

2022-23 ACADEMIC PROGRAMS

COMPUTER SYSTEMS TECHNOLOGY (CTCSTC)

Certificate

This certificate program prepares students for employment as a microcomputer service technician and also lays a foundation in preparation for passing the Computer Technology Industry Association's (CompTIA A+ and Network + Certification Exams. The objectives of the program go well beyond the requirements of the exams. The student will learn:

- Basic Hardware Concepts for both Workstations and Server with hands-on troubleshooting skills in solving hardware problems.
- Overview and Installation of Client and Server Operating Systems.
- Networking Concepts with emphasis on the OSI Model, Point to Point (Ethernet) and Cross-Network (TCP/IP) Protocols, Peer to Peer and Client/Server networking, wireless networks, networking topologies, network media, and printing.
- Command Line Basics and Batch File Techniques.
- Data Forensics including recovering data at the core level of disk drives, etc.
- Customer Relations

The program is structured for students who:

- Desire a foundation in the concepts leading to the A+ and Network + certifications.
- Want employment as a microcomputer service technician
- Are already certified and want to enhance their knowledge with the latest in computer hardware, associated operating systems, and networking.
- Want the foundation for WCC's advanced Certificates in Computer Networking, Network Operation Systems, Linux, or Data Recovery.

Highlights

- Earn this advanced certificate in two semesters.
- Work towards the Associate Degree (APCSN) of which this certificate is part of.
- Use the APCSN Associate Degree for a direct transfer to Eastern Michigan's Technology Management Program.

Admission Requirements

These are entry level courses – basic computer knowledge however is highly desired.

This is a **high demand, high skill** and **high wage** program as defined by the [Michigan Community College Network](#).

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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.

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>.

Course Requirements

Major/Area Requirements

Class	Title	Minimum 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 CST 174 or CST 270	Creating the Customer Experience CST Co-op I Computer Forensics I	3-4
Total		17

Total Credits Required: 17

Accurate as of 12/02/2022 Information is subject to change without notice.