School of Business and Public Services

Help Desk Specialist Certificate HD41—25 Credit Hours

Program Chair: Tara.Shackleford@westgatech.edu
Courses may rotate among the following locations: Carroll, Coweta, Douglas, LaGrange

	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. *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.*
☐	

Complete	Occupational Course Number (credits)	Course Name	Pre-requisite	Notes
☐	**CISM 2201 (3)	Foundations of Computer Applications	None	
☐	**CIST 1001 (4)	Computer Concepts	None	
☐	**CIST 1122 (4)	Hardware Installation and Maintenance	Program Admission	
☐	**CIST 1130 (3)	Operating Systems Concepts	None	
☐	CIST 1401 (4)	Computer Networking Fundamentals	Program Admission	
☐	CIST 2130 (3)	Desktop Support Concepts	None	

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Complete	Occupational Elective Course Number (credits)	Course Name	Pre-requisite	Notes
	Choose one from the list below:			
☐	CIST 2120 (4) -OR-	Supporting Application Software	CISM 2201	
	CIST 2411 (4) -OR-	Microsoft Client	Program Admission	
	CIST 2414 (4)	Microsoft Server	Program Admission	

Credits for CIST or CISM 2201 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).