ADMINISTRATIVE ASSISTANT, CUSTOMER SUPPORT - ASSOCIATE IN SCIENCE

Plan Code: 2200

This program provides students with a solid foundation in computer support for the business environment. The curriculum provides students with customer service and IT skills for applications support as well as business communication strategies and operating system troubleshooting basics.

Some potential jobs this program prepares students for include customer

ADMINISTRATIVE ASSISTANT, CUSTOMER SUPPORT - CERTIFICATE OF ACHIEVEMENT

Plan Code: 3200

This program will provide students with a solid foundation in computer support for the business environment. The curriculum provides students with customer service and IT skills for applications support as well as business communication strategies and operating system troubleshooting basics.

Program Student Learning Outcomes

- Evaluate customer support needs and end-user requirements to employ suitable tools and methods.

- Integrate the use of various software tools to provide user support.

Program Requirements

Code Number	Course Title	Units
REQUIRED COURSES		
BCOM 15	Business Communications	3
BCOM 262	Soft Skills for the Workplace	1
BCOM 263	Customer Service	3
COSA 2	Critical Thinking Using Computers	3
COSA 5	Microsoft Windows c	