

INFORMATION TECHNOLOGY

ASSOCIATE OF APPLIED SCIENCE (AAS) - 60 CREDITS

About this program

The focus of this school-to-work degree is customer service, user support and an emphasis on technical skills, including desktop and network support. Students will learn the skills needed to provide technical support to customers and users regarding issues related to computer systems, hardware, software and local area networks. Additionally, skills to understand the importance of daily maintenance of computer systems and networks, learning to coach users and customers through problem-solving processes, and communicating a solution will be gained. The use of systems, including office applications, virtualization and operating systems, will be used in addition to learning analytical, diagnostic, communication and customer service skills.

Program outcomes

1. Apply current technical practices in core information technologies.
2. Identify effective solutions for organizations or individuals.
3. Identify the requirements for effective solutions.
4. Evaluate current and emerging technologies.
5. Demonstrate independent problem-solving skills.
6. Collaborate in teams to accomplish a common goal.
7. Implement basic information security practices across an organization.
8. Recognize the need for continued learning.
9. Demonstrate effective information technology customer service skills.
10. Demonstrate effective use of core networking technologies.

Curriculum overview

Crds	Requirement type
	Total

Developmental courses note: A student may be required to enroll in developmental courses in reading, writing and math. A student's scores on the Accuplacer assessment will determine enrollment in developmental courses. The purpose of developmental courses is to prepare students for the demands of a college-level curriculum. *Credits may vary.*

Accreditation: Minnesota State Community and Technical College is accredited by the Higher Learning Commission, a regional accreditation agency recognized by the U.S. Department of Education. The Higher Learning Commission 230 South LaSalle Street, Suite 7-500 Chicago, IL 60604-1411 <http://www.ncahigherlearningcommission.org> Phone: 312.263.0456 / 800.621.7440

Curriculum requirement details

Required courses

Other requirements or restricted electives



Course summaries



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Program Plan — ""

Locations:

