Program Learning Outcomes

Students completing this program will be able to:

Program learning outcomes:
A. communicate clearly in writing.
B. communicate clearly in meetings and oral presentations.
C. perform essential functions in Microsoft Excel.
D. navigate Microsoft Office suite applications proficiently (Outlook, PowerPoint, Word).
E. demonstrate professionalism in daily interactions.
F. deliver and receive feedback in a professional manner.
G. work collaboratively with colleagues and clients.

Program learning outcomes for the technical workplace skills:

Helpdesk and desktop support:
A. identify, assemble, and disassemble the major components of a personal computer.
B. describe the basics of networking and security forensics.
C. diagnose and troubleshoot common hardware, software, and networking issues.
D. identify the basics of virtualization, desktop imaging, and deployment.
E. create basic business documents including letters, memos, and email messages.

Project management support:
A. utilize project management concepts, terminology, and processes.
B. use project management software to manage multi-faceted projects.
C. define a project plan and develop diagrams and charts to illustrate enterprise structure, workflow, and scheduling.
D. demonstrate basic graphical user interface operations in a computer environment.
E. produce spreadsheets, documents, and presentations by using basic to advanced software operations.

Careers in
- Helpdesk and desktop support
- Project management support
- Technology support