

CMI PROGRAM CURRICULUM PROGRAM ACTION

Program Name: Certificate of Completion in IT Support Level 1.

Program Type: _____ Bachelor's Degree (120-150 credits, with at least 40 upper division credits
and 36 general education credits, including 9 upper division general education credits)

_____ Associate Degree (60-75 credits)

_____ Advanced Specialization Certificate (24-36 credits, half upper division)

☒ Certificate of Completion (24-45 credits)

_____ Certificate of Achievement (15 or fewer credits)

Type of Action:

☒ New Program (attach budget approved by the budget committee and approved course outlines)

Connection to College planning document(s): _____

_____ Substantive Revision (attach narrative justification for changes, budget approved by the budget committee, and approved course outlines)

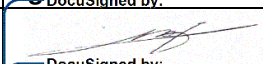
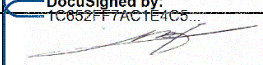
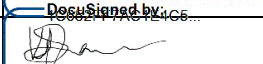
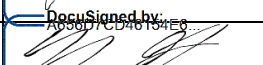
_____ Non-substantive Revision

_____ Reinstitution of Archived Program (attach budget approved by the budget committee and approved course outlines)

Connection to College planning document(s): _____

_____ Reaffirmation of Program (only allowable if program completion rate exceeds ISS, the benchmark has been met for the majority of PLO assessments, and there is no evidence of inequitable levels of achievement across subpopulations; attach most recent program review and approved course outlines)

Approvals:

	Name	Signature	Date
Department Chair	Mr. Edward Alfonso	 DocuSigned by: TC652FF77AC1E1C5...	10/23/2024
Curriculum Committee Chair	Mr. Edward Alfonso	 DocuSigned by: TC652FF77AC1E1C5...	10/23/2024
Dean	Ms. Vasemaca Savu	 DocuSigned by: A05071CD40154FE9...	10/22/2024
VPASA	Dr. Elizabeth Switaj	 DocuSigned by: 89BEB3BD0DC23455...	10/30/2024
President*			
BOR Chair*			

*Required for new programs, substantive changes to programs, and institutions of programs only.

CMI PROGRAM CURRICULUM

Program Guide

Program Name: Certificate of Completion in IT Support Level 1

Department: STEM

Meta-major: N/A

Transfer major(s): N/A

Total Credits: 27 **Semesters to Complete:** 2 **Total Weeks:** 30 **CIP No.** 11.01

Number of Credits that can be earned through hybrid classes: _____

Number of Credits that can be earned through distance education: _____

Program purpose:

The purpose of an IT Support Certificate program is to provide individuals with the necessary knowledge and skills to pursue a career in the field of IT support. This program is designed to equip students with a solid foundation in various ICT aspects such as computer systems, networks, website design, information systems, and programming.

Summary description of program content:

An overview of the IT support field, its importance in organizations, and the role of IT support professionals:

- **Computer Systems:** Understanding computer components, peripherals, and their functions. Topics include computer assembly, installation, troubleshooting, and maintenance.
- **Networking Fundamentals:** Introduction to basic networking concepts, including network architectures, protocols, and IP addressing. Overview of network equipment, such as routers, switches, and firewalls. Techniques for identifying and resolving common network issues such as resolving IP conflicts, troubleshooting DNS and DHCP, and securing network connections.
- **Introduction to website design:** Topics may include basic features of Web Design including HTML, CSS, and a hint of JavaScript.
- **Introduction to information systems and**
- **Introduction to programming.**

Need or demand for program:

In an overall sense, the demand for IT Support Certificate programs is driven by the increasing reliance on technology, the constant need for IT support professionals, the evolving technology landscape, and the desire for individuals to enter the IT industry. This program provides a valuable skill set and an industry-recognized credential that aligns with the needs of organizations in today's technology-driven world.

Connection to College mission:

By offering an IT Support Certificate program, CMI can contribute to workforce development, promote accessibility and digital literacy, support lifelong learning, and foster strong industry partnerships. These connections align with various aspects of CMI's mission, ultimately benefiting students, the local community, and the broader workforce.

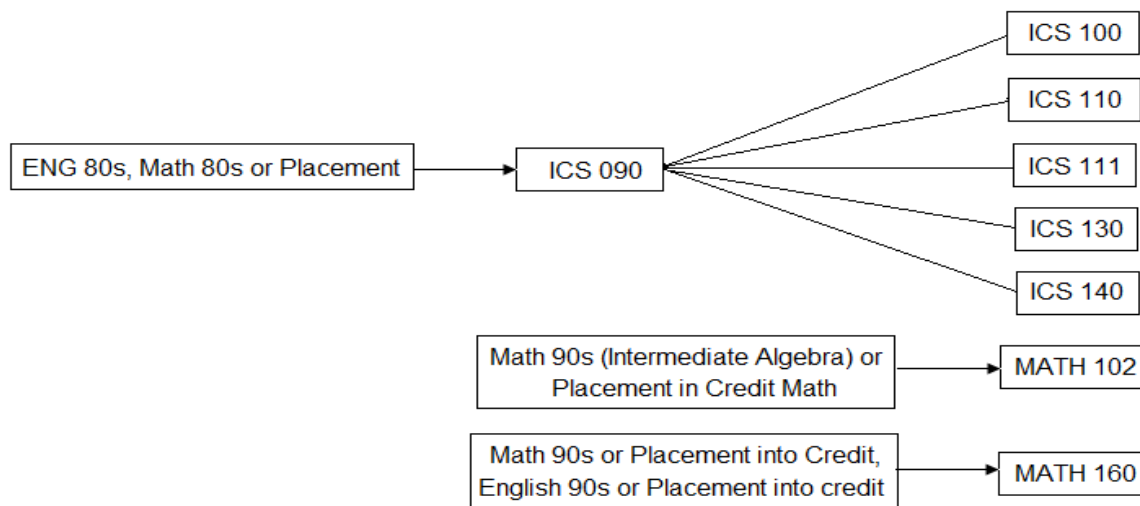
Connection to department mission:

By aligning with the department's mission of academic excellence, skill development, industry relevance, professional development, and collaboration, an IT Support Certificate program can enhance the department's reputation, attract students interested in IT support careers, and contribute to the overall success and impact of the department within the institution and the broader community.

Connection to Strategic Plan:

In the CMI Strategic Plan is **Goal 1: Student Achievement and Success**, which connects to the Certificate of Completion in IT Support Level 1 program, as it aims to equip students with the necessary skills and knowledge for entry-level IT roles. The IT Support program is designed to enhance student achievement by providing relevant academic and technical education, aligning with the strategic focus on student success outlined in the Plan. Additionally, the Strategic Plan's emphasis on **online and open learning (Goal 2)** relates to the IT Support program's potential for delivering content through hybrid or distance education, ensuring accessibility for a broader range of students.

Prerequisite map:



Pathway for Completion of Certificate of Completion in IT Support Level 1

Semester 1	Semester 2
ICS 100	ICS 130
ICS 110	ICS 140
ICS 111	MATH 160
MATH 102	

NOTE:

- 1) Only students that have completed this Certificate Level 1 can proceed to Level 2 Certificate. Thus, this Certificate Level 1 is a part/prerequisite of the Level 2 Certificate as pertaining to the prescribed programs.
- 2) ICS 090 is to be taken only by students who are going to pursue this certificate if they have not met the requirements for this certificate

Courses that are key to student progress and how students will be supported in them:

For this IT Support Certificate Level 1 program, all of the 100-level prescribed courses are important for student progress, since they are all core courses with no electives. These courses typically cover fundamental concepts and skills necessary for entry-level IT support roles with slight distinction in application and purposes.

Here are ways of student support that is vital for student progress:

- **Clarifying Concepts:** access to knowledgeable instructors or tutors, can help students clarify their doubts, understand difficult topics, and apply their knowledge effectively.
- **Individualized Assistance:** Each student has unique learning needs and strengths. Personalized student support can provide individual attention to students, address their specific challenges, and offer tailored guidance to overcome difficulties. This can significantly enhance the learning experience and progress of students in the program.
- **Motivation and Engagement:** A supportive learning environment can foster motivation and engagement among students. When students feel supported, they are more likely to remain motivated, actively participate in class activities, and persist through challenges. This positive atmosphere encourages them to make consistent progress in their studies.
- **Resource Accessibility:** Access to necessary learning resources is essential for student success; ensuring that students have access to relevant textbooks, online materials, software, and multimedia resources required to complete their coursework effectively.
- **Study Skills Development:** In addition to subject-specific knowledge, student will be supported through guidance on time management, effective study techniques, note-taking strategies, and exam preparation.

In summary, student support is instrumental in facilitating student progress in a Level 1 Certificate of IT-Support program. By providing clarifications, individualized assistance, motivation, resource accessibility,

study skills development, and emotional support, students can overcome challenges, enhance their learning experience, and make significant strides in their studies.

Intended post-graduation outcomes for students, such as career or transfer:

Completing a Level 1 Certificate program in IT Support can open up various post-graduation outcomes for students. While the specific opportunities may depend on factors such as individual skills, additional education, and market demand, here are some common intended outcomes for students of an IT Support Level 1 Certificate program:

Entry-Level IT Support Roles:

The Level 1 Certificate program equips students with foundational knowledge and skills required for entry-level positions in the IT support field. Graduates can pursue careers as IT help-desk, data operator, technical support specialist, computer user support specialist, network assistant, web developer, junior programmer, or IT support associate. These roles involve providing technical assistance, troubleshooting hardware and software issues, and resolving user problems.

Further Education:

The Level 1 Certificate program can serve as a stepping stone for students who wish to pursue additional education in the field of ICT & Computing. Graduates may choose to continue their studies by enrolling in higher-level certificate programs, associate degree programs, or bachelor's degree programs in areas such as computer science, information technology, information systems or network administration. Further education can enhance their knowledge and qualifications, opening up more advanced career opportunities.

Industry Certifications:

Many IT professionals benefit from obtaining industry-recognized certifications to validate their skills and enhance their employability. After completing a Level 1 Certificate program, students may choose to pursue certifications such as CompTIA A+, CompTIA Network+, Microsoft Certified Solutions Associate (MCSA), or Cisco Certified Network Associate (CCNA). These certifications can demonstrate their expertise in specific areas of IT support and increase their chances of securing desirable job roles.

Learning Outcomes

By the completion of this program, students should be able to:

Program Learning Outcome	Linked Institutional Student Learning Outcome (ISLO)	Explanation
1. Assemble and program a Computer System, connect a computer system to the internet.	<ul style="list-style-type: none"> The CMI graduate will have life-goals and will know how to use available resources to achieve those goals. The CMI graduate will use skills and knowledge to the economic, political, intellectual, social, and ethical benefit of local communities, the RMI, and the global community. 	Develop foundational knowledge and skills in using computers, including understanding hardware components, operating systems, and software applications.
2. To equip students with the knowledge and skills necessary to understand, design, develop, and manage information systems in various organizational contexts.	<ul style="list-style-type: none"> The CMI graduate will make innovative, informed, and responsible decisions based on evidence. The CMI graduate will use skills and knowledge to the economic, political, intellectual, social, and ethical benefit of local communities, the RMI, and the global community. 	<p>Demonstrate a comprehensive understanding of the fundamental concepts, theories, and principles related to information systems, including their role in organizations, the components of information systems, and the impact of technology on business processes.</p> <p>Analyze and evaluate the information requirements of organizations and propose effective information system solutions that align with business strategies, goals, and objectives.</p> <p>Apply critical thinking and problem-solving skills to identify, analyze, and resolve information system-related issues and challenges.</p>
3. Use a DBMS to store, analyze and manage data and information; and collaborate with other learners as managers of data and information.	<ul style="list-style-type: none"> The CMI graduate will have life-goals and will know how to use available resources to achieve those goals. The CMI graduate will be knowledgeable and respectful of his or her own culture and respect the cultures of others. The CMI graduate will use skills and knowledge to the economic, political, intellectual, social, and ethical benefit of local communities, the RMI, and the global community 	Explore the fundamentals of database concepts, including data organization, querying, and basic database management. Understand the role of databases in information storage and retrieval. Enhance communication and collaboration skills through activities such as group projects and teamwork. Develop effective communication strategies using digital tools.
4. Write programs to instruct computer systems to provide	<ul style="list-style-type: none"> The CMI graduate will use skills and knowledge to the economic, political, 	Introduce basic programming concepts and languages, such as variables, loops, conditionals, and

solutions to real life problems.	intellectual, social, and ethical benefit of local communities, the RMI, and the global community. <ul style="list-style-type: none"> The CMI graduate will make innovative, informed, and responsible decisions based on evidence. 	problem-solving techniques. Develop skills in writing simple programs and understanding program flow.
5.Design, Construct and Implement computer networks so that digital devices can communicate and share data/information with each other..	<ul style="list-style-type: none"> The CMI graduate will have life-goals and will know how to use available resources to achieve those goals. <ul style="list-style-type: none"> The CMI graduate will use skills and knowledge to the economic, political, intellectual, social, and ethical benefit of local communities, the RMI, and the global community 	Gain an understanding of computer networks, including network components, protocols, and configurations. Learn about local area networks (LANs) and wide area networks (WANs).

COURSE	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5
ICS090	I	I/P	I/P	I/P	I/P
ICS100				P/M	
ICS110			P/M		
ICS111	P				P/M
ICS130		P/M			
ICS140	M				

Does the program have any equity considerations that may not be present across the college?
none

How will the program support student equity and equitable attainment of outcomes?

Accessibility: *The program is accessible to all students with diverse backgrounds and abilities. This includes providing accommodations for students with disabilities, offering flexible learning options such as the use of digital, multimedia contents, and utilizing inclusive teaching materials and technologies such as LMS.*

Gender Equality/Equity Initiatives: *Encouraging female students to enroll in IT-Support courses is crucial for promoting gender diversity in the field. Here are some strategies to encourage and inspire female students to pursue IT-Support courses:*

- *Highlight career opportunities: Emphasize the wide range of career opportunities available in IT-Support. Showcase the growing demand for technical support professionals in various industries and the potential for career advancement.*
- *Showcase successful women in IT-Support: Share success stories of women who have excelled in IT-Support roles. Highlight their achievements, career paths, and the impact they have made in the industry. This can serve as inspiration and motivation for female students considering IT-Support careers.*

- *Utilize mentorship and networking opportunities.*
- *Encourage collaboration, provide resources and support, and address any gender biases or stereotypes that may exist.*
- *Engage with parents and educators by organizing information sessions or workshops specifically for them. Address any concerns or misconceptions they may have about IT-Support careers and provide resources to support their understanding.*
- *Celebrate achievements: Recognize and celebrate the achievements of female students in IT-Support. Highlight their successes through awards, newsletters, or local media to inspire other female students to consider enrolling in IT-Support courses.*

Outreach and Recruitment: *Actively promote the program to a wide range of students, including underrepresented groups, to ensure diversity and inclusion. Collaborate with schools, community organizations, and local businesses to reach out to students who may not have had previous exposure to IT education.*

Support Services: *Provide comprehensive support services to address the diverse needs of students. This may include academic advising, tutoring, mentoring programs, career counseling, and mental health support. These services can help students overcome challenges and stay on track to achieve their goals.*

Collaborative Learning: *A collaborative and inclusive learning environment where students can work together, share ideas, and learn from one another will be fostered; such as in group projects, discussions, and peer-to-peer learning activities. This can promote teamwork, build interpersonal skills, and create a sense of belonging among students.*

Ongoing Assessment: *Continuously assess the program's effectiveness in promoting equity and equitable outcomes. Collect data on student performance, retention rates, and student satisfaction to identify any disparities and implement targeted interventions to address them.*

Faculty Training: *Provide professional development opportunities for faculty members to enhance their understanding of equity, diversity, and inclusion in education. This can help them create an inclusive classroom environment, develop culturally responsive teaching practices, and address unconscious biases.*

These strategies can help create a more equitable learning environment and support students from diverse backgrounds in achieving their goals in an IT Level 1 certificate program. Regular evaluation and improvement of these initiatives will be crucial to ensure ongoing progress toward equitable outcomes.

Resources required

Human resources:

1 Instructor: *Qualified instructor with expertise in ICT and computing would be responsible for delivering lectures, leading lab and practical sessions, and assessing student performance.*

Physical resources:

Workshop and Physical Storage: *Adequate workshop and storage space is needed for networking and computer systems practical, and for securely storing and organizing materials, equipment, and supplies, of the size of a standard classroom.*

Computer Systems & Peripherals for Practical:

5 Desktop PCs with at least 2 UPS), PC speakers (for Desktop units), Network Copier/Printer/Scanner, 3 Network switches/routers/hubs, network cables and fittings for PCs and routers.

Technical resources:

Software, Applications and SDKs (Specific development tools, software development kits, and frameworks as specified in the course outlines):

- Dev C++ 5.0 (Open Source C/C++ IDE for Windows),
- Cisco Packet Tracer,
- MS Windows 10/11,
- MS Office 2021,
- Linux OS (Red Hat or any available version),
- Utilities (Antivirus, Doc Readers, Media Player.

Library and learning support resources:

Books and Reference Materials (Recommended textbooks prescribed in the course outlines):

- O'Leary T. J. O'Leary L. I. & O'Leary D. A. (2019). **Computing Essentials: Making it work for you 2019**. McGraw. ISBN-13: 978-1260098563
- Lambert, J., & Frye, C. (2022). **Microsoft Office Step by Step (Office 2021 and Microsoft 365)**. Microsoft Press. ISBN-13: 978-0137544769
- Tech Demystified. (2021). **MICROSOFT ACCESS 2021: The Concise Microsoft Access A-Z Mastery Guide for All Users**. Independently published. ISBN-13: 979-8450008790
- Horstmann C. S. (2012). **C++ for Everyone**. Wiley. ISBN-13: 978-0470927137
- Meloni, J. C. (2011). **Sams Teach Yourself HTML, CSS and JavaScript All in One (1st ed.)**. Indianapolis, Indiana, USA 46240: Sams Publishing. ISBN-13: 978-0672333323
- Lowe, D. (2016). **Networking All-in-One for Dummies®** (6th ed.). Hoboken, New Jersey; John Wiley & Sons, Inc. ISBN: 978-1-119-15472-3
- Stair R., Reynolds G. (2018). **Fundamentals of Information Systems** (9th ed.). Boston, MA 02210, USA; CENGAGE Learning. ISBN: 9780357687024
- Schmidt C. A., Lee C. A. (2023). **Complete A+ Guide to IT Hardware and Software (9th ed.)**. Pearson Education, Inc. ISBN-13: 978-0-13-767044-4

COLLEGE OF THE MARSHALL ISLANDS

Certificate of Completion in IT Support Level 1
Program Sheet – Effective Semester Year

Name _____

 Last Name First Name Middle

Date of Birth _____ High School _____

Date of Graduation _____ Matriculation _____ Student ID # _____

Contact # _____ E-mail _____

Program Requirements (27 credits)							Term	Grade	Credits
Mathematics (7 credits)									
MATH 102 Survey of Mathematics									3
MATH 160 Elementary Statistics									4
Technology (24 credits)									
ICS 100 Fundamental Concepts of Programming									4
ICS 110 Introduction to Website Design & Development									4
ICS 111 Introduction to Computer Networks									4
ICS 130 Introduction to Information Systems									4
ICS 140 Computer System: A practical approach									4
Total Credits									27 Credits
Approved: Date _____									

CC Approved: July 31, 2024

Certificate Of Completion

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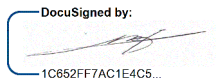
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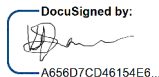
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Va Savu

vsavu@cmi.edu

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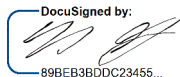
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Dr. Elizabeth Switaj

eswitaj@cmi.edu

Vice President for Academic and Student Affairs

College of the Marshall Islands

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