

The Associate of Arts in Information Technology with a concentration in Desktop Support offers coursework in the technologies and methods necessary to provide technical support to information technology and computer system users. Students will learn the customer support aspects of personal computer desktop software applications, computer hardware and software according to the A+ operating system body of knowledge, including diagnosis and solutions.

Note: The diploma for the Associate of Arts program will not reflect the concentration. Concentrations are reflected on the transcript only.

Tracks A and B

There are two tracks in the associate degree program. Track A is for students who list 24 or more transfer credits on their application. Track B is for those students who list less than 24 transfer credits on their application. Course requirements for tracks A and B are designated throughout the program summary.

The First-Year Sequence (FYS) at University of Phoenix comprises the first 24 units taken by students entering with fewer than 24 transferable college units. Its content is based in liberal arts, interdisciplinary studies, and academic skills and strategies necessary for success at University of Phoenix. All students entering undergraduate degree programs (other than LVN/BSN,

LPN/BSN, BSN and BSED/E) who list less than 24 previous college credits as recognized by the University on the admissions application are required to complete the First-Year Sequence. (Track B).

Note: Students who listed less than 24 previous college credits on the admissions application, started their program in GEN 195 and were determined upon matriculation to have transferred 24 or more credits, are not required to continue in the First-Year Sequence. For more information about the First-Year Sequence, please contact an Enrollment Advisor.

Learn Hands-on Skills in the Classroom

Entry-level technology careers are witnessing phenomenal growth and the new AAIT will be able to offer students high-demand skills that can help them pursue careers in technology. Many students prefer to learn these skills in the supportive environment of the classroom, where instructors can assist in lab demonstrations. This campus-based program offers an in-class computer lab component, where students will learn technology skills hands-on in the classroom on computers maintained and supported by the campus.

The U.S. Department of Education requires the University to provide the following information about each of our programs that lead to gainful employment in a recognized profession.

Because fewer than 10 students completed this program during the relevant award year, the Department of Education does not permit us to disclose the on-time completion rate.¹

Related occupations²

Network and Computer Systems Administrators #15-1071.00

Program costs³

Tuition and fees \$16,900 to \$29,800
Includes cost per credit, application fee, and fees for resources (books/eResources) for students completing the program in normal time.

Median graduate debt⁴

Federal	N/A
Private	N/A
Institutional	N/A

¹ The on-time completion rate identifies the percentage of students completing this program during the most recent federal award year who completed it within "normal time." The term "normal time" means the length of time it would take a student to complete this program if the student is continuously enrolled, takes one course at a time, and successfully completes each attempted course. Students enrolled in this degree program are typically nontraditional students. Students may exceed "normal time" for a variety of reasons, including, but not limited to, internships, practicums, clinical rotations, student teaching or administrator experiences required for licensure.

² Graduates of this program will be educationally qualified to enter the occupations listed. Visit onetonline.org for job descriptions.

³ The range provided represents the sum of tuition and typical fees required to complete the program within normal time, based on the University's 2011/2012 tuition levels. The actual costs that will be incurred by a particular student to complete this program will depend upon factors specific to that student. Tuition rates for this program may vary due to factors such as: (i) geographic location of the student; (ii) modality of coursework; (iii) military service; and (iv) future changes in tuition rates. The number of credits required for a particular student to complete the program will be dependent upon various factors, including: (i) transfer credits available; (ii) repeated coursework; and (iii) completion of additional specializations within this program. Please contact an Enrollment Advisor for additional information.

⁴ The figure represents the median amount of debt incurred by students who completed the program during the relevant federal award year. The actual amount of debt a particular student will incur to complete this program is dependent on various factors specific to the student. Please contact an Enrollment Advisor for additional information. Because fewer than 10 students completed this program during the most recent federal award year, we are not permitted to disclose this information.

Associate of Arts in Information Technology with a Concentration in Desktop Support

Communication Arts — 6 credits

Must include COMM 215 or higher (Track A) or COM 170 and COM 172 (Track B)

COMM 215 Essentials of College Writing

This course covers the essential writing skills required for college level coursework. Students will learn to distinguish between interpretive and analytical writing while using the writing process and specific rhetorical strategies to develop position and persuasion essays and a case study analysis, and learning teams will prepare an applied research paper. The course offers exercises for review of the elements of grammar, mechanics, style, citation, and proper documentation. (3 credits)

COM 170 Elements of University Composition and Communication I

This course addresses the key elements necessary for effective academic writing in college. The course begins with a focus on prewriting strategies and builds to drafting and revising essays. In addition, the course includes skill development at the sentence and paragraph level. (3 credits)

COM 172 Elements of University Composition and Communication II

This course builds upon the foundations established in COM 170. It addresses the various rhetorical modes necessary for effective college essays: narration, illustration, description, process analysis, classification, definition, comparison and contrast, cause and effect, and argumentation. In addition, requirements for research essays, including the use of outside sources and appropriate formatting, are considered. (3 credits)

Humanities — 6 credits

Must include HUM 114 and HUM 186 (Track B)

HUM 114 Critical Thinking and Creative Problem Solving

This course focuses on developing the critical and creative thinking skills necessary to analyze and solve problems, make decisions, implement strategies, and formulate well supported points of view on key academic, social, and professional issues. The principles of creative thinking are essential to critical thinking skills. Students will learn how to evaluate their ideas and how to communicate their points of view persuasively. (3 credits)

HUM 186 Media Influences on American Culture

The course provides an introduction to the most prominent forms of media that influence and impact social, business, political, and popular culture in contemporary America. It explores the unique aspects of each medium as well as interactions across various media that combine to create rich environments for information sharing, entertainment, business, and social interaction in the U.S. and around the world. (3 credits)

Mathematics — 6 credits

Must include MTH 209 or higher

MTH 208 College Mathematics I

This course begins a demonstration and examination of various concepts of basic algebra. It assists in building skills for performing specific mathematical operations and problem solving. These concepts and skills serve as a foundation for subsequent quantitative business coursework. Applications to real-world problems are emphasized throughout the course. Specific applications to disciplines such as statistics, accounting, finance, and economics are demonstrated and discussed. A variety of other applications, such as geometry, personal finance, science, and engineering are also presented. Math is a language of logical thinking using symbols and numbers to quantify. This course is the first half of the college algebra sequence, which is completed in MTH 209: College Mathematics II. (3 credits)

MTH 209 College Mathematics II

This course continues the demonstration and examination of various basic algebra concepts that was begun in MTH 208: College Mathematics I. It assists in building skills for performing more complex mathematical operations and problem solving than in earlier courses. These concepts and skills should serve as a foundation for subsequent quantitative business coursework. Applications to real-world problems are emphasized throughout the course. Specific applications to disciplines such as statistics, accounting, finance, and economics are demonstrated and discussed. A variety of other applications, such as geometry, personal finance, science, and engineering, are also demonstrated and discussed. (3 credits)

Science and Technology — 6 credits

Must include SCI 163 (Track B)

SCI 163 Elements of Health and Wellness

This course reinforces the concept that learning effectively and living well involves both the mind and body. It presents the fundamentals of wellness and preventive health including strategic planning to attain and maintain personal optimal health. In addition, physical and mental diseases are discussed along with the dangers of environmental pollution, stress, addiction, and other negative factors that can affect personal health. (3 credits)

Associate of Arts in Information Technology with a Concentration in Desktop Support

Social Sciences — 6 credits

Must include PSY 211 (Track B)

PSY 211 Essentials of Psychology

This course overviews the foundations of psychology as the field applies to everyday life. The physical and mental aspects of psychology are traced through lifespan development with emphasis on psychological health and wellness. Further study focuses on personality; thinking, learning and memory; motivation and emotions; and gender and sexuality. Based in various historical traditions, the course is set in the context of contemporary psychological principles. (3 credits)

Additional Liberal Arts — 3 credits

Must include GEN 200 (Track A) or GEN 195 (Track B)

GEN 200 Foundations for General Education and Professional Success

This general education course is designed to introduce the intentional learner to communication, collaboration, information utilization, critical thinking, problem solving and professional competence and values. The course uses an interdisciplinary approach for the learner to develop personal, academic strategies in order to reach desired goals and achieve academic success. (3 credits)

GEN 195 Foundations of University Studies

The essential information, skills, tools, and techniques necessary for academic success and personal effectiveness at University of Phoenix are introduced in this course. The course develops and applies practical knowledge and skills immediately relevant to first-year university students. Course topics include goal setting and working with personal motivation, understanding and using University resources, developing efficient study habits, making the most of personal learning styles, and how best to manage time and reduce personal stress levels. (3 credits)

Interdisciplinary Studies — 9 credits

Must include FP 120 (Track B)

Interdisciplinary Studies can be satisfied with coursework not applied to any of the general education or concentration course requirements.

FP 120 Essentials of Personal Finance

This course provides an overview of the elements necessary for effective personal financial planning and the opportunity to apply the techniques and strategies essential to this understanding. Primary areas of study include creating and managing a personal budget, understanding and paying taxes, working with financial institutions, the wise use of credit cards and consumer loans, financing automobiles and homes, and the use of insurance for protecting one's family and property. (3 credits)

Desktop Support concentration — 18 credits

CIS 207 Information Systems Fundamentals

This course introduces the fundamentals of computer systems and the role of information processing in today's business environment. An overview is presented of information systems, systems development, operating systems and programming, database management, networking and telecommunications, and the Internet. (3 credits) Prerequisite: GEN 200 (A Track) or HUM 114 (B Track)

CIS 211 Office Software Support Fundamentals

This course is an introduction to the support fundamentals of desktop software including word processing, spreadsheet, presentation, database, and personal information management (email, calendar, contact management and web browsing) applications. (3 credits) Prerequisite: CIS 207

CIS 290 Personal Computer Hardware Support

This course is an introduction to computer support fundamentals of personal computer (PC) hardware architecture, components, networking, configuration, upgrading, and repair. (3 credits) Prerequisite: CIS 207

CIS 292 Personal Computer OS Support

This course is an introduction to the fundamentals of personal computer operating systems for computer software configuration, file management, performance monitoring, optimization, maintenance, recovery, and security. (3 credits) Prerequisite: CIS 290

CIS 294 Personal Computer Customer Support

This course is an introduction to the roles, responsibilities, and skills required to become a professional computer support technician and provide exceptional computer support service. This course includes the fundamentals of customer service, effective questioning, verbal and non-verbal communication, on-site support, telephone support, remote e-commerce support, and dealing with difficult customers. (3 credits) Prerequisite: CIS 211

CIS 296 Computer Systems Maintenance

This course is an introduction to computer hardware and software maintenance and troubleshooting. This course will focus on typical problem scenarios, diagnostics, procedures and solutions. (3 credits) Prerequisite: CIS 292

University of Phoenix is accredited by The Higher Learning Commission and is a member of the North Central Association (ncahlc.org). College credit granted by University of Phoenix. Successful completion of this associate degree satisfies the general education credit requirements for bachelor's degree programs at University of Phoenix. Transferability of credit to institutions other than University of Phoenix is at the discretion of the receiving institution. It is the student's responsibility to confirm whether or not credits earned at University of Phoenix will be accepted by another institution of the student's choice.

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