

COMPUTER INFORMATION SYSTEMS – COMPUTER RETAIL SALES & SUPPORT – ASSOCIATE IN SCIENCE DEGREE, CERTIFICATE OF ACHIEVEMENT

CIS 011	INFORMATION AND COMMUNICATION TECHNOLOGY ESSENTIALS	4
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Total Units 19

Visit the Program Mapper (<https://pasadena-city.programmapper.ws/academics/interest-clusters/35afad1b-8598-4ecf-a320-0ed4834a7df8/programs/134ce073-fee0-dfd7-0bc9-a50b28cd592b/>) for a suggested sequence of courses.

General Education Requirements for the Associate in Science Degree

- General Information (<https://curriculum.pasadena.edu/academic-programs-leading-degree-certificate/>)
- PCC Local Gen Ed (<https://curriculum.pasadena.edu/academic-programs-leading-degree-certificate/#pcclocaltext>)
- CSU Breadth (<https://curriculum.pasadena.edu/academic-programs-leading-degree-certificate/#csubreadthtext>)
- IGETC (<https://curriculum.pasadena.edu/academic-programs-leading-degree-certificate/#igetctext>)

Top Code:

0708.00

The Computer Retail Sales and Support Certificate of Achievement is the first stage of the statewide IT Technician pathway and prepares students to develop their fundamental IT Technician Skills. While completing coursework in customer service, communication, Microsoft Office, and information systems coursework, along with earning the CompTIA A+ industry certification, students gain practical experience as they learn how to succeed in an IT retail environment. Upon completion of this program, students would be qualified for entry level IT positions such as Retail Salespersons, Customer Service Representatives, Retail Sales Workers, and Sales Representatives.

A Certificate of Achievement is awarded upon completion of all required courses with a grade of C or better.

Program Outcomes

- Demonstrate an understanding of how networks of hardware, software, and communication technologies interact to create the foundation for productivity and efficiency in an organization or for an individual.
- Develop business documents using word-processing, spreadsheet, presentation, and database software.
- Troubleshoot computer systems (hardware and software) for end users.
- Design an effective customer service strategy for an organization.

Requirements for the Certificate of Achievement

Code	Title	Units
Required Courses		
BUS 009	INTRODUCTION TO BUSINESS	3
BUS 011A	BUSINESS COMMUNICATIONS	3
BUS 160	SALES AND CUSTOMER SERVICE	3
BIT 025	SURVEY OF COMPUTER TECHNOLOGY IN BUSINESS	3
or CIS 010	INTRODUCTION TO INFORMATION SYSTEMS	
BIT 106	BUSINESS SOFTWARE – INTRODUCTION TO MICROSOFT OFFICE SYSTEM	3