

## CERTIFICATE IN COMPTIA A+ (CCA+)

(Please see the *Undergraduate Program Offerings by Campus* chart in the catalog or on the Herzing Website at [www.herzing.edu/career-programs/downloads](http://www.herzing.edu/career-programs/downloads) for a list of Herzing campuses offering this program.)

### PROGRAM DESCRIPTION

This program provides the student with a comprehensive overview of computer office applications, computer architecture, computer troubleshooting, and computer repair skills. This program also prepares the student to take the examinations necessary to achieve the CompTIA A+ certification.

### PROGRAM OUTCOMES

Upon completion of this program, the student should be able to:

1. Demonstrate proficiency using office productivity software including operating systems, browsers, word processing, spreadsheets, e-mail, and presentation software.
2. Understand the function and purpose of computer components and peripheral hardware and software.
3. Use the knowledge gained to troubleshoot and repair computers and computer peripherals.
4. Pass the examinations leading to the CompTIA A+ certification.

### SPECIAL ADMISSION REQUIREMENTS

Applicants must pass a computer skills test administered by the campus Admissions Department before enrolling in this certificate program.

### POTENTIAL OCCUPATIONAL TITLES

Potential occupational titles for this program include, but are not limited to, computer network support specialist.

### PROGRAM CONTENT

A minimum of 16.00 semester credit hours is required for graduation.

### REQUIRED COURSES

All courses, 16.00 semester credit hours, are required.

Course Number	Course Name	Prerequisites/Corequisites	Semester Credit Hours
IS 112	Computer Networks *	None	4.00
IS 185	Computer Architecture and Trouble Shooting I *	None	4.00
IS 186	Computer Architecture and Trouble Shooting II *	IS 185	4.00
IT 231	CompTIA A+ Competency Workshop *	IS 102 and IS 186	4.00

\* For ease of scheduling, 4-credit courses may be divided into two 2-credit courses with part of the course being covered in an online web "W" section and the other part of the course being covered in a lab "L" section (i.e., IS 112W and IS 112L).