

## Official Program Outline



**HERZING**  
— UNIVERSITY —

### **Associate of Science in Information Technology/Associate of Applied Science in Information Technology**

#### **Program Description**

The Associate of Science in Information Technology is designed to prepare students for entry-level roles in IT support. This program provides a comprehensive foundation in essential IT skills, including hardware and software troubleshooting, networking, customer support, and cybersecurity. Students will engage in both theoretical learning and practical, hands-on experiences to develop the ability to efficiently resolve technical issues and provide exceptional support to end-users. This program is ideal for individuals aiming to start a career in IT support, as well as those looking to enhance their technical skills and knowledge for better job prospects in the technology industry.

Coursework in this program provides a foundation for select industry certifications. These certifications enhance employment opportunities but are not a state specific requirement.

#### **Program Outcomes**

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

1. Resolve common problems related to computer hardware, software applications, and operating systems.
2. Demonstrate strong communication and interpersonal skills to assist end-users in resolving technical issues and improving their understanding of IT systems.
3. Apply basic networking concepts to set up, configure, and maintain network connections and troubleshoot common network problems.
4. Identify potential security threats and implement standard cybersecurity practices to protect information systems and data.
5. Employ various tools and software used in technical support environments for diagnostics, remote support, and system monitoring.

#### **Program Content**

A minimum of 60.00 semester credit hours is required for graduation.

#### **Required Courses**

All courses, 25.00 semester credit hours, are required.

<b>Course Number and Name</b>	<b>Prerequisites/Corequisites</b>	<b>Semester Credit Hours</b>
IT 101 MicroComputer Organization	None	3.00
IT 105 Computer Architecture	None	3.00
IT 110 Computer Operating Systems	None	3.00
IT 115 Network Fundamentals	IT 101 MicroComputer Organization	3.00
IT 204 Linux System Administration	None	4.00
IT 210 Enterprise Network Engineering or IT 500 Network Engineering	IT 115 Network Fundamentals or None	3.00
IT 215 Programming in Python	IT 101 MicroComputer Organization	3.00
IT 220 Database Management Systems	IT 101 MicroComputer Organization	3.00

### Open Elective Courses

A minimum of 9.00 semester credit hours is required.

### Required Courses in General Education

Students enrolled in this bachelor's degree must complete a minimum of 24.00 semester credit hours in general education distributed among the following disciplines. Refer to the General Education section of the catalog for specific information about courses within each discipline. Courses transferred from other accredited colleges may also be used to meet these requirements.

- EN 104 English Composition I, Semester Credit Hours: 3.00
- EN 111 Information Literacy, Semester Credit Hours: 3.00
- EN 116 Speech, Semester Credit Hours: 3.00
- HU 140 Cultural Diversity, Semester Credit Hours: 3.00
- HU 240 Introduction to Humanities, Semester Credit Hours: 3.00
- MA 109 College Algebra, Semester Credit Hours: 3.00
- SC 270 Environmental Literacy, Semester Credit Hours: 3.00
- PS 101 Psychology, Semester Credit Hours: 3.00

### Personal and Professional Development Courses

All courses, 2.00 semester credit hours, are required.

Course Number and Name	Prerequisites/Corequisites	Semester Credit Hours
PD 121 Professional Development I	None	1.00
PD 202 Professional Development II	None	1.00

<b>Distribution of Contact Hours by Course</b>				
<b>Course</b>	<b>Lecture Hours</b>	<b>Internship Hours</b>	<b>Total Contact Hours</b>	<b>Credits</b>
IT 101	45.00	0.00	45.00	3.00
IT 105	45.00	0.00	45.00	3.00
IT 110	45.00	0.00	45.00	3.00
IT 115	45.00	0.00	45.00	3.00
IT 204	60.00	0.00	60.00	4.00
IT 210	45.00	0.00	45.00	3.00
IT 215	45.00	0.00	45.00	3.00
IT 220	45.00	0.00	45.00	3.00
PD 121	15.00	0.00	15.00	1.00
PD 202	15.00	0.00	15.00	1.00
Electives	135.00	0.00	135.00	9.00
Gen Ed - Communications	135.00	0.00	135.00	9.00
Gen Ed – Humanities	90.00	0.00	90.00	6.00
Gen Ed – Mathematics	45.00	0.00	45.00	3.00
Gen Ed - Science	45.00	0.00	45.00	3.00
Gen Ed – Social and Behavioral Sciences	45.00	0.00	45.00	3.00
<b>Totals</b>	<b>900.00</b>	<b>0.00</b>	<b>900.00</b>	<b>60.00</b>