

# Computer Support Specialist (CSS)

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## Courses

### **CSS 105 Introduction to Personal Computers: Windows (1 Hour)**

This course is designed to give the student an overview of essential personal computer concepts and skills. Current topics include computer terminology, hardware components, system software, application software, file management, email and the Internet. Hands-on, real-world projects will be performed to reinforce the concepts taught. 1 hr. lecture /wk.

### **CSS 106 Introduction to Personal Computers: Macintosh (1 Hour)**

This course is designed to give the student an overview of essential Macintosh (Mac) computer concepts and skills. Current topics include computer terminology, hardware components, operating system software, application software, file management, email and the Internet. Hands-on, real-world projects will be performed to reinforce the concepts taught. 1 hr. lecture/wk.

### **CSS 108 Word Processing I: MS Word\* (1 Hour)**

**Prerequisites or corequisites:** CIS 124 or (CSS 105 or CPCA 105) or (CSS 106 or CPCA 106) or (CSS 128 or CPCA 128) or an appropriate score on a waiver test.

Upon successful completion of this course, students will demonstrate proficiency with word processing software on a personal computer. Foundational word processing competencies, including creating, saving and editing documents; inserting and resizing graphic images; creating and applying styles and themes; creating headers and footers; and setting up tables will be covered. Students will also create multipage reports and incorporate desktop publishing concepts and features.

### **CSS 109 Google Apps\* (1 Hour)**

**Prerequisites or corequisites:** CIS 124 or (CSS 105 or CPCA 105) or (CSS 106 or CPCA 106) or (CSS 128 or CPCA 128) or an appropriate score on a waiver test.

This course provides an introduction to the concepts and real-world applications of Google Apps services and applications. Students will explore the most popular Google Apps on the market today, including Google Email, Google Contacts, Google Calendar, Google Docs, Google Drive and Google Sites. Hands-on, practical projects will be performed to reinforce the concepts taught.

### **CSS 110 Spreadsheets I: MS Excel\* (1 Hour)**

**Prerequisites or corequisites:** CIS 124 or (CSS 105 or CPCA 105) or (CSS 106 or CPCA 106) or (CSS 128 or CPCA 128) or an appropriate score on a waiver test.

Upon successful completion of this course, students will demonstrate proficiency with spreadsheet software on the personal computer. Business decision-making worksheet models will be created and modified by entering labels, functions and formulas. Various formatting techniques will be applied to enhance the appearance of printed worksheets. Students will also learn to display the worksheet data graphically with the charting capabilities of the software.

### **CSS 111 Spreadsheets II: MS Excel\* (1 Hour)**

**Prerequisites or corequisites:** (CSS 110 or CPCA 110) or (CSS 128 or CPCA 128).

This course is a continuation of CSS 110, and will provide the student with intermediate level of spreadsheet concepts. Using typical business scenarios, the student will perform manual and automated "what-if" analyses, manage data in worksheets with tables and database functions and use multiple worksheets to build consolidated statements.

### **CSS 113 Spreadsheets I, II & III: MS Excel\* (3 Hours)**

**Prerequisites :** CIS 124 or (CSS 105 or CPCA 105) or (CSS 106 or CPCA 106) or (CSS 128 or CPCA 128) or an appropriate score on a waiver test.

Upon successful completion of this course, students will demonstrate advanced proficiency with spreadsheet software on the personal computer. Business decision-making worksheet models will be created and modified by entering labels, functions and formulas. Additionally, students will perform manual and automated what-if analyses, manage data in worksheets with tables and database functions, create and edit charts and use multiple worksheets to build consolidated statements. Macros, advanced formulas and data intelligence tools will be covered.

### **CSS 114 Databases I: MS Access\* (1 Hour)**

**Prerequisites :** CIS 124 or CS 134 or (CSS 105 or CPCA 105) or (CSS 106 or CPCA 106) or (CSS 128 or CPCA 128) or an appropriate score on a waiver test.

This course provides an introduction to the concepts and real-world applications of microcomputer relational database software. Foundational database competencies, including building tables, defining fields, relating tables, entering and editing data, filtering and sorting will be covered. Students will query the database to select, calculate and summarize information. Students will build and customize forms and reports.

### **CSS 115 Databases II: MS Access\* (2 Hours)**

**Prerequisites or corequisites:** CSS 114 or CPCA 114.

Upon completion of this course, the student should be able to design and define a relational database, create custom forms and reports for data entry, and build supporting queries. The student should be able to transfer data into and out of the database from various file formats, and manipulate data with introductory macro and programming skills.

**CSS 118 Groupware: Outlook\* (1 Hour)**

**Prerequisites or corequisites:** CIS 124 or (CSS 105 or CPCA 105) or (CSS 106 or CPCA 106) or (CSS 128 or CPCA 128) or an appropriate score on a waiver test.

This course provides an introduction to the concepts and applications of today's robust email systems. Students will use the application to compose, send, open and reply to email; organize email; manage calendars; use contact management features; and work with tasks.

**CSS 120 Computer User Support Skills\* (3 Hours)**

**Prerequisites or corequisites:** CIS 124 or (CSS 105 or CPCA 105) or (CSS 106 or CPCA 106) or (CSS 128 or CPCA 128) or an appropriate score on a waiver test.

Upon successful completion of this course, students should understand key information and skills for user support professionals, including troubleshooting and problem solving, successful verbal and written communication with users, determining a client's specific needs and training end users.

**CSS 121 Introduction to Project Management\* (1 Hour)**

**Prerequisites :** CIS 124 or (CSS 105 or CPCA 105) or (CSS 106 or CPCA 106) or (CSS 128 or CPCA 128) or an appropriate score on a waiver test.

Upon completion of this course, the student should be able to effectively create and manage projects using project management software. Students will learn about project management goals and terminology, create a project plan and use project management methodologies and tools.

**CSS 123 E-Presentation: MS PowerPoint\* (1 Hour)**

**Prerequisites or corequisites:** CIS 124 or (CSS 105 or CPCA 105) or (CSS 106 or CPCA 106) or (CSS 128 or CPCA 128) or an appropriate score on a waiver test.

Upon successful completion of this course, students will demonstrate proficiency with presentation software on a personal computer. Foundational presentation competencies, including planning, creating and editing a presentation; inserting graphics and objects; creating speaker notes; creating and formatting tables; applying transitions and animations; formatting custom shapes; and creating a self-running presentation, will be covered.

**CSS 125 Word Processing II: MS Word\* (1 Hour)**

**Prerequisites or corequisites:** (CSS 108 or CPCA 108) or (CSS 128 or CPCA 128).

This is a continuation of CSS 108. After completing this course students should be able to use advanced concepts and applications of word processing software. The applications include working with templates, creating and modifying styles, customizing themes, generating a table of contents, using mail merge, linking and embedding objects, creating and editing macros, customizing Word and automating parts of a document.

**CSS 128 PC Applications: MS Office (3 Hours) ▶**

Upon successful completion of this course, students will demonstrate an in-depth proficiency with word processing, spreadsheet, database and presentation graphics applications. Students will use a current operating system to manage windows and applications, and create and organize files and folders. Students will conduct research on the Internet and apply information in secure documents using ethical and social standards of conduct. Hands-on, practical projects will be performed to reinforce the concepts taught.

**CSS 138 Operating Systems: Windows\* (1 Hour)**

**Prerequisites or corequisites:** CIS 124 or (CSS 105 or CPCA 105) or (CSS 106 or CPCA 106) or (CSS 128 or CPCA 128) or an appropriate score on a waiver test.

This course is designed to give the student an overview of the Windows operating system. Topics include personalizing the work environment, advanced personalization and customization techniques, advanced search techniques, managing digital media, and managing networks, security and utilities. Hands-on, real-world projects will be performed to reinforce the concepts taught.

**CSS 140 Digital Devices and Online Technologies\* (3 Hours)**

**Prerequisites or corequisites:** (CSS 105 or CPCA 105) or an appropriate score on a waiver test.

Upon successful completion of this course, students will be knowledgeable about a wide range of current issues related to the usage and management of digital devices, applications, data and technologies.

**CSS 228 PC Applications II: MS Office\* (3 Hours)**

**Prerequisites :** CSS 128 or CPCA 128 or (CSS 108 or CPCA 108 and CSS 110 or CPCA 110 and CSS 114 or CPCA 114).

This course builds on the skills covered in CSS 128. After completing this course students should be able to use advanced concepts and applications of word processing, spreadsheet and database software. Hands-on practical projects will be performed to reinforce the concepts taught.

**CSS 290 Computer Support Specialist Internship\* (2 Hours)**

**Prerequisites :** Department approval.

Students will work in an approved training situation under instructional supervision. The internship is designed to give the student the opportunity to use the knowledge and skills acquired in the Computer Support Specialist program. An average of 40-60 onsite hours will be required along with class assignments for a total of 90 hrs./semester.

**CSS 291 Independent Study\* (1-7 Hour)**

**Prerequisites :** 2.0 GPA minimum and department approval.

Independent study is a directed, structured learning experience offered as an extension of the regular curriculum. It is intended to allow individual students to broaden their comprehension of the principles of and competencies associated with the discipline or program. Its purpose is to supplement existing courses with individualized, in-depth learning experiences. Such learning experiences may be undertaken independent of the traditional classroom setting, but will be appropriately directed and supervised by regular instructional staff. Total contact hours vary based on the learning experience.

**CSS 292 Special Topics:\* (1-3 Hour)**

**Prerequisites :** Department approval.

This course periodically presents specialized topics in Personal Computer Applications that are not available in the regularly offered curriculum. Special Topics may be repeated for credit, but only on different topics. This is a repeatable course and may be taken more than once for credit.