

Computer Tech Info Mgmt

CTIM 100 Computer Keyboarding 3 credits

In this introductory computer keyboarding course, the student obtains a thorough knowledge of the computer keyboard and the basic principles of touch keyboarding. The course will include the basic features of word processing software and an introduction to letter styles, tables, and manuscripts. The student should progress to a speed of 25-45 words per minute with no more than three errors on three-minute timed writings. The course is adaptable for business and personal use.

CTIM 101 Beginning Windows 1 credit

This course is designed as a practical, step-by-step introduction to beginning concepts of the Microsoft Windows operating system. Students learn how to use the Windows desktop, manage documents, work with the documents library, and create shortcuts. In addition, students learn file and folder management and Windows accessories programs. Students also learn how to customize their work environment and to use the control panel.

CTIM 102 Beginning Word 1 credit

Students learn the basic features of Microsoft Word in order to prepare professional business documents incorporating appropriate formatting. Students also learn to insert objects and text into documents, as well as use shortcuts that enable them to become proficient in producing various business documents such as letters, reports and tables.

CTIM 103 Beginning Excel 1 credit

Students learn the essentials of spreadsheet development, including data entry and editing, formatting, sorting and filtering data, and enhancing worksheets. The creation of formulas and functions receives major emphasis. Other topics include preparing and inserting charts as well as workbooks and worksheets.

CTIM 112 Word Applications 3 credits

This course introduces students to the more advanced functions of Word to format various types of business documents. Competencies the student develops include using the word processing software to create sophisticated tables and graphics, templates, mail merge, styles, macros, forms, and master documents. Students learn how to customize Word to automate work and create complex documents. Two lecture and two laboratory hours per week.

Prerequisite: CTIM 102 Beginning Word or ACCT 108 Computerized Business Applications or departmental approval.

CTIM 114 Beginning PowerPoint 1 credit

This course provides basic training in Microsoft PowerPoint for Windows presentation graphics software. Students learn to plan, create, modify, and enhance presentations and to produce slides for an on-screen slide show. Effective presentations are created using graphics, tables, transitions, WordArt, sound, animation, and object linking and embedding.

CTIM 115 Intermediate PowerPoint 1 credit

This course is designed to familiarize the student with more advanced features of Microsoft PowerPoint for Windows presentation graphics software. Basic skills are reinforced and the following software features are utilized in creating sophisticated electronic slide shows: customizing slide masters, inserting text boxes and shapes, SmartArt, integrated web content and applications, and information graphics and media.

CTIM 117 Beginning Access 1 credit

This course provides basic training in Microsoft Access for Windows database software. Students learn to create and modify files, add and edit records, and produce reports and labels for a variety of business applications.

CTIM 131 Introduction to Coding 3 credits

This course introduces students to the broad field of computer science with an emphasis on coding. Students explore what coding is and why it is needed and then examine how it is used in controlling digital technology such as creating computer software, apps, websites, and the interfacing of devices for the Internet of Things (IoT). Topics include an introduction to coding concepts and terminology, exploration of programming languages, logic, syntax, debugging, hardware, documentation, and careers in programming. The chief goal of the course is to develop the student's creative mindset for computational thinking.

CTIM 171 Computer Hardware and Software Configuration 3 credits

This course is intended to provide the student with real-world exposure to both computer hardware and software installation, maintenance, and repair. Students use system diagnostics to analyze and restore computer system defects through troubleshooting and replacing individual system components. Hand-on experiences with software installation and maintenance, including operating systems and applications, are an integral part of the course. Two lecture and two laboratory hours per week.

CTIM 178 Help Desk Concepts 3 credits

This course is designed to teach students the importance and benefits of measuring the delivery of customer support; how to create positive interactions with customers; how to identify customer needs; how to meet customer expectations; how to deal

effectively with a variety of customer situations in multicultural environments; how to work with unrealistic or angry customers; how to develop better listening skills; and how to use basic tools and technologies used in the customer support industry. Students learn how to de-escalate a situation, lessen stress, and troubleshoot aimed at solving problems.

CTIM 180 Computer and Information Security 3 credits

Instruction is provided in security for computer hardware, software, and data including physical security, backup procedures, relevant tools, encryption, and protection from viruses and cyberattacks. This course covers the safeguarding of computer systems by demonstrating server support skills and designing and implementing a security system. Students identify security threats and monitor network security implementation and use best practices to configure operating systems to industry security standards.

CTIM 221 Desktop Operating Systems 3 credits

This course covers the concepts of Microsoft Windows operating systems. Students learn how to install, configure, and troubleshoot computer operating systems and will gain the knowledge and skills necessary to perform administration tasks in a peer-to-peer network or a workstation-based system using Microsoft Windows.

CTIM 225 Introduction to Networking 3 credits

This course provides an overview of the operational, managerial, and technical aspects of networking technologies and their implementation. Hardware and software, as well as the codes, formats, protocols, use of private and public information utilities, transmission media, topologies, and point-to-point communications are integrated throughout the course.

CTIM 230 Ethics in Information Technology 3 credits

This course examines various ethical situations that arise in information technology. Issues related to privacy, freedom of expression, intellectual property, software development, human resources, cybercrime, social networking, and the impact of computers on the quality of life are examined. Students are given the opportunity to examine various scenarios relating to these topics in order to develop positive decision-making capabilities when faced with difficult situations in their work life.

CTIM 266 Professional Development for Business 3 credits

This course presents a study of behavioral psychology as applied to the workplace and is designed to enable students to develop the professional and personal skills necessary to succeed in a global environment in the business world. Topics covered include a survey of the soft skills, focusing on non-verbal communication, appearance, goal setting, confidence and motivation, self-assessment, managing change, leadership, human capabilities and limitations, and diversity issues. Employment, certifications, and industry credentialing are also covered in this course.

CTIM 400 Special Study in Computer Technology Information Management 1 credit

This course involves independent work on a selected topic under the direction of members of the Computer Technology and Information Management Department. Limited to two courses per student.

Prerequisite: approval of the Department Chair and Division Dean.