

COMPUTER STUDIES AND INFORMATION PROCESSING, COMPUTER SUPPORT SPECIALIST - ASSOCIATE IN SCIENCE



CMSD

Knight Campus, Warwick only

Computers and networks continue to expand in all aspects of our personal activities which also includes business, manufacturing, education, and health care. This program provides balanced coverage of technology fundamentals, computer hardware, computer software, and networking technology. Emphasis is placed on operating principles of hardware and software, networking models, operating systems, and industry standards along with hands-on laboratory activities for developing practical problem-solving skills. Students develop the ability to configure and troubleshoot basic PCs, local area networks (LANs), and basic information technology. Integrated into the program are courses that prepare students to sit for both the CompTIA and Microsoft certifications.

Note: Students in this program must earn a grade of at least C in all computer course requirements and must maintain a 2.0 GPA. Many courses require prerequisites, corequisites and/or testing. See course descriptions for details. (<https://catalog.ccri.edu/course-descriptions/>)

Program Learning Outcomes

Upon completion of this program, a student will be able to:

1. Show preparation for national exams/certifications.
2. Research information and technologies on computer concepts, computer repair, different operating systems, help support, networking, virtual machines, computer forensics, and computer ethics.
3. Comply with today's business and industry standards for computer concepts, computer repair, different operating systems, help support, networking, virtual machines, computer forensics, and computer ethics.
4. Demonstrate an understanding of computer hardware and software.
5. Apply customer service and end-user support principles when dealing with customers and individuals lacking a technical background.
6. Communicate effectively with clients, verbally and in writing.
7. Demonstrate critical thinking in problem solving.
8. Work effectively in teams.
9. Compare and contrast techniques used for security management.
10. Present conclusions effectively orally and in writing.

Requirements

Code	Title	Hours
General Education Requirements		
ENGL 1010	Composition I (or ENGL 1010A) Communication; Information Literacy	3
COMM 1010	Communication Fundamentals [^] Communication; Social and Professional Responsibilities	3
General Education Elective (https://catalog.ccri.edu/academic-information/general-education/courses-approved-general-education-credits/)		3
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Mathematics Elective (https://catalog.ccri.edu/academic-information/general-education/course-attributes/#mathgened/) ¹		3
Social Science Elective (https://catalog.ccri.edu/academic-information/general-education/course-attributes/#sscigened/)		3
Subtotal		21
Major Requirements		
CNVT 1000	Computer Repair A+ Hardware	3
CNVT 1010	Computer Repair A+ Software	3
CNVT 2310	Desktop Technician ²	3
COMI 1170	Scripting for System Administration	3
COMI 1800	Computer Networking Software Linux	3
COMI 1840	Microsoft Windows Server	3
COMI 2020	Network Security Software Fundamentals	3
COMI 2031	Computer Support: Concepts ²	3
COMI 2033	Computer Support: Network and Virtual Machine ³	3
COMI 2035	Introduction to Computer Forensics	3
COMI 2036	Introduction to Computer Ethics	3
COMI 2037	Foundations of Cybersecurity	3
COMP 1230	Systems Analysis and Design ^{^4}	4
Subtotal		40
Total Hours		61

¹ See table of Math Electives below.

² This course is offered in the Fall semester only.

³ This course is offered in the Spring semester only.

⁴ Computer Studies Department recommends Systems Analysis and Design[^] (COMP 1230) in your final semester.

[^] Work-based learning course

Math Electives

Code	Title	Hours
MATH 1139	Mathematics for Liberal Arts Students (or MATH 1139C)	3
MATH 1240	Statistical Analysis I	4
MATH 2111	Pre-Calculus Mathematics	4
MATH 2138	Quantitative Business Analysis II	3
MATH 2141	Calculus I	4

MATH 2142	Calculus II	4
MATH 2243	Calculus III	4

Social Science Elective (https://catalog.ccri.edu/academic-information/general-education/course-attributes/#sscigened/)	
Hours	13
Total Hours	58

Recommended Course Sequence

Course	Title	Hours
Year 1		
Semester 1		
CNVT 1000	Computer Repair A+ Hardware	3
CNVT 1010	Computer Repair A+ Software	3
COMI 2031	Computer Support: Concepts ²	3
ENGL 1010	Composition I (or ENGL 1010A)	3
Social Science Elective (https://catalog.ccri.edu/academic-information/general-education/course-attributes/#sscigened/)		3
Hours		15
Semester 2		
COMI 1800	Computer Networking Software Linux	3
COMI 1840	Microsoft Windows Server	3
COMI 2033	Computer Support: Network and Virtual Machine ³	3
COMM 1010	Communication Fundamentals [^]	3
Mathematics Elective (https://catalog.ccri.edu/academic-information/general-education/course-attributes/#mathgened/) ¹		3
Hours		15
Year 2		
Semester 1		
CNVT 2310	Desktop Technician ²	3
COMI 1170	Scripting for System Administration	3
COMI 2020	Network Security Software Fundamentals ²	3
COMI 2036	Introduction to Computer Ethics	3
Choose ONE of the following:		3
Humanities Elective (https://catalog.ccri.edu/academic-information/general-education/course-attributes/#humngened/)		
Mathematics Elective (https://catalog.ccri.edu/academic-information/general-education/course-attributes/#mathgened/)		
Science Elective (https://catalog.ccri.edu/academic-information/general-education/course-attributes/#scigened/)		
Social Science Elective (https://catalog.ccri.edu/academic-information/general-education/course-attributes/#sscigened/)		
Hours		15
Semester 2		
COMI 2035	Introduction to Computer Forensics	3
COMI 2037	Foundations of Cybersecurity	3
COMP 1230	Systems Analysis and Design [^]	4
Choose ONE of the following:		3
Humanities Elective (https://catalog.ccri.edu/academic-information/general-education/course-attributes/#humngened/)		
Mathematics Elective (https://catalog.ccri.edu/academic-information/general-education/course-attributes/#mathgened/)		
Science Elective (https://catalog.ccri.edu/academic-information/general-education/course-attributes/#scigened/)		

- ¹ For list of MATH courses that fulfill the Math elective requirement for this program, please see table of Math Electives on the Computer Support Specialist page (p. 1).
- ² This course is offered in the Fall semester only.
- ³ This course is offered in the Spring semester only.
- [^] Work-based learning course

Transfer

Please meet with an Academic Advisor/Student Success Coach (<https://ccri.edu/advising/>) if you are interested in earning a bachelor's degree. Your Academic Advisor will help you select the courses that best prepare you for transfer to a four-year college or university.

Check out the Joint Admissions Agreement (<https://ccri.edu/jaa/>) if you are interested in transferring to Rhode Island College or the University of Rhode Island. The JAA program offers seamless transfer to RIC or URI with additional benefits. Transfer information, events, and articulations are available on the Transfer Center website (https://ccri.edu/oes/transfer_center/).