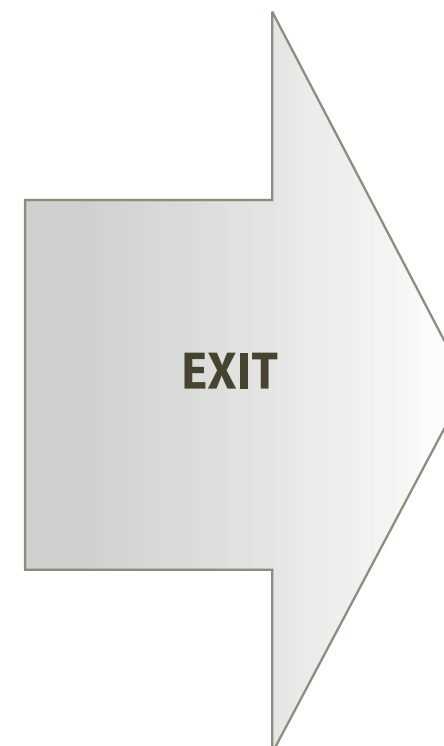
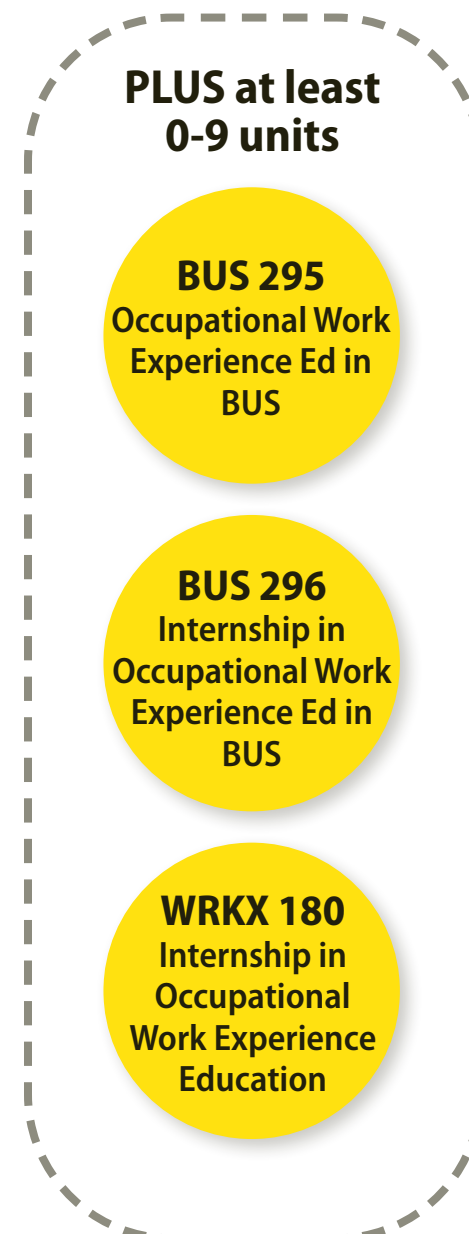
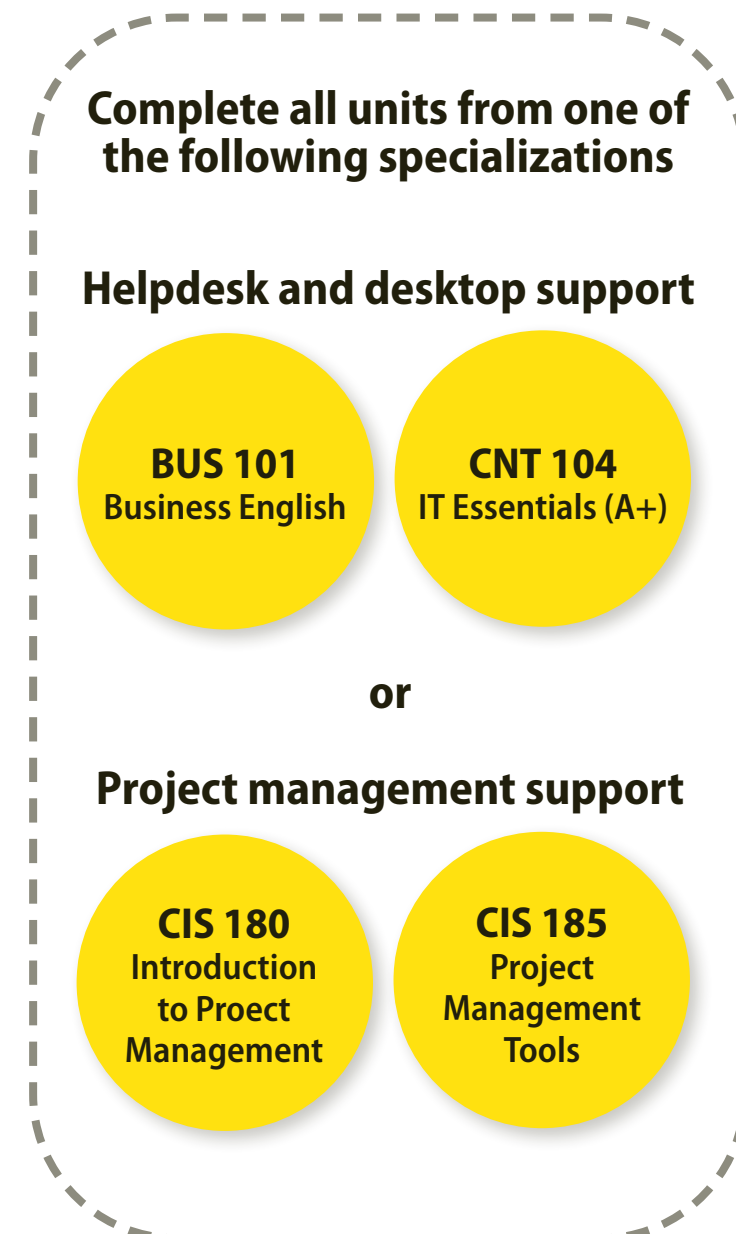
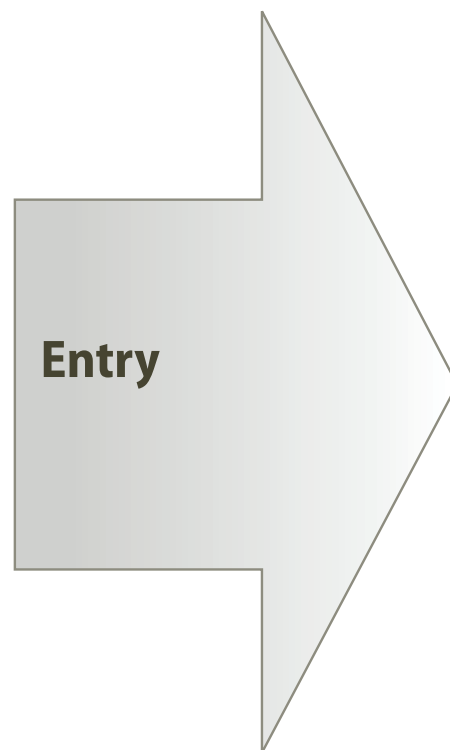


# Professional and Technical Workplace Skills AS



## PROGRAM LEARNING OUTCOMES

### Professional workplace skills

Students completing this program will be able to:

1. Communicate clearly in writing.
2. Communicate clearly in meetings and oral presentations.
3. Perform essential functions in Microsoft Excel.
4. Navigate Microsoft Office suite applications proficiently (Outlook, PowerPoint, Word).
5. Demonstrate professionalism in daily interactions.
6. Deliver and receive feedback in a professional manner.
7. Work collaboratively with colleagues and clients.

### Technical workplace skills: Helpdesk and desktop support

Students completing this program will be able to:

1. Identify, assemble, and disassemble the major components of a personal computer.
2. Describe the basics of networking and security forensics.
3. Diagnose and troubleshoot common hardware, software, and networking issues.
4. Identify the basics of virtualization, desktop imaging, and deployment.
5. Create basic business documents including letters, memos, and email messages.

### Project management support

Students completing this program will be able to:

1. Utilize project management concepts, terminology, and processes.
2. Use project management software of manage multi-faceted projects.
3. Define a project plan and develop diagrams and charts to illustrate enterprise structure, workflow, and scheduling.
4. Demonstrate basic graphical user interface operations in a computer environment.
5. Produce spreadsheets, documents, and presentations by using basic to advanced software operations.

## Careers in

- This degree major will provide robust preparation for a student interested in a career in technology support in either of these job categories. (list Helpdesk/Desktop Support and Project Management)

Complete 60 degree applicable units along with completion of all required general education requirements. It is highly recommended that you see a counselor for specific courses that will best meet your educational plan/goals. Not all courses on the map are offered every term. Consult the Catalog and the Schedule of Classes for more details.

For information about transferring, see:  
<https://www.dvc.edu/enrollment/transfer/index.html>

For information on careers in this field see:  
<https://www.dvc.edu/enrollment/career-employment/index.html>

4-12-2021

Required

Elective