

# COMPUTER REPAIR, INFORMATION AND COMMUNICATION TECHNOLOGY (TECHNICAL CERTIFICATE)

Award: Technical Certificate

Program of Study: Information and Communication Technology

Specialization: Computer Repair

Program Code: 1144

## About This Program . . .

Upon completion of the computer repair technician program, students will have the knowledge and skills to ensure the most secure and up-to-date IT infrastructure is in place for an organization or a client. Students will assemble and disassemble computers, manage the assessment, installation, maintenance, and repair of computers, utilizing networks as needed. A person in this role must be skilled in a variety of computer operating systems and utilize network functions. Computer repair technicians may work for an organization, specific clients, or a repair shop. The most common certifications for this skill level are the COMPTIA A+ and Network+ Certifications.

For more information on what you can do with this major, visit CMU Tech's [Programs of Study](#) page.

All CMU/CMU Tech technical certificate graduates are expected to demonstrate proficiency in specialized knowledge/applied learning, communication fluency, and critical thinking. In addition to these campus-wide student learning outcomes, graduates of this major will be able to:

- Apply business communication using listening, verbal and written, and electronic forms that are needed for information technology entry level employment. (Communication Fluency)
- Apply Mathematical concepts to meet information technology employment requirements. (Quantitative Fluency)
- Utilize terminology, symbols, business practices, and principles and application of associated technical information technology skills. (Specialized Knowledge and Applied Learning)
- Demonstrate ethical, civic, and work place responsibility as part of information technology professional behavior. (Specialized Knowledge)

## Requirements

Each section below contains details about the requirements for this program. Select a header to expand the information/requirements for that particular section of the program's requirements.

To print or save an overview of this program's information, including the program description, learning outcomes, requirements, suggested course sequencing (if applicable), and advising and graduation information, scroll to the bottom of the left-hand navigation menu and select "Print Options." This will give you the options to either "Send Page to Printer" or "Download PDF of This Page." The "Download PDF of This Page" option

prepares a much more concise presentation of all program information. The PDF is also printable and may be preferable due to its brevity.

## Institutional Certificate Requirements

The following institutional requirements apply to all CMU or CMU Tech Technical Certificates. Specific programs may have different requirements that must be met in addition to institutional requirements.

- Consists of 5-59 semester hours.
- Consists of 100-200 level courses.
- At least fifty percent of the credit hours must be taken at CMU/CMU Tech.
- 2.00 cumulative GPA or higher in all CMU/CMU Tech coursework.
- A grade lower than "C" will not be counted toward meeting the requirements.
- A course may only be used to fulfill one requirement for each degree/certificate.
- Non-traditional credit, such as advanced placement, credit by examination, credit for prior learning, cooperative education and internships, cannot exceed twenty-five percent of the semester credit hours required for a technical certificate.
- Pre-collegiate courses (usually numbered below 100) cannot be used for graduation.
- Capstone exit assessment/projects (e.g., Major Field Achievement Test) requirements are identified under Program-Specific Certificate Requirements.
- The Catalog Year determines which program sheet and certificate requirements a student must fulfill in order to graduate. Visit with your advisor or academic department to determine which catalog year and program requirements you should follow.
- See "Requirements for Undergraduate Degrees and Certificates" in the catalog for a complete list of graduation requirements.

## Specific to this degree:

- 16 semester hours required for Technical Certificate in Information and Communication Technology: Computer Repair.

## Program Specific Certificate Requirements

(16 semester hours)

Code	Title	Semester Credit Hours
<b>Required Courses</b>		
MATH 108	Technical Mathematics	4
ABUS 160	Introduction to Customer Service	3
ABUS 257	Managing Office Technology I	3
TECI 120	A+ Certification Preparation	3
TECI 132	Introduction to IT Hardware and System Software	3
<b>Total Semester Credit Hours</b>		<b>16</b>

## Suggested Course Plan

First Year		Semester Credit Hours
Fall Semester		
MATH 108	Technical Mathematics	4
ABUS 160	Introduction to Customer Service	3
ABUS 257	Managing Office Technology I	3
TECI 120	A+ Certification Preparation	3
TECI 132	Introduction to IT Hardware and System Software	3
<b>Semester Credit Hours</b>		<b>16</b>
<b>Total Semester Credit Hours</b>		<b>16</b>

## Advising and Graduation

### Advising Process and DegreeWorks

Documentation on the pages related to this program is intended for informational purposes to help determine what courses and associated requirements are needed to earn a certificate. Some courses are critical to complete in specific semesters while others may be moved around. Meeting with an academic advisor is essential in planning courses and discussing the suggested course sequencing. It is ultimately the student's responsibility to understand and fulfill the requirements for their intended certificate.

DegreeWorks is an online degree audit tool available in MAVzone. It is the official record used by the Registrar's Office to evaluate progress towards a certificate and determine eligibility for graduation. Students are responsible for reviewing their DegreeWorks audit on a regular basis and should discuss questions or concerns with their advisor or academic department head. Discrepancies in requirements should be reported to the Registrar's Office.

## Graduation Process

Students must complete the following in the first two months of the semester prior to completing their certificate requirements (for one-semester certificates, complete in the first week of class):

- Review their DegreeWorks audit and create a plan that outlines how unmet requirements will be met in the final semester.
- Meet with their advisor and modify their plan as needed. The advisor must approve the final plan.
- Submit the "Intent to Graduate" form to the Registrar's Office to officially declare the intended graduation date and commencement ceremony plans.
- Register for all needed courses and complete all requirements for each degree sought.

Submission deadlines and commencement details can be found on the [Graduation](#) web page.

If a student's petition for graduation is denied, it will be their responsibility to apply for graduation in a subsequent semester. A student's "Intent to Graduate" does not automatically move to a later graduation date.