Computer Network Administration - Computer Support Major (CSA)

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Computer Support and Administration program graduates are troubleshooters responsible for interpreting problems and providing technical support assistance and advice to customers.

Students learn to install, set up, and maintain hardware and software for microcomputers. Courses include computer operating systems, data communications, networking, and support center management. Graduates earn an Associate of Applied Science degree.

Career opportunities for program graduates are diverse, for several reasons:

- The sheer number of computers and users in business and industry creates ever-changing work environments and challenges.
- Also, gaining assistance in using software effectively is generally a high priority for businesses and users.
- Finally, the graduate's knowledge and skills are applicable to a class of computers, rather than to a particular company, so graduates have significant job mobility as well as opportunities for entrepreneurial work.

Job titles for Computer Support and Administration graduates include senior PC support technician, PC system coordinator, or helpdesk manager.

For more information, please contact the Engineering and Information Technologies Division at (513) 569-1743.

To apply for this program at Cincinnati State, visit the Admissions (http://www.cincinnatistate.edu/academics/admission/) section of the College website.

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Semester 1		Lec	Lab	Credits
CIT 190	Career Preparation: Engineering and Information Technologies (**B**)	1	0	1
ENG 101	English Composition 1 (**G**)	3	0	3
IT 105	Information Technology Concepts (**B**)	2	3	3
IT 115	Operating Systems Administration 1 (**B**)	2	3	3
FYE 1XX First Year Experience Elective (**B**)		1	0	1
NETA 120	Computer Virtualization (**T**)	2	3	3

Semester 2				
CSA 111	Computer Repair 1 (**T**)	2	3	3
ENG 10X English Composition Elective (**G**)		3	0	3
NETA 115	Networking Essentials (**T**)	2	3	3
IT 116	Operating Systems Administration 2 (**T**)	2	3	3
MAT 105	Quantitative Reasoning	2	2	3
Semester 3				
CSA 291	Full-Time Cooperative Education 1: Computer Support and Administration (**T**)	1	40	2
Semester 4				
CSA 112	Computer Repair 2 (**T**)	2	3	3
NETA 135	Information Technology Support Desk Concepts (**T**)	3	2	4
NETA 155	Server Administration 1 (**T**)	3	2	4
XXX XXX Social/ Behavioral Science Elective (**G**)		3	0	3
Semester 5				
CSA 213	Computer Repair 3 (**T**)	2	2	3
NETA 290	Networking and Computer Support Capstone (**T**)	1	6	4
NETA 125	Open Source Operating Systems and Applications (**T**)	2	3	3
COMM 110	Public Speaking (**B**)	3	0	3
XXX XXX Arts/ Humanities Elective (**G**)		3	0	3
Semester 6				
CSA 292	Full-Time Cooperative Education 2: Computer Support and Administration (**T**)	1	40	2
Total Credits:		**46**	**118**	**63**

Electives

First Year Experience Elective

FYE 100	College Success Strategies: Overview	1
FYE 105	College Success Strategies: Overview and Application	2
FYE 110	College Success Strategies: Practice and Application	3

English Composition Elective

ENG 102	English Composition 2: Contemporary Issues	3
ENG 103	English Composition 2: Writing about Literature	3
ENG 104	English Composition 2: Technical Communication	3
ENG 105	English Composition 2: Business Communication	3

Arts/Humanities Elective	
Any ART, CULT, FRN, LIT, MUS, PHI, REL, SPN, THE, or COMM 130	3
Social/Behavioral Science Elective	
Any ECO, GEO, HST, LBR, POL, PSY, SOC	

Some courses are offered in alternative versions identified with a letter after the course number-- for example, ENG 101 and ENG 101A.

- This curriculum displays only course numbers without the added letter.
- The alternative version, when available, meets the requirements of the course version without the added letter.

The letters G, B, and T (displayed after course titles or elective descriptions) identify types of courses required by the Ohio Department of Higher Education as part of an associate's degree curriculum.

G = General Education course in this curriculum

B = Basic Skills course in this curriculum

T = Technical course in this curriculum

Computer Support and Administration Technology (CSA)

- Ability to use resources to solve technical problems involving operating systems and hardware components.
- Ability to manage multiple hardware components and operating systems.
- Ability to understand compliance issues and corporate and federal compliance regulations.
- Ability to function independently and as a member of a team.
- Ability to effectively communicate technical information verbally, in writing, and in presentations.
- Ability to manage multiple tasks and deadlines.
- Ability to demonstrate professionalism in the workplace and maintain user/client confidentiality.

Faculty

Program Chair/Advisor

Tomie Gartland, BA, AS
tomie.gartland@cincinnatistate.edu

Co-op Coordinator

Noelle Grome, ME, MA
noelle.grome@cincinnatistate.edu

Courses

CSA 111 Computer Repair 1
3 Credits. 2 Lecture Hours. 3 Lab Hours.
A course on theory and operation of computer systems. Topics include: operating systems, interface of operating systems and hardware, central processing unit (CPU) structures and evolution, bus structures, memory, data storage, input/output devices, motherboard structures, number systems, and USB/IEEE 1392 data transmission.
Prerequisites: ENG 085 and MAT 093, or appropriate placements

CSA 112 Computer Repair 2
3 Credits. 2 Lecture Hours. 3 Lab Hours.
A continuation of CSA 111. Topics include: examining the board/component level of computer systems while using diagnostic software and instrumentation to isolate failures and restore systems to normal operation.
Prerequisites: CSA 111

CSA 191 Part-Time Cooperative Education 1: Computer Support and Administration
1 Credit. 1 Lecture Hour. 20 Lab Hours.
Students seeking an associate's degree participate in their first part-time field learning experience related to their degree. Students are expected to register for academic courses during the same semester. Students must follow cooperative education policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.
Prerequisites: CIT 190

CSA 192 Part-Time Cooperative Education 2: Computer Support and Administration
1 Credit. 1 Lecture Hour. 20 Lab Hours.
Students seeking an associate's degree participate in their second part-time field learning experience related to their degree. Students are expected to register for academic courses during the same semester. Students must follow cooperative education policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.
Prerequisites: CSA 191

CSA 193 Part-Time Cooperative Education 3: Computer Support and Administration
1 Credit. 1 Lecture Hour. 20 Lab Hours.
Students seeking an associate's degree participate in their third part-time field learning experience related to their degree. Students are expected to register for academic courses during the same semester. Students must follow cooperative education policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.
Prerequisites: CSA 192

CSA 194 Part-Time Cooperative Education 4: Computer Support and Administration
1 Credit. 1 Lecture Hour. 20 Lab Hours.
Students seeking an associate's degree participate in their fourth part-time field learning experience related to their degree. Students are expected to register for academic courses during the same semester. Students must follow cooperative education policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.
Prerequisites: CSA 193

CSA 195 Part-Time Cooperative Education 5: Computer Support and Administration
1 Credit. 1 Lecture Hour. 20 Lab Hours.
Students seeking an associate's degree participate in their fifth part-time field learning experience related to their degree. Students are expected to register for academic courses during the same semester. Students must follow cooperative education policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.
Prerequisites: CSA 194

CSA 196 Part-Time Cooperative Education 6: Computer Support and Administration
1 Credit. 1 Lecture Hour. 20 Lab Hours.
Students seeking an associate's degree participate in their sixth part-time field learning experience related to their degree. Students are expected to register for academic courses during the same semester. Students must follow cooperative education policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.
Prerequisites: CSA 195

CSA 213 Computer Repair 3
3 Credits. 2 Lecture Hours. 3 Lab Hours.
A continuation of CSA 112. Topics include: specialized hardware, peripheral devices, system optimization, driver installation, internet connectivity, and printer maintenance.
Prerequisites: CSA 112

CSA 290 Computer Support and Administration Capstone
3 Credits. 2 Lecture Hours. 2 Lab Hours.
Students work in teams to complete a design project using analog and digital concepts, and prepare a presentation of results. Topics include: design theory, feasibility study, project economics, team building, and effective presentations.
Prerequisites: CSA 112, and NETA 115 or NETC 121

CSA 291 Full-Time Cooperative Education 1: Computer Support and Administration
2 Credits. 1 Lecture Hour. 40 Lab Hours.
Students seeking an associate's degree participate in their first full-time field learning experience related to their degree. Students must follow cooperative education policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.
Prerequisites: CIT 190

CSA 292 Full-Time Cooperative Education 2: Computer Support and Administration
2 Credits. 1 Lecture Hour. 40 Lab Hours.
Students seeking an associate's degree participate in their second full-time field learning experience related to their degree. Students must follow cooperative education policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.
Prerequisites: CSA 291

CSA 293 Full-Time Cooperative Education 3: Computer Support and Administration
2 Credits. 1 Lecture Hour. 40 Lab Hours.
Students seeking an associate's degree participate in their third full-time field learning experience related to their degree. Students must follow cooperative education policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.
Prerequisites: CSA 292

CSA 294 Internship 1: Computer Support and Administration
2 Credits. 1 Lecture Hour. 40 Lab Hours.
Students seeking an associate's degree participate in their first unpaid field learning experience related to their degree. Students must follow applicable policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.
Prerequisites: CIT 190

CSA 295 Internship 2: Computer Support and Administration
2 Credits. 1 Lecture Hour. 40 Lab Hours.
Students seeking an associate's degree participate in their second unpaid field learning experience related to their degree. Students must follow applicable policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.
Prerequisites: CSA 294