CALIFORNIA COMMUNITY COLLEGES

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PROGRAM APPROVAL APPLICATION
NEW or SUBSTANTIAL CHANGE or LOCALLY APPROVED
(This application may not exceed 3 pages)

Fill In Form

Computer User Support Specialist
Proposed Program Title

Fall 2018
Projected Program Start Date

El Camino College
College

El Camino Community College District
District

Contact Information

Dr. Virginia Rapp
Voting Member

Dean
Title

310-660-3770
Phone Number

vrapp@elcamino.edu
Email

Goal(s) of Program (Check all that apply):

☒ Career Technical Education (CTE)   ☐ Transfer   ☐ Other

Type of Program (Check all that apply):

☐ Certificate of Achievement 12-17 (or 17-27 quarter) units   ☒ Certificate of Achievement 18+ semester (or 27+ quarter) units

☐ Associate of Science Degree   ☐ Associate of Arts Degree

Reason for Approval Request (Check One):

☒ New Program   ☐ Substantial Change   ☐ Locally Approved

Program Information

0708-20   Recommended Taxonomy of Program (TOP) Code

_____   Units for Major-Degree

_____   Total Units for Degree

19   Required Units-Certificate

Written Form

1. **Insert the description of the program as it will appear in the catalog. (See PCAH pp. 142 and 170)**

   The Computer User Support Specialist Certificate of Achievement is designed for students who wish to learn the essential skills to become a Computer User Support Specialist in any industry. The certificate focuses on developing both the technical skills and the interpersonal skills needed to be successful in a computer support position for a variety of platforms, including the desktop, web, and mobile environments. Upon completion of all required courses, students will have the basic skills to compete for entry level positions as Helpdesk Support Specialists, and will be able use up-to-date technology and support techniques currently used by many computer support professionals to analyze business situations and devise appropriate solutions to solve a variety of computer issues.

Revised Monday, March 06, 2017

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2. **Provide a brief rationale for the program.**

The Computer User Support Specialist Certificate of Achievement is aimed at preparing students with in-demand technical skills through a wide-ranging understanding of various computer support functions and preparing both entry-level and advanced students with the skills and knowledge needed to seek and obtain entry-level positions as a Computer User Support Specialist in any industry.

This certificate provides students with the knowledge and skills for a thorough understanding of computer user support with a focus on computer fundamentals, technical support, issue resolution, communication skills, and other technical aspects of computer support. It also promotes the development and use of curriculum that fosters creative and analytical thinking, along with problem solving skills in alignment with the institutional learning outcomes.

Upon consultation with the CIS Advisory Board, the CIS faculty analyzed the current CIS course offerings, degrees, and certificates to understand what industries are looking for and to assess the appropriateness of the course offerings in relation to the current job market. As a result of the recommendations from the CIS Advisory Board, the faculty re-evaluated the CIS courses, degrees, and certificates. It was decided to revive the Helpdesk program, and based on strong recommendations from the CIS Advisory board, coupled with extensive research by the CIS faculty, develop the new Computer User Support Specialist Certificate of Achievement to meet the needs and demands of the current and forecasted business market and the IT workplace.

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3. **Summarize the Labor Market Information (LMI) and employment outlook (including citation for the source of the data) for students exiting the program. (See PCAH pp. 85-88, 136, 147, 148, 165, 168, and 176)**

Data from the United States Department of Labor Bureau of Labor Statistics indicates that the forecasted national percentage increases from 2014 through 2024 for all jobs is 7%. For the same timeframe, the forecasted job growth in the specific area of Computer User Support Specialist is 13% with median annual salary of $48,620; Computer Network Support Specialist is 8% with median annual salary of $62,250 and Computer Support Specialist is 12% with median annual salary of $51,470 (https://www.bls.gov/ooh/computer-and-information-technology/computer-support-specialists.htm). All in all, according to the U.S. Bureau of Labor Statistics, the employment of Computer Support Specialists is projected to grow significantly through 2024 as greater reliance on computer systems in organizations throughout the economy will lead to increased demand for employees with a strong background in computer support along with business and people skills

Job demand is strong as the state of California is forecasting 6,540 new jobs each and every year throughout 2024 in the occupational category of Computer Support. For the job title of Computer User Support Specialists (SOC code 151151), the positions are projected to be 2,330. Job growth is the strongest in this particular SOC code (35.6%). County of Los Angeles is forecasting 1,055 new jobs each and every year throughout 2024 in the occupational category of Computer Support. For the job title of Computer User Support Specialists (SOC code 151151), the positions are projected to be 455. Job growth is the strongest in this particular SOC code (43.1%). The state's need for IT professionals mirrors that of Los Angeles County (http://www.labormarketinfo.edd.ca.gov/commcolleges/Projections.asp). According to the Chancellors Office Data Mart, in 2015-2016, there were a total of 86 regional completions among the Los Angeles County Community Colleges in TOP code 0708 (Computer Infrastructure and Support). With a projected 455 annual openings in Los Angeles County, this would result in a Net Annual Labor Demand of 369 jobs.

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4. **List similar programs at other colleges in the Los Angeles and Orange County Region which may be adversely impacted. (There is space for 10 listings, if you need more, please contact laocrc@rsccd.edu)**

College	Program	Who You Contacted	Outcome of Contact
Glendale Community College	Computer Support Technician	Jan Swinton	Pending
Pasadena City College	IT Support	Rocco Cifone	Pending
Long Beach City College	Customer Support	Melissa Infusino	Pending
Santa Ana College	Help Desk	Bart Hoffman	Pending

5. **List all courses required for program completion, including core requirements, restricted electives and prerequisites. (There is space for 20 listings, if you need more, please contact laocrc@rsccd.edu). (See PCAH pp. 143 and 171)**

Courses	Course Number	Course Title	Units
Computer Information Systems	CIS-13	Computer Information Systems	3
Computer Information Systems	CIS-28	Database Management Using Microsoft Access	3
Computer Information Systems	CIS-40	Personal Computer Support and Networking	3
Computer Information Systems	CIS-11	Helpdesk Operations	3
Business	BUS-29	Oral Business Communications	3
Business	BUS-60A	Microcomputer Keyboarding	1
Business	BUS-28	Written Business Communications	3

6. **Include any other information you would like to share.**

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