

**Genesee Community College**  
 996–Help Desk Support–Certificate  
 SEMESTER COURSE PLANNING WORKSHEET  
 2009-2010

<b>Suggested First Semester</b>	<b>Credits</b>	<b>Suggested Second Semester</b>	<b>Credits</b>
CSN115	3	CIS116	3
ENG101	3	BUS101	3
CIS125	3	BUS201	3
CSN 120	4	CSN201	3
<b>Total</b>	<b>13</b>	<b>Total</b>	<b>12</b>
<b>Suggested Third Semester</b>	<b>Credits</b>	<b>Suggested Fourth Semester</b>	<b>Credits</b>
CIS120	3		
CSN217	3		
HUR101	3		
RESTRICTED ELECTIVE	3		
<b>Total</b>	<b>12</b>	<b>Total</b>	

Restricted Electives (select one):

- BUS221–Project Management
- CIS190–199–Topics in Computer Information
- CIS203–Web Publishing
- CIS219–Computer Programming 1
- CSN150–Computer Repair
- CSN190–199–Topics in Computer Systems and Network Technology
- CSN202–Network Operating Systems
- HUR102–Human Relations 2

**General Curriculum Information**

**English (by placement):** Students who do not satisfactorily complete the writing exam must register for ENG091 and/or ENG100.

**Mathematics (by placement):** Mathematics placement is based on the ACT, ASSET, or COMPASS placement test.

**Reading Proficiency Requirement:** All students will be required to demonstrate proficiency in reading through testing prior to earning a degree or certificate. Students who do not meet the required standard will be expected to begin remediation immediately.

**\*\*With advisement, students may pursue CSN217 in the third semester.**

<b>996</b>	<b>Degree Requirements for Help Desk Support</b>	<b>CERT</b>
<b>2009-2010</b>		
<b>1</b>	<b>COMMUNICATIONS AND HUMAN RELATIONS</b>	<b>6</b>
	ENG101 English Communications 1	3
	HUR101 Human Relations 1	3
<b>2</b>	<b>BUSINESS</b>	<b>6</b>
	BUS101 Principles of Business	3
	BUS201 Professional Sales	3
<b>3</b>	<b>COMPUTER INFORMATION SYSTEMS</b>	<b>9</b>
	CIS116 Microcomputer Applications	3
	CIS120 Advanced Microcomputer Applications	3
	CIS125 Programming and Problem Solving	3
<b>4</b>	<b>COMPUTER SYSTEMS AND NETWORK TECHNOLOGIES</b>	<b>13</b>
	CSN115 Introduction to Operating Systems	3
	CSN120 Network Technologies	4
	CSN201 Network Client Operating Systems	3
	CSN217 Internship/Cooperative Experience	3
<b>5</b>	<b>RESTRICTED ELECTIVES</b>	<b>3</b>
	Select one: BUS221, CIS190–199, CIS203, CIS219, CSN150, CSN190–199, CSN202, HUR102	
	<b>TOTAL</b>	<b>37</b>
	<b>Reading &amp; Math Proficiency Required</b>	
	<b>Minimum QPI: 2.00</b>	

Revised: 8/1/01, 5/10/02, 3/27/03, 2/19/04, 2/18/05, 3/13/06, 2/27/07, 1/26/09