/>	**CIST 1122 (4)	Hardware Installation and Maintenance	Regular status (all learning support complete or no learning support required)	
<input type="checkbox"/>	**CIST 1130 (3)	Operating Systems Concepts	None	
<input type="checkbox"/>	CIST 1401 (4)	Computer Networking Fundamentals	Regular status (all learning support complete or no learning support required)	
<input type="checkbox"/>	CIST 2130 (3)	Desktop Support Concepts	None	

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Complete	Occupational Elective Course Number (credits)	Course Name	Pre-requisite	Notes
	<u>Choose one from the list below:</u>			
<input type="checkbox"/>	CIST 2120 (4) -OR- CIST 2411 (4) -OR- CIST 2414 (4)	Supporting Application Software Microsoft Client Microsoft Server	CISM 2201 Regular status (all learning support complete or no learning support required) Regular status (all learning support complete or no learning support required)	

Credits for CIST courses are awarded only for courses that have been completed within the last seven years. Any courses completed over seven years ago may be recommended by the program chair and approved by the Dean of the School of Business/Public Services if the student presents recent, documented, in-field experience or current software certification.

This program is eligible for Federal Aid including Pell Grant and federal student loans and may be eligible for Institutional and State Financial Aid. Contact the Financial Aid office for eligibility requirements and application materials.

As set forth in its student catalog, West Georgia Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, or citizenship status (except in those special circumstances permitted or mandated by law).