Career and Technical Education Pathway
Program of Study

College Name	**Forsyth Technical Community College (834)**	**Effective Term**:	**Spring 2012**

		Computer Information Technology-
Curriculum Code:	**D25260P1**	**Curriculum Title** Help Desk Operations (Diploma)
Contact Person:	**Cheri Silverman**	**Email:** csilverman@forsythtech.edu Phone (336) 734-7446

Created from state level approved Program of Study effective 2011FA; Cheri Silverman, PDA

GENERAL EDUCATION COURSES (certificate general education is optional)

Course Prefix/Num	Course Title		
ENG 111	1997*02 Expository Writing	3 0 0 3	SHC
MAT 115	2005*02 Mathematical Models	2 2 0 3	SHC

Total SHC for General Education Courses: **6** SHC

CORE COURSES

Course Prefix/Num	Course Title		
CIS 110	2006*01 Introduction to Computers	2 2 0 3	SHC
CIS 115	2006*01 Intro to Prog & Logic	2 3 0 3	SHC
CTS 120	2006*01 Hardware/Software Support	2 3 0 3	SHC
CTS 285	2006*01 Systems Analysis& Design	3 0 0 3	SHC
NET 110	2006*01 Networking Concepts	2 2 0 3	SHC
NOS 110	2006*01 Operating System Concepts	2 3 0 3	SHC
NOS 130	2006*01 Windows Single User	2 2 0 3	SHC

Total SHC for Core Courses: **21** SHC

OTHER MAJOR COURSES

Course Prefix/Num	Course Title		
CTS 155	2006*01 Tech Support Functions	2 2 0 3	SHC
CTS 217	2006*01 Computer Train/Support	2 2 0 3	SHC
CTS 220	2006*01 Adv Hard/Software Support	2 3 0 3	SHC
CTS 250	2006*01 User Support & Softw Eval	2 2 0 3	SHC

Total SHC for Other Major Courses: **12** SHC

OTHER REQUIRED COURSES

Course Prefix/Num	Course Title		
N/A		0	SHC

Total SHC for Other Required Courses: **0** SHC

Total SHC for Program	**39**	

By submitting and requesting approval for this Career and College Promise program of study, our college is verifying its capacity to teach all courses in the submitted program of study.

Dr. Gary M. Green, President	*Dr. Conley F. Winebarger, VP, Instructional Services*	*Dr. Susan Q. Phelps, Dean, Educational Partnerships*

Career Technical Education Pathway Program of Study (POS) Checklist
Effective Term: Spring 2012

College   Forsyth Technical Community College

Program Title and Code: Computer Information Technology-
Help Desk Operations (Diploma) (D25260P1)

1. College already has State Board approval for the primary program. (Verify in IIPS or Catalog)   ☑ Yes   ☐ No

2. The POS is either for a certificate or diploma (AAS programs should not be included.)   ☑ Yes   ☐ No

3. POS is in compliance with the current curriculum standard.   ☑ Yes   ☐ No

4. The POS contains at least 12 hours from the Core.   ☑ Yes   ☐ No

5. If the POS is a diploma, it contains a minimum of 6 semester hours of general education (3 semester hours must be in communications).   ☑ Yes   ☐ No   ☐ N/A

6. The POS contains specific course requirements. (i.e. no picklists)   ☑ Yes   ☐ No

7. POS includes a statement verifying the college's capacity to teach all courses in the POS.   ☑ Yes   ☐ No

Disapproved on _____ by _____
                              Date   Program Coordinator

Contact person was notified on _____ with the following issue(s) to be resolved:
                                                  Date

_____

_____

_____

_____

Approved on   Dec. 8, 2011   by   Hilmi Lahoud, PhD
                              Date   Program Coordinator