

Program Information Report

Science, Computer Technology, Engineering & Math

Computer Systems Technology (CTCSTC)**Certificate****Program Effective Term: Fall 2024****High Demand Occupation High Skill Occupation High Wage Occupation**

This program prepares students for employment as a microcomputer service technician. While preparing students to pass the Computer Technology Industry Association's (CompTIA) A+ Certification Examination, the program goes well beyond the requirements of the exam. The student will develop hands-on troubleshooting skills in solving hardware problems, working with operating systems, and relating to customers. This program also provides the foundation for Washtenaw Community College's two advanced certificates in computer networking.

Articulation:

Eastern Michigan University, BS degree.

Copies can be obtained from the Counseling Office, a program advisor, or from the Curriculum and Assessment Office Web site: <https://www.wccnet.edu/learn/transfer-wcc-credits/articulation-agreements.php> .

Major/Area Requirements		(18 credits)
CST 120	Command Line Fundamentals	3
CST 160	Computer Technology I	4
CST 165	Computer Technology II	4
CST 185	Local and Mobile Networking Essentials	4
BMG 205 or	Creating the Customer Experience	
CST 270	Computer Forensics I	3-4

Minimum Credits Required for the Program:**18**

PROGRAM CHANGE FORM

Program Code: CTCSTC	Current Program Name: Computer Systems Technology	Effective Term: F 2024
Division Code: BCT	Department: CSIT	

Directions:

1. Attach the current program listing from the WCC catalog or website and indicate any changes to be made.
2. Draw lines through any text that should be deleted and write in additions. Extensive narrative changes can be included on a separate sheet.
3. Check the boxes below for each type of change being proposed. Changes to courses, discontinuing a course, or adding new courses as part of the proposed program change, must be approved separately using CurricUNET, but should be submitted at the same time as the program change form.
4. If changes affect the program assessment plan or if program outcomes are updated, please submit a Program Assessment Plan Change form. These changes must be approved separately from the program change form and should be submitted at the same time. Current program assessment plans can be found on the Curriculum and Assessment Program Information page.

Requested Changes:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Remove course(s): <u> CST 118, CST 174 </u>
<input checked="" type="checkbox"/> Add course(s): <u> CST 120 </u>
<input type="checkbox"/> Program title (new title is _____)
<input type="checkbox"/> Description
<input type="checkbox"/> Advisors
<input type="checkbox"/> Program admission requirements
<input type="checkbox"/> Continuing eligibility requirements | <input type="checkbox"/> Program outcomes (may also result from removing or adding a course)*
<input type="checkbox"/> Program assessment plan*
<input type="checkbox"/> Accreditation information
<input type="checkbox"/> Other _____ |
|---|--|

Note: A change to the Award Type requires the submission of a new program proposal form and a separate program inactivation form. Contact the Director of Curriculum & Assessment for more information.

Show all changes on the catalog page you attach.

* Please submit a Program Assessment Plan Change form.

Rationale for proposed changes:

In discussion and review with our advisory board and relevant faculty, all feel that although the course content and exercises are brought up to current levels of technology (a much-needed upgrade), much more is needed in the way of additional content. It is not possible to implement all of the material needed for today's entry-level positions in a two-credit hour course. This is due to significant advances in the administrative functions of the Windows command line and more demanding PowerShell utilizations over the past couple of decades, something that did not exist when this course was originally created. Not to mention that floppy disks are not utilized any longer and the previous version of this course (revised last year) used them. This course uses the same contact hours as it did 23 years ago while the Microsoft operating systems exploded with functionality. Basically, students do not have enough exposure to make them proficient and are experiencing a disconnect between the Microsoft and Linux command line courses and need stronger foundations and experiences in both scripts and command line fundamentals.

CST 174 is a co-op course that is not being utilized as we do not currently have internship arrangements with outside employers.

Financial/staffing/equipment/space implications:

None

List departments that have been consulted regarding their use of this program.

CSIT

Signatures:

PROGRAM CHANGE FORM

Reviewer	Print Name	Signature	Date
Initiator	James Lewis	<i>James Lewis</i>	May 5 2023
Department Chair	Scott Shaper	<i>Scott Shaper</i>	5/5/2023
Division Dean/Administrator	Eva Samulski	<i>Eva Samulski</i>	05/31/2023
Please return completed form to the Office of Curriculum & Assessment, SC 257 or by e-mail to curriculum.assessment@wccnet.edu Once reviewed by the appropriate faculty committees we will secure the signature of the VPI.			
Reviewer	Print Name	Signature	Date
Curriculum Committee Chair	Randy Van Wagnen	Randy Van Wagnen	08/23/23
Assessment Committee Chair	Jessica Hale	Jessica Hale	08/28/23
Vice President for Instruction	Victor Vega	<i>[Signature]</i>	9/6/2023

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Reviewed by C&A Committee 8/3/23

Program Information Report

Science, Computer Technology, Engineering & Math

Computer Systems Technology (CTCSTC)**Certificate****Program Effective Term: Fall 2020****High Demand Occupation High Skill Occupation High Wage Occupation**

This program prepares students for employment as a microcomputer service technician. While preparing students to pass the Computer Technology Industry Association's (CompTIA) A+ Certification Examination, the program goes well beyond the requirements of the exam. The student will develop hands-on troubleshooting skills in solving hardware problems, working with operating systems, and relating to customers. This program also provides the foundation for Washtenaw Community College's two advanced certificates in computer networking.

Articulation:

Eastern Michigan University, BS degree.

Copies can be obtained from the Counseling Office, a program advisor, or from the Curriculum and Assessment Office Web site:
<http://www.wccnet.edu/curriculum/articulation/levelone/colleges/>.

Major/Area Requirements		(17 credits)
CST 118	Microsoft Command Line Fundamentals	2
CST 160	Computer Technology I	4
CST 165	Computer Technology II	4
CST 185	Local and Mobile Networking Essentials	4
BMG 205 or	Creating the Customer Experience	
CST 174 or	CST Co-op I	
CST 270	Computer Forensics I	3-4
Minimum Credits Required for the Program:		17

PROGRAM CHANGE OR DISCONTINUATION FORM

Program Code: CTCSTC **Program Name:** Computer Systems Technology **Effective Term:** W 2020
Certificate
Division Code: BCD **Department:** CSIT

Directions:
 1. Attach the current program listing from the WCC catalog or Web site and indicate any changes to be made.
 2. Draw lines through any text that should be deleted and write in additions. Extensive narrative changes can be included on a separate sheet.
 3. Check the boxes below for each type of change being proposed. Changes to courses, discontinuing a course, or adding new courses as part of the proposed program change, must be approved separately using a Master Syllabus form, but should be submitted at the same time as the program change form.

Requested Changes:

<input type="checkbox"/> Review	<input type="checkbox"/> Program admission requirements
<input checked="" type="checkbox"/> Remove course(s): <u>__CST 150 and CST 155__</u>	<input type="checkbox"/> Continuing eligibility requirements
<input type="checkbox"/> Add course(s): _____	<input type="checkbox"/> Program outcomes
<input type="checkbox"/> Program title (title was _____)	<input type="checkbox"/> Accreditation information
<input type="checkbox"/> Description	<input type="checkbox"/> Discontinuation (attach program discontinuation plan that includes transition of students and timetable for phasing out courses)
<input type="checkbox"/> Type of award	<input type="checkbox"/> Other _____
<input checked="" type="checkbox"/> Advisors	
<input type="checkbox"/> Articulation information	

Show all changes on the attached page from the catalog.

Rationale for proposed changes or discontinuation:
 CST 150 and CST 155 no longer exist. They were updated and renamed CST 160 and CST 165 many years ago. The website description needs updated.

Financial/staffing/equipment/space implications:

List departments that have been consulted regarding their use of this program.

Signatures:

Reviewer	Print Name	Signature	Date
Initiator	James Lewis	<i>James Lewis</i>	3-2-2020
Department Chair	<i>Cyndi Millns</i>	<i>Cyndi Millns</i>	3-4-2020
Division Dean/Administrator	<i>Ed Jamulski</i>	<i>Ed Jamulski</i>	3-4-20
Please submit completed form to the Office of Curriculum and Assessment (SC 257). Once reviewed by the appropriate faculty committees we will secure the signature of the VPI and President.			
Vice President for Instruction	Kimberly Hurns	<i>Kimberly Hurns</i>	3/17/20
President	Rose B. Bellanca		

Do not write in shaded area. Entered in: Banner _____ C&A Database 3/24/20 Log File 3/24/20 Board Approval _____
Reviewed by C&A Committees 3/12/20

Program Information Report

Computer Systems Technology (CTCSTC)

Certificate

Program Effective Term: Fall 2019

High Demand Occupation High Skill Occupation High Wage Occupation

This program prepares students for employment as a microcomputer service technician. While preparing students to pass the Computer Technology Industry Association's (CompTIA) A+ Certification Examination, the program goes well beyond the requirements of the exam. The student will develop hands-on troubleshooting skills in solving hardware problems, working with operating systems, and relating to customers. This program also provides the foundation for Washtenaw Community College's two advanced certificates in computer networking.

Articulation:

Eastern Michigan University, BS degree.

Copies can be obtained from the Counseling Office, a program advisor, or from the Curriculum and Assessment Office Web site: <http://www.wccnet.edu/curriculum/articulation/levelone/colleges/>.

Major/Area Requirements		(17 credits)
CST 118	Microsoft Command Line Fundamentals	2
CST 150 or	Computer Systems Technology I	
CST 160	Computer Technology I	4
CST 155 or	Computer Systems Technology II	
CST 165	Computer Technology II	4
CST 185	Local and Mobile Networking Essentials	4
BMG 205 or	Creating the Customer Experience	
CST 174 or	CST Co-op I	
CST 270	Computer Forensics I	3
Minimum Credits Required for the Program:		17

PROGRAM CHANGE OR DISCONTINUATION FORM

Program Code: Program Name: Computer Systems Technology Effective Term: Fall 2019
 (CTCSTC)
 Division Code: BCTD Department: CIS

Directions:

1. Attach the current program listing from the WCC catalog or Web site and indicate any changes to be made.
2. Draw lines through any text that should be deleted and write in additions. Extensive narrative changes can be included on a separate sheet.
3. Check the boxes below for each type of change being proposed. Changes to courses, discontinuing a course, or adding new courses as part of the proposed program change, must be approved separately using a Master Syllabus form, but should be submitted at the same time as the program change form.

Requested Changes:

- | | |
|---|---|
| <input type="checkbox"/> Review | <input type="checkbox"/> Program admission requirements |
| <input checked="" type="checkbox"/> Remove course(s): <u>CST225</u> | <input type="checkbox"/> Continuing eligibility requirements |
| <input checked="" type="checkbox"/> Add course(s): <u>CST185</u> | <input type="checkbox"/> Program outcomes |
| <input type="checkbox"/> Program title | <input type="checkbox"/> Accreditation information |
| <input type="checkbox"/> Description | <input type="checkbox"/> Discontinuation (attach program discontinuation plan that includes transition of students and timetable for phasing out courses) |
| <input type="checkbox"/> Type of award | <input checked="" type="checkbox"/> Other <u>Total Credit Hours change from 16 to 17</u> |
| <input type="checkbox"/> Advisors | |
| <input type="checkbox"/> Articulation information | |

Show all changes on the attached page from the catalog.

Rationale for proposed changes or discontinuation:

The Program is being changed to align with three changes that are reflected in the recently submitted course change.

1. Course Number is being changed to reflect that it is part of the first-year of the CTCSTC program, along with CST118, CST160, and CST165. Also it is now an initial course in the Automotive Department Program as well.
2. Course Name is being changed to reflect that Networking's scope, types of Devices, etc. has vastly changed in the last five to 10 years years – networking is no longer restricted to in-office LAN networks.
3. Credit hours for the Course (3 to 4) and for the Program (16 to 17) is being changed to reflect the actual contact hours per week in the course (4) and to support the additional material (both lectures and labs) reflecting new and varied types of networking (such as that used in Autonomous vehicles) that are being introduced.

Financial/staffing/equipment/space implications:

NONE

List departments that have been consulted regarding their use of this program.

CST, CNT, CIS, APASRV, CTASVT, APATT

Signatures:

Reviewer	Print Name	Signature	Date
Initiator	William Reichert	<i>William Reichert</i>	12/12/2018
Department Chair	Phil Geyer	<i>Phil Geyer</i>	1/11/2019
Division Dean/Administrator	Eva Jamuski	<i>Eva Jamuski</i>	1-11-19
Please submit completed form to the Office of Curriculum and Assessment (SC 257). Once reviewed by the appropriate faculty committees we will secure the signature of the VPI and President.			
Vice President for Instruction	Kimberly Hurns	<i>Kimberly Hurns</i>	2/11/19

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Computer Systems Technology (CTCSTC)

Certificate

2016 - 2017 2017 - 2018 2018 - 2019

Description

This program prepares students for employment as a microcomputer service technician. While preparing students to pass the Computer Technology Industry Association's (CompTIA) A+ Certification Examination, the program goes well beyond the requirements of the exam. The student will develop hands-on troubleshooting skills in solving hardware problems, working with operating systems, and relating to customers. This program also provides the foundation for Washtenaw Community College's two advanced certificates in computer networking.

Ad
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Articulation

Eastern Michigan University, BS degree.

Copies can be obtained from the Counseling Office, a program advisor, or from the Curriculum and Assessment Office Web site:
www.wccnet.edu/curriculum/articulation/levelone/colleges/

Contact Information

Division: Business/Computer Technologies
Department: Computer Instruction Dept
Advisors: [William Reichert](#)
[James Lewis](#)
[Michael Galea](#)
[Philip Geyer](#)

Requirements

(Items marked in orange are available online.)

Major/Area Requirements

Class	Title	Minimum Credits
<u>CST 118</u>	Microsoft Command Line Fundamentals	2
<u>CST 150</u>	or Computer Systems Technology I	
<u>CST 160</u>	Computer Technology I	4
<u>CST 155</u>	or Computer Systems Technology II	
<u>CST 165</u>	Computer Technology II	4
CST 225	PC Networking	2
CST185	Local and Mobile Networking Essentials	4
<u>BMG 205</u>	or Creating the Customer Experience	
<u>CST 174</u>	or CST Co-op I	
<u>CST 270</u>	Computer Forensics I	3
Total		16
Total Credits Required:		18
		17
		17

Gainful Employment Disclosures

PROGRAM CHANGE OR DISCONTINUATION FORM

Program Code: CTCSTC Program Name: Computer Systems Technology
 Division Code: BCTD Department: CIS

Effective Term: Winter 2012

Directions:

1. Attach the current program listing from the WCC catalog or Web site and indicate any changes to be made.
2. Draw lines through any text that should be deleted and write in additions. Extensive narrative changes can be included on a separate sheet.
3. Check the boxes below for each type of change being proposed. Changes to courses, discontinuing a course, or adding new courses as part of the proposed program change, must be approved separately using a Master Syllabus form, but should be submitted at the same time as the program change form.

Requested Changes:

- | | |
|---|---|
| <input type="checkbox"/> Review | <input type="checkbox"/> Program admission requirements |
| <input checked="" type="checkbox"/> Remove course(s): ELE 174, ELE 299, CSS 270 _____ | <input type="checkbox"/> Continuing eligibility requirements |
| <input checked="" type="checkbox"/> Add course(s): BMG 205, CST 174, CST 270 _____ | <input type="checkbox"/> Program outcomes |
| <input type="checkbox"/> Program title (title was _____) | <input type="checkbox"/> Accreditation information |
| <input type="checkbox"/> Description | <input type="checkbox"/> Discontinuation (attach program discontinuation plan that includes transition of students and timetable for phasing out courses) |
| <input type="checkbox"/> Type of award | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Advisors | |
| <input type="checkbox"/> Articulation information | |

Show all changes on the attached page from the catalog.

Rationale for proposed changes or discontinuation:

ELE 299 Customer Relations has been discontinued and replaced with a similar course: BMG 205 Creating the Customer Experience. Co-op opportunities for this program are no longer being managed by the ELE Department, and CST 174 is a more accurate course number than ELE 174 for Co-op. CSS 270 Computer Security VII (Data Recovery I) is now CST Data Recovery.

Financial/staffing/equipment/space implications:

None.

List departments that have been consulted regarding their use of this program.

CIS

Signatures:

Reviewer	Print Name	Signature	Date
Initiator	John Trame		11/17/2011
Department Chair	Clarence Hasselbach		11/17/11
Division Dean/Administrator	Rosemary Wilson		11/28/11
Vice President for Instruction	Stuart Blacklaw		12/7/11
President	Rose Bellanca		

Do not write in shaded area. Entered in: Banner _____ C&A Database _____ Log File _____ Board Approval _____

Please submit completed form to the Office of Curriculum and Assessment and email an electronic copy to sjohn@wccnet.edu for posting on the website.

for done 12/19/11 logged 11/30/11 sjv

Washtenaw Community College.

Certificates and Degrees.

<http://www4.wccnet.edu/academicinfo/creditoofferings/programs/degree.php?code=CTCSTC>

Return to web format »

Computer Systems Technology (CTCSTC)

Certificate

Program requirements shown below are for catalog year: 2011 - 2012 Change Year

Description:

This program prepares students for employment as a microcomputer service technician. While preparing students to pass the Computer Technology Industry Association's (CompTIA) A+ Certification Examination, the program goes well beyond the requirements of the exam. The student will develop hands-on troubleshooting skills in solving hardware problems, working with operating systems, and relating to customers. This program also provides the foundation for Washtenaw Community College's two advanced certificates in computer networking.

Contact Information:

Division: Business and Computer Technologies
 School: School of Advanced Manufacturing Systems
 Department: Computer Instruction Dept
 Advisors: Gary Downen, William Reichert, James Lewis, Michael Galea, Philip Geyer

Articulation:

Eastern Michigan University, BS degree.

Copies can be obtained from the Counseling Office, a program advisor, or from the Curriculum and Assessment Office Web site: <http://www.wccnet.edu/departments/curriculum/articulation.php?levelone=colleges>.

Major/Area Requirements

19
(16 - ~~18~~ Credits)

<u>CST 118</u>	MS Command Line Fundamentals	2
<u>CST 150</u>	Computer Systems Technology I	5
<u>CST 155</u>	Computer Systems Technology II	5
<u>CST 225</u>	PC Networking	3

CST ~~CSS 270~~ or 270 ~~Computer Security VII~~ or
 CST ~~ELE 174~~ or 174 ~~Co-op Education I~~ or
 BM6 ~~ELE 209~~ 205 ~~Customer Relations~~ *CREATING THE CUSTOMER EXPERIENCE.* 1 - ~~4~~

Minimum Credits Required for the Program:

19
16 - ~~18~~ Credits

Estimated Cost

Tuition & Fees	\$1,789.00
Books & Supplies	\$575.00
Total Cost	\$2,364.00

Length of Program

Intended time to complete	2 semesters
% of graduates who completed on time	30%

Careers Related to this ProgramElectrical and Electronic Engineering TechniciansElectronics Engineering TechniciansElectrical Engineering Technicians

Job placement rate 15%

Median Program Graduate Debt

Federal Loans unavailable

Private Educational Loans \$0

Institution Financing Plan \$0

This website is for informational purposes only and is not to be construed as a binding offer or contract between WCC and the student. The information presented here is believed accurate, but is NOT guaranteed and is subject to change without notice.

For official information, [see an Advisor](#).

[Return to web format »](#)

Program Information Report

School of Information Technology

The School of Information Technology gathers the diverse areas that make up the computer technology of today. From basic programming languages to systems development through networking, these programs provide the core of information technology. Develop skills in computer networking or programming in the growing field of applied information technology.

Washtenaw Community College offers programs at several levels for students who want to begin new careers, or advance in their existing careers. The first level is the certificate, which can vary from nine to thirty-six credits, depending on the field. Certificates generally prepare students for entry-level jobs.

After completing a certificate, students can progress to the next level, the advanced certificate. The credit hours required for these programs also vary. This type of certificate provides a more specialized level of skill development, and often allows students to upgrade their positions at their places of employment.

The next level, an Associate in Applied Science, is available for some programs. For some career fields, it is possible to earn a certificate, advanced certificate, and an Associate in Applied Science degree in the same field. In these cases, the credit hours from the certificate and advanced certificate can be applied to the credit hours needed for the Associate in Applied Science degree.

Alternatively, students can earn an AAS in Occupational Studies by completing a certificate, advanced certificate and General Education requirements.

Networking

Develop and manage computer networks as a network administrator/engineer.

Computer Systems Technology (CTCSTC) Certificate

Program Effective Term: Fall 2012

This program prepares students for employment as a microcomputer service technician. While preparing students to pass the Computer Technology Industry Association's (CompTIA) A+ Certification Examination, the program goes well beyond the requirements of the exam. The student will develop hands-on troubleshooting skills in solving hardware problems, working with operating systems, and relating to customers. This program also provides the foundation for Washtenaw Community College's two advanced certificates in computer networking.

Articulation:

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CST 118	MS Command Line Fundamentals	2
CST 150	Computer Systems Technology I	5
CST 155	Computer Systems Technology II	5
CST 225	PC Networking	3
BMG 205 or	Creating the Customer Experience	
CST 174 or	CST Co-op I	
CST 270	Data Recovery and Analysis	1-4

Minimum Credits Required for the Program: 16

PROGRAM CHANGE OR DISCONTINUATION FORM

Program Code: CTCSTC

Program Name: Computer System Tecnology

Effective Term: W2012

Division Code: BCT Department: Computer Instruction

Directions:

1. Attach the current program listing from the WCC catalog or Web site and indicate any changes to be made.
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Requested Changes:

- | | |
|--|---|
| <input type="checkbox"/> Review | <input type="checkbox"/> Program admission requirements |
| <input checked="" type="checkbox"/> Remove course(s): <u>ELE 299</u> | <input type="checkbox"/> Continuing eligibility requirements |
| <input checked="" type="checkbox"/> Add course(s): <u>BMG 205</u> | <input type="checkbox"/> Program outcomes |
| <input type="checkbox"/> Program title (title was _____) | <input type="checkbox"/> Accreditation information |
| <input type="checkbox"/> Description | <input type="checkbox"/> Discontinuation (attach program discontinuation plan that includes transition of students and timetable for phasing out courses) |
| <input type="checkbox"/> Type of award | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Advisors | |
| <input type="checkbox"/> Articulation information | |

Show all changes on the attached page from the catalog.

Rationale for proposed changes or discontinuation:

Change the ELE 299 Customer Relations requirement to BMG 205 Creating the Customer Experience, to provide the students with a more rounded, generic business approach to the subject.

Financial/staffing/equipment/space implications:

None

List departments that have been consulted regarding their use of this program.

None. This only affects the Computer Systems Technology certificate, and Computer Networking Associate degree programs, which are both in our department.

Signatures:

Reviewer	Print Name	Signature	Date
Initiator	John Trame	<i>John Trame</i>	3/30/2011
Department Chair	Clarence Hasselbach	<i>Clarence Hasselbach</i>	4/19/11
Division Dean/Administrator	Rosemarie Wilson	<i>Rosemarie Wilson</i>	4/21/11
Vice President for Instruction	Steve Blackman	<i>Steve Blackman</i>	7-14-11
President			

Do not write in shaded area. Entered in: Banner _____ C&A Database 7/16/11 Log File 4/25/11 Board Approval _____

Please submit completed form to the Office of Curriculum and Assessment and email an electronic copy to sjohn@wccnet.edu for posting on the website.

John

Program Information Report

School of Information Technology

The School of Information Technology gathers the diverse areas that make up the computer technology of today. From basic programming languages to systems development through networking, these programs provide the core of information technology. Develop skills in computer networking or programming in the growing field of applied information technology.

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Alternatively, students can earn an AAS in Occupational Studies by completing a certificate, advanced certificate and General Education requirements.

Networking

Develop and manage computer networks as a network administrator/engineer.

Computer Systems Technology (CTCSTC)

Certificate

Program Effective Term: Fall 2012

This program prepares students for employment as a microcomputer service technician. While preparing students to pass the Computer Technology Industry Association's (CompTIA) A+ Certification Examination, the program goes well beyond the requirements of the exam. The student will develop hands-on troubleshooting skills in solving hardware problems, working with operating systems, and relating to customers. This program also provides the foundation for Washtenaw Community College's two advanced certificates in computer networking.

Articulation:

Eastern Michigan University, BS degree.

Copies can be obtained from the Counseling Office, a program advisor, or from the Curriculum and Assessment Office Web site: <http://www.wccnet.edu/departments/curriculum/articulation.php?levelone=colleges>.

Major/Area Requirements

Course	Description	Credits
CST 118	MS Command Line Fundamentals	2
CST 150	Computer Systems Technology I	5
CST 155	Computer Systems Technology II	5
CST 225	PC Networking	3
CSS 270 or	Computer Security VII	
ELE 174 or	ELE Co-op Education I	
BMG 205	Creating the Customer Experience	1-3

Minimum Credits Required for the Program:

16

PROGRAM CHANGE OR DISCONTINUATION FORM

Program Code: CTCSTC Program Name: Computer Systems Technology
 Division Code: BCT Department: CISD

Effective Term: 201109

Directions:

1. Attach the current program listing from the WCC catalog or Web site and indicate any changes to be made.
2. Draw lines through any text that should be deleted and write in additions. Extensive narrative changes can be included on a separate sheet.
3. Check the boxes below for each type of change being proposed. Changes to courses, discontinuing a course, or adding new courses as part of the proposed program change, must be approved separately using a Master Syllabus form, but should be submitted at the same time as the program change form.

Requested Changes:

- | | |
|--|---|
| <input type="checkbox"/> Review | <input type="checkbox"/> Program admission requirements |
| <input type="checkbox"/> Remove course(s): _____ | <input type="checkbox"/> Continuing eligibility requirements |
| <input checked="" type="checkbox"/> Add course(s): CSS 270 Computer Security VII | <input type="checkbox"/> Program outcomes |
| <input type="checkbox"/> Program title (title was _____) | <input type="checkbox"/> Accreditation information |
| <input type="checkbox"/> Description | <input type="checkbox"/> Discontinuation (attach program discontinuation plan that includes transition of students and timetable for phasing out courses) |
| <input type="checkbox"/> Type of award | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Advisors | |
| <input type="checkbox"/> Articulation information | |

Show all changes on the attached page from the catalog.

Rationale for proposed changes or discontinuation:

The Data Recovery and Analysis Degree and Certificate programs are being de-activated for Fall of 2011. CSS 270 is a Data Recovery and Analysis course and builds upon skills taught in the Computer Systems Technology program. It will be included as an optional course along with ELE/CST 299 and ELE/CST 174.

Financial/staffing/equipment/space implications:

None

List departments that have been consulted regarding their use of this program.

CISD

Signatures:

Reviewer	Print Name	Signature	Date
Initiator	Neil Gudsen	<i>Neil Gudsen</i>	1-28-2011
Department Chair	Clarence Hasselbach	<i>Clarence Hasselbach</i>	1-28-2011
Division Dean/Administrator	Rosemary Wilson	<i>Rosemary Wilson</i>	2-1-11
Vice President for Instruction	Stuart Blacklaw	<i>Stuart Blacklaw</i>	3/10/11
President	Larry Whitworth		

Do not write in shaded area. Entered in: Banner C&A Database 4/14/11 Log File 2/28/11 Board Approval 4/14/11

Please submit completed form to the Office of Curriculum and Assessment and email an electronic copy to sjohn@wccnet.edu for posting on the website.

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Program Information Report

School of Information Technology

The School of Information Technology gathers the diverse areas that make up the computer technology of today. From basic programming languages to systems development through networking, these programs provide the core of information technology. Develop skills in computer security or data recovery analysis, the growing field of applied information technology is waiting for you.

Washtenaw Community College offers programs at several levels for students who want to begin new careers, or advance in their existing careers. The first level is the certificate, which can vary from nine to thirty-six credits, depending on the field. Certificates generally prepare students for entry-level jobs.

After completing a certificate, students can progress to the next level, the advanced certificate. The credit hours required for these programs also vary. This type of certificate provides a more specialized level of skill development, and often allows students to upgrade their positions at their places of employment.

The next level, an Associate in Applied Science, is available for some programs. For some career fields, it is possible to earn a certificate, advanced certificate, and an Associate in Applied Science degree in the same field. In these cases, the credit hours from the certificate and advanced certificate can be applied to the credit hours needed for the Associate in Applied Science degree.

Alternatively, students can earn an AAS in Occupational Studies by completing a certificate, advanced certificate and General Education requirements.

Networking

Develop and manage computer networks as a network administrator/engineer.

Computer Systems Technology (CTCSTC)

Certificate

Program Effective Term: Fall 2011

This program prepares students for employment as a microcomputer service technician. While preparing students to pass the Computer Technology Industry Association's (CompTIA) A+ Certification Examination, the program goes well beyond the requirements of the exam. The student will develop hands-on troubleshooting skills in solving hardware problems, working with operating systems, and relating to customers. This program also provides the foundation for Washtenaw Community College's two advanced certificates in computer networking.

Articulation:

Eastern Michigan University, BS degree.

Copies can be obtained from the Counseling Office, a program advisor, or from the Curriculum and Assessment Office Web site: <http://www.wccnet.edu/departments/curriculum/articulation.php?levelone=colleges>.

Major/Area Requirements		(16 credits)
CST 118	MS Command Line Fundamentals	2
CST 150	Computer Systems Technology I	5
CST 155	Computer Systems Technology II	5
CST 225	PC Networking	3
CSS 270 or	Computer Security VII	
ELE 174 or	ELE Co-op Education I	
ELE 299	Customer Relations	1-4
Minimum Credits Required for the Program:		16

PROGRAM CHANGE FORM

Program Code:
CTCSTC

Program Name:
Computer Systems Technology

Effective Term:
Fall 2004

Directions:

1. Attach the current program listing from the WCC catalog and indicate any changes to be made.
2. Draw lines through any text that should be deleted and write in additions. Extensive narrative changes can be included on a separate sheet.
3. Check the boxes below for each type of change being proposed. Changes to courses, discontinuing a course, or adding new courses as part of the proposed program change, must be approved separately using a Course Syllabus Form, but should be submitted at the same time as the program change form.

Requested Changes:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Remove <u>7</u> course(s) | <input type="checkbox"/> Advisors |
| <input checked="" type="checkbox"/> Add <u>4</u> course(s) | <input type="checkbox"/> Articulation information |
| <input checked="" type="checkbox"/> Total credits: Current credits <u>22</u> After changes <u>17</u> | <input type="checkbox"/> Program admission requirements |
| <input type="checkbox"/> Title (title was _____) | <input type="checkbox"/> Continuing eligibility requirements |
| <input type="checkbox"/> Description | <input type="checkbox"/> Program outcomes |
| | Other _____ |

Show all changes on the attached page from the catalog.

Rationale for proposed changes:

Employment as a microcomputer service technician has evolved. It is an entry level position. To advance in the field requires advanced training. We offer this advanced training in our Computer Networking and Computer Security programs. The CTCSTC program needs to be streamlined and focused on entry level skills.

Financial/staffing/equipment/space implications:

None

List departments that have been consulted regarding the use of this program.

Computer Information Systems

Signatures:

Reviewer	Print Name	Signature	Date
Program Change Initiator	Gary Downen	<i>Gary Downen</i>	2/10/04
Department Chair	Gary Downen	<i>Gary Downen</i>	2/10/04
Division Dean/Administrator	Rosemary Wilson	<i>Rosemary Wilson</i>	3/10/04
Vice President for Instruction	Roger Palay	<i>Roger Palay</i>	3/25/04

Office of Curriculum & Articulation Services

Program Change Form 8-2003

Processed ...

Access Program File 4/20

Log 4/20

Copied and Returned MAY 06 2004

Computer Systems Technology (CTCSTC) Certificate

Program Effective Term: Fall 2004

This program prepares you for employment as a microcomputer service technician. While preparing you to pass the Computer Technology Industry Association's (CompTIA) A+ certification examination, the program goes well beyond the requirements of the exam. Develop your hands-on troubleshooting skills in solving hardware problems, working with operating systems, and relating to customers. This program also provides the foundation for Washtenaw Community College's two advanced certificates in computer networking.

Major/Area Requirements		(17 credits)
CST 118	MC Command Line Fundamentals	2
CST 150	Computer Systems Technology I	5
CST 155	Computer Systems Technology II	5
CST 225	Computer Systems Technology III	3
ELE 174 or ELE 299	ELE Co-op Education I Customer Relations	2

Minimum Credits Required for the Program: 17

Computer Systems Technology (CTCSTC) Certificate

Program Effective Term: Fall 2001

This cross-disciplinary program is managed by the Computer Instruction and Electronics Departments. The program prepares you for the rigorous Computer Technology Industry Association's (CompTIA) A+ Certification examination and for employment as a microcomputer service technician, where you'll be expected to be equally adept at hardware solutions, working with operating systems, and relating to customers. It also provides the foundation for Washtenaw Community College's two advanced certificates in computer networking.

Business Division

Computer Instruction and Electronics Department

Advisors: Gary Downen, Michael Galea, Phil Geyer, Usha Jindal, Roland Meade, John Rinn, John Trame, Catherine Wagner

Program Admission Requirements:

The following high school courses or equivalents should be completed with a grade of "C" or better:

- A high school course in Windows operating systems or CIS 117 or permission of program advisor
- A high school course in word processing and spreadsheets or CIS 100 or permission of program advisor
- One year of high school algebra or MTH 097 or minimum COMPASS Algebra score of 46

Major/Area Requirements (25 Credits)

CIS 110	Introduction to Computer Information Systems	3
CIS 121	Linux/UNIX Fundamentals	3
CPS 185	Introduction to Visual Basic Programming	4
ELE 118	MS DOS for Technicians	2
ELE 150	PC Hardware Concepts and Troubleshooting	4
ELE 155	Advanced Computer Concepts and Troubleshooting	4
ELE 216A	Modem Hardware Install, Config. & Troubleshooting	2
ELE 225A	Network Installation and Troubleshooting	2
Choose:	ELE 174 ELE Co-op Education I or ELE 299 Customer Relations	1

Minimum Credits Required for the Program: 25

Washtenaw Community College EEO / Title IX / Section 504 Statement

Washtenaw Community College does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, height, weight, marital status, or veteran status in provision of its educational programs and services or in employment opportunities and benefits. WCC is committed to compliance in all of its activities and services with the requirements of Title IX of the Educational Amendments of 1972, Public Act 453, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964 as amended, Public Act 220, and the Americans with Disabilities Act of 1990. Inquiries concerning programs and services under Title IX and Section 504, and the Americans with Disabilities Act should be directed to the Office of the Dean of Student Services; Room 225A, Student Center Building, 734- 973-3536. Inquiries regarding compliance in employment should be directed to the College Affirmative Action Officer in the Office of Human Resource Management, Room 120, Business Education Building, 934- 973-3497. Inquiries concerning access to facilities should be directed to the Director of Plant Operations, Plant Operations Building, 734- 677-5300.

**Washtenaw Community College
Program Change Request Form**

Program Code: CSTC Program Title: COMPUTER SYSTEMS TECH

Effective Year: FALL 2000

1. Course Related Program Changes:

Course	Course Title	Elective Group (if applicable)	Credit	Sem	Change(s)
	<u>SEE ATTACHED</u>				Remove <input type="checkbox"/> Add <input type="checkbox"/> Change Title <input type="checkbox"/> <input type="checkbox"/> Change Credit (was: _____) <input type="checkbox"/> Shift in Sequence (was: _____)
					Remove <input type="checkbox"/> Add <input type="checkbox"/> Change Title <input type="checkbox"/> <input type="checkbox"/> Change Credit (was: _____) <input type="checkbox"/> Shift in Sequence (was: _____)
					Remove <input type="checkbox"/> Add <input type="checkbox"/> Change Title <input type="checkbox"/> <input type="checkbox"/> Change Credit (was: _____) <input type="checkbox"/> Shift in Sequence (was: _____)
					Remove <input type="checkbox"/> Add <input type="checkbox"/> Change Title <input type="checkbox"/> <input type="checkbox"/> Change Credit (was: _____) <input type="checkbox"/> Shift in Sequence (was: _____)
					Remove <input type="checkbox"/> Add <input type="checkbox"/> Change Title <input type="checkbox"/> <input type="checkbox"/> Change Credit (was: _____) <input type="checkbox"/> Shift in Sequence (was: _____)
					Remove <input type="checkbox"/> Add <input type="checkbox"/> Change Title <input type="checkbox"/> <input type="checkbox"/> Change Credit (was: _____) <input type="checkbox"/> Shift in Sequence (was: _____)
					Remove <input type="checkbox"/> Add <input type="checkbox"/> Change Title <input type="checkbox"/> <input type="checkbox"/> Change Credit (was: _____) <input type="checkbox"/> Shift in Sequence (was: _____)

26
18

44
18

62

2. Total Credit Hours for Program: Before Proposed Changes: 28 After Proposed Changes: 26

Non-Course Related Program Changes: (description, advisors, admission criteria, title, etc.)

4. Rationale for Proposed Changes:

5. Financial/Staffing/Equipment/Space Implications:

6. Has the department consulted with all departments that may be impacted? Yes No NA

7. Signatures:

Reviewer	Print Name	Signature	Date
Program Change Initiator:	<u>GARY DOWNEN</u>	<u>Gary Downen</u>	<u>4/28/2000</u>
Department Chair:	<u>GARY DOWNEN</u>	<u>Gary Downen</u>	<u>4/28/2000</u>
Division Dean:		<u>Robert R. Birtney</u>	<u>5/2/00</u>
VP. Instruction/Student Services:			

If significant changes are proposed, please attach a copy of the most recent program listing from the College Bulletin with changes marked on it. If courses are being changed as part of this proposal, course changes must be approved using the Course/Syllabus Approval Form.

Computer Systems Technology (CSTC)

Semester 1		(13 Credits)
CIS 110	Business Computer Systems	4
ELE 118	MS DOS for Technicians	2
ELE 150	PC Hardware Concepts and Troubleshooting	4
CIS 121	Beginning UNIX	3

Semester 2		(13 Credits)
CIS 185	Introduction to Visual Basic Programming	4
ELE 155	Advanced Computer Concepts and Troubleshooting	4
ELE 216A	Modem Hardware Install, Config & Troubleshoot	2
ELE 225A	Network Installation and Troubleshooting	2
Elective	ELE 174 Co-op or ELE 299 Customer Relations	1

Minimum Credits Required: 26

The above program is the result of the following changes to the current program:

Drop:
Elective English/Communication 3

Increase:
CIS 121 Beginning UNIX by 1 credit hour to 3

Computer Systems Technology

College Certificate Program: Code CSTC

Advisors: Gary Downen, Laurence Krieg, Catherine Wagner,
Philip Mullins, Arlene Paup, John Rinn

This certificate program trains individuals for employment as microcomputer service technicians. The program thoroughly prepares the student to pass the rigorous Computing Technology Industry Association's (CompTIA) A+ Certification exam. The program covers core hardware skills including configuring, installing, diagnosing, repairing, upgrading and maintaining personal computers, storage media and essential peripherals. In addition, basic operating systems (MSDOS and MS Windows) are covered in depth. Customer relations skills are also emphasized.

Course Number	Course Title	Credit Hours
First Semester (Fall)		
CIS 103	MSDOS Commands.....	1
CIS 104	Advanced MSDOS	1
CIS 110	Business Computer Systems.....	4
CIS 160	Internet	2
ELE 150	PC Hardware Concepts and Troubleshooting.....	4
ELE 216A	Modem Hardware Installation, Configuration and Troubleshooting	2
ELE 299	Customer Relations or	
ELE 174	ELE Co-op I.....	1
		15
Second Semester (Winter)		
CIS 113	MS Windows.....	3
CIS 121	Beginning UNIX	2
CIS 125	Local Area Networks I	2
ELE 155	Advanced PC Hardware Concepts	4
ELE 225A	Network Installation and Troubleshooting	2
ENG/COM	Restricted ENG/COM Requirement	3-4
		16-17

Total credit hours for program: 31-32

Restricted ENG/COM Electives		
COM 101	Fundamentals of Speaking.....	3
COM 102	Interpersonal Communication.....	3
ENG 100	Communication Skills	4
ENG 107	Technical Communications	4
ENG 111	Composition I.....	4
ENG 122	Composition II	3

Effective Fall 1996
Washtenaw Community College
10/7/96

BUS/CSTC
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