



Career Studies include variable length programs for students. Options amount to the equivalent of one or more semesters of full-time community college work (9-29 credits).

To be admitted to a Career Studies Certificate Program, one must meet the general requirements for admission to the College. Some courses may require prerequisites or demonstrated entry-level proficiency.

Career Studies (221-212-05)

## Call Center/Teleservices<sup>TP</sup>

		<i>Lec</i>	<i>Lab</i>	<i>Crse</i>
		<i>Hrs.</i>	<i>Hrs.</i>	<i>Cr.</i>
<b>First Semester</b>				
AST 117	Keyboarding for Computer Use	1	0	1
ITE 115	Introduction to Computer Applications & Concepts	3	0	3
ITE 127	Beginning Windows	2	0	2
ITE 130	Intro to Internet Services	3	0	3
ITE 182	User Support/Help Desk Principles	3	0	3
	<b>Total</b>			<b>12</b>
<b>Second Semester</b>				
BUS 236	Comm. in Management	3	0	3
ITE 122	PC Hardware	3	0	3
ITN 101	Intro to Network Concepts	3	0	3
MKT 110	Principles of Sales and Marketing	3	0	3
SDV 106	Preparation for Employment	1	0	1
	<b>Total</b>			<b>13</b>

### 25 credits required to graduate

<sup>TP</sup>This program is part of the Tech Prep Initiative: please see your advisor for additional information.

### Faculty Contacts

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