

Northwestern Michigan College Computer Support Specialist Certificate

Program Learning Outcomes Map (Fall 2022)



Course #	PLO1 (WP)			PLO2 (SS)			PLO3 (Pres)			PLO4 (Hdw)			PLO5 (Net)			PLO6 (Sec)			PLO7 (CC)			PLO8 (PM)			PL9 (Eth)			PL10 (Com)			Certification Options *	GenEd Outcomes				
	I	D	M	I	D	M	I	D	M	I	D	M	I	D	M	I	D	M	I	D	M	I	D	M	I	D	M	I	D	M		Comm.	Critical Thinking	Quantitative Reasoning		
BUS 105																																				X
BUS 155																																				X
BUS 231																																				X
CIT 119																																				
CIT 122A																																				
CIT 124																																				
CIT 156																																				
CIT 157																																				
CIT 210																																				
CIT 213																																				
CIT 240																																				
CIT 243																																				
CIT 292																																				
ENG 220																																				X
MKT 208																																				X
PHL 105																																				X

Program Learning Outcomes

- 1 **Word Processing (WP)** -Use word processing skills to solve business problems.
- 2 **Spreadsheets (SS)** - Use spreadsheet skills to solve business problems.
- 3 **Presentations (Pres)** -Use presentation skills to solve business problems.
- 4 **Hardware (Hdw)** -Use standard processes, tools, and skills to perform computer hardware maintenance and repair
- 5 **Networking (Net)** - Utilize standard processes, tools, and skills required to implement and administer Local and Wide Area Networks.
- 6 **Security (Sec)** - Utilize standard processes, tools, and skills required to secure systems, end-devices, and networks
- 7 **Cloud Computing (CC)** - Utilize standard processes, tools, and skills required to implement and administer Cloud Computing Systems
- 8 **Project Mgmt (PM)** -Employ common industry tools and techniques for project management.
- 9 **Ethics (Eth)** - Demonstrate professional and ethical characteristics
- 10 **Communication (COM)** - Cmmunicate effectively both written and oral.

* Some certifications are required in the course, and others are optional.

Key	
I	= Introduce
D	= Develop
M	= Master