

## Computer Information Systems - Integrated User Support

Associate in Applied Science

Semester 1			Credits
CTIM 101	Beginning Windows		1 <input type="checkbox"/>
CTIM 102	Beginning Word		1 <input type="checkbox"/>
CTIM 103	Beginning Excel		1 <input type="checkbox"/>
CTIM 114	Beginning PowerPoint		1 <input type="checkbox"/>
CTIM 171	Computer Hardware and Software Configuration		3 <input type="checkbox"/>
ENGL 101	English Composition I		3 <input type="checkbox"/>
MATH ---	Math Elective		3 <input type="checkbox"/>
LA	Liberal Arts Elective		3 <input type="checkbox"/>

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Semester 2			Credits
BUSN 112	Principles of Management		3 <input type="checkbox"/>
CTIM 112	Word Applications		3 <input type="checkbox"/>
CTIM 115	Intermediate PowerPoint		1 <input type="checkbox"/>
CTIM 266	Professional Development for Business		3 <input type="checkbox"/>
ENGL 102	English Composition II		3 <input type="checkbox"/>
LA	Liberal Arts Elective		3 <input type="checkbox"/>

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Semester 3			Credits
ACCT 225	Spreadsheet Applications		3 <input type="checkbox"/>
BUSN 170	Business Communication		3 <input type="checkbox"/>
CTIM 131	Introduction to Coding		3 <input type="checkbox"/>
CTIM 225	Introduction to Networking		3 <input type="checkbox"/>
HU or SS	Humanities or Social Science Elective		3 <input type="checkbox"/>

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Semester 4			Credits
CTIM 117	Beginning Access		1 <input type="checkbox"/>
CTIM 178	Help Desk Concepts		3 <input type="checkbox"/>
CTIM 180	Computer and Information Security		3 <input type="checkbox"/>
CTIM 221	Desktop Operating Systems		3 <input type="checkbox"/>
CTIM 230	Ethics in Information Technology		3 <input type="checkbox"/>
SC	Science Elective		3 <input type="checkbox"/>

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This academic map is a suggested semester-by-semester guide to keep you on a clear path to program completion. Your academic advisor will provide you with clear direction needed to stay on course and discuss scheduling options with you. Taking courses not reflected on this map may result in courses not counting toward the completion of your requirements.

### Milestones

Semester 1: CompTIA A+ Certification

Semester 2: MOS (Microsoft Office) Word and PowerPoint Certifications

Semester 3: MOA Excel Certification and CompTIA Network Certification

Semester 4: CompTIA Security+ Certification

### KEY

Keep an eye out for these symbols, which give important information about certain courses.



These courses have no prerequisites or developmental courses required.



These courses are only offered in certain semesters.



Students must earn a minimum grade in these courses to remain in the program.



Eligible electives for this program are listed on the reverse. Watch for this symbol.

### HELPFUL HINTS



Summer and/or Winter Session classes may be available for your program to help you finish on time. See your advisor or visit the online course search for availability.



Taking 15 credits/semester or 30 credits/year will help you stay on track to finish your degree in two years.



CONGRATULATIONS  
**You've Arrived!**

## Program Notes

The Associate of Applied Science Degree in Computer Information Systems - Integrated User Support is designed to serve the needs of the career-oriented student who wishes to find employment as an Information Technology Specialist in computer and related business careers that involve information security, computer networks, Microsoft Office applications, computer software and hardware maintenance, and help-desk services. According to the United States Bureau of Labor Statistics, in the years 2019-2029, there will be an 11% increase in the demand for computer user-support specialists resulting in 557,000 new jobs openings through this decade. In the South Shore and South Coast areas of Massachusetts, the demand for persons possessing the skills acquired through this degree far exceeds the supply.

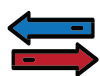
As students work through the various courses in this two-year program, they develop a solid background in the components of Microsoft Office (Word, Excel, PowerPoint, Access), setting up the Windows operating system, configuring and troubleshooting basic PCs, and local area networks (LANs). Information security concepts and help-desk systems are also included in the student's coursework.

In addition to comprehensive computer-related technical skills, students will also acquire a strong, well-rounded business skill set consisting of management, communication, professionalism, and the so-called "soft skills," which are essential for success in all business environments today.

Integrated into the program are courses that prepare students to sit for industry-standard certification exams such as CompTIA A+, CompTIA Network+, CompTIA Security+ and MOS (Word, Excel PowerPoint).

From small to large, private to public, for-profit to non-profit institutions alike, information technology is the backbone to all successful, forward-moving organizations; and YOU will be prepared to be a part of today's proactive and tech-savvy team in this environment upon completion of this degree.

Students with prior knowledge of Microsoft Applications (Windows, Word, Excel, PowerPoint) may choose to enroll in more advanced classes. Please consult with the CTIM department chair, Dr. Peter Meggison, [pmeggison@massasoit.mass.edu](mailto:pmeggison@massasoit.mass.edu), x1701..



**Math Elective:** MATH 152 Topics of Math I or higher

**Other Electives:** Students choosing a humanities, liberal arts, science, or social science elective can select from the Course Elective Guide at [massasoit.edu/electives](http://massasoit.edu/electives).

Some courses may have prerequisites, which are courses that **must** be taken prior to a particular course. For details, log into Degree Works through your MyMassasoit portal.

**A minimum of 63 credits and 24 courses is required for completion. The same course may not be used to satisfy two different course requirements.**

## After Graduation/Completion

Check in with Career Services.

Attend college/job fairs for future job placement.

Upon successful completion of this degree, you will be able to work in positions such as Desktop Support Technician, Administrative Support Specialist, IT Operations Specialist, A+ Certified Technician, Network Technician, Help Desk Service Specialist, Microsoft Office Specialist, and many other related occupations.

## Resources for Academic Success

All college phone numbers are  
508-588-9100 + extension.

### Student Central

Admissions, financial aid, registration & payments

[massasoit.edu/studentcentral](http://massasoit.edu/studentcentral)  
[studentcentral@massasoit.mass.edu](mailto:studentcentral@massasoit.mass.edu)

Brockton | Student Center, Upper Level  
Canton | First Floor, C121

Admissions: x1411 Financial Aid: x1479  
Registrar: x1949 Student Accounts: x1507

### Testing & Assessment

[massasoit.edu/testing](http://massasoit.edu/testing)

Brockton | Student Center, Lower Level | x1991

### Advising, Career & Transfer Center

[massasoit.edu/act-center](http://massasoit.edu/act-center)  
[act@massasoit.edu](mailto:act@massasoit.edu)

Brockton | Student Center, Lower Level | x1461  
Canton | First Floor, C126 | x2516

### Academic Resource Center

Tutoring & academic support services

[massasoit.edu/arc](http://massasoit.edu/arc)

Brockton | Student Center, Lower Level | x1801  
Canton | First Floor, C126 | x2516

### Access & Disability Resources

[massasoit.edu/adr](http://massasoit.edu/adr) | x1807

### Division Dean

Michael Roggow, Ed.D. | [bus.tech@massasoit.mass.edu](mailto:bus.tech@massasoit.mass.edu) | x1677

### Brockton

1 Massasoit Boulevard  
Brockton, MA 02302

### Canton

900 Randolph Street  
Canton, MA 02021

### Middleborough

49 Union Street  
Middleborough, MA 02346

**508-588-9100**  
**massasoit.edu**