

Program Overview – Help Desk Technician

MCC’s Help Desk Technician prepares students for entry-level positions in computer support. Students will learn about operating systems, networking, hardware as well as have elective options in business and light programming. This curriculum provides a well-rounded background for computer support personnel – skills that today’s employers are looking for in computer support people:

- A logical thought process
- Attention to detail
- The ability to communicate using non-computer terms

- The ability to work in small groups
- The ability to meet deadlines and work under pressure
- Good communication skills, dependability, reliability, and the willingness to work as part of a team

For more information, visit: www.mchenry.edu/helpdesk/tech

The primary purpose of an Associate in Applied Science degree is to prepare students for employment. The AAS degree is not designed specifically for transfer; however, there are opportunities to apply some coursework or the whole degree to a bachelor’s degree program. For more information, see an academic advisor and the department chair.

Requirements for the Associate in Applied Science (AAS) in Help Desk Technician

Curriculum: OCC 120	Credit Hours		
General Education Core			
Communications 2 courses	6	(3) ENG 105 Technical Communications (3) ENG 151 Composition I	(3) ENG 152 Composition II (3) SPE 151 Intro to Speech
Humanities & Fine Arts 1 course	3	Humanities <i>Select from the following prefixes or course numbers:</i> ENG (does not include: 105, 151, 152, 088-099) FRE GER (3) JRN 152 Intro to Mass Communication (3) JRN 155 Media News Writing (3) JRN 165 Intro to Broadcasting (3) JRN 170 Media Feature Writing PHI (4) SPA 151 Elementary Spanish I (4) SPA 152 Elementary Spanish II (4) SPA 251 Intermediate Spanish I (4) SPA 252 Intermediate Spanish II (3) SPE 155 Interpersonal Communication (3) SPE 161 Small Group Communication	Humanities cont’d. (3) SPE 251 Intercultural Communication (3) SPE 265 Fundamentals of Oral Interpretation Fine Arts <i>Select from the following prefixes or course numbers:</i> ART (does not include: 166, 190, 290, 299) (3) AET 141 Interior Design I (3) AET 142 History of Interiors (3) AET 241 Interior Design II (3) DGM 168 Computer Art I (3) GRA 167 Graphic Design I (3) JRN 180 Intro to Film MUS (does not include: 100, 104, 111, 160, 161, 162, 201-218) THE
Mathematics or Physical Sciences or Life Sciences 1 course	3	Mathematics <i>Select from the following prefixes or course numbers:</i> MAT (100-level or above) Sciences <i>Select from the following prefixes or course numbers:</i> BIO	Sciences cont’d. CHM EAS (4) GEG 107 Physical Geography (3) GEG 123 Energy Resources (3) GEG 220 The Global Environment GEL (4) HRT 103 Intro to Plant Science (4) HRT 105 Intro to Soil Science PHY
Social and Behavioral Sciences 1 course	3	<i>Select from the following prefixes or course numbers:</i> ANT ECO (3) GEG 202 Geog. of Developed World (3) GEG 203 Geog. of Developing World (3) GEG 204 Economic Geography	HIS PLT PSY SOC
Business Core	9	(3) BUS 150 Intro to Business (3) BUS 155 Business Communication (3) MGT 150 Principles of Management	

Computer Information Systems Core	25	(3) CDM 110 Computer Literacy for Windows or (3) CDM 111 Computer Literacy for Mac (2) CDM 120 Computer Ethics (4) CDM 145 A+ Certification Prep (3) NET 110 Network + Certification Prep	(3) NET 145 Unix System Administration (4) NET 151 Advanced Windows Workstation (3) PRG 105 Programming Logic (3) WEB 105 Web Fundamentals
Electives	11	Choose courses from catalog with prefix BUS, CDM, DBM, DGM, MGT, NET, or PRG	
Total Degree Credits	60		

Other AAS Graduation Requirements:

- 2.0 minimum cumulative GPA at MCC upon completion of program
- 15 semester hours of program-specific coursework taken at MCC

- Completion of graduation application
- Completion of end-of-program assessment as directed by this department

For more information, contact the department chair: (815) 455-8732.

Program Overview – Network Security

The Network Security Program will prepare students in the areas of IT networking and security. Students will develop a comprehensive understanding of networking protocols and security concepts. Students will also develop key skills in multiple areas of networking: service setup and maintenance; workstations; protocols; hardware; ethics; and security.

This program will prepare students for entry-level positions in the computer networking security field. This program will prepare individuals to become Network Administrators, Network Support Specialists, Security Specialists, Penetration Testers or Security Analysts.

One unique aspect of this program is that it incorporates preparatory work for professional certification tests. These professional certifications are from Cisco, Comp TIA, and Microsoft.

The program emphasizes additional skills that today's employer is seeking: people with good communication skills, dependability, reliability and the willingness to work as part of a team.

For more information, visit: www.mchenry.edu/networksecurity

The primary purpose of an Associate in Applied Science degree is to prepare students for employment. The AAS degree is not designed specifically for transfer; however, there are opportunities to apply some coursework or the whole degree to a bachelor's degree program. For more information, see an academic advisor and the department chair.

Requirements for the Associate in Applied Science (AAS) in Network Security

Curriculum: OCC 1282	Credit Hours		
General Education Core			
Communications 2 courses	6	(3) ENG 105 Technical Communications (3) ENG 151 Composition I	(3) ENG 152 Composition II (3) SPE 151 Intro to Speech
Humanities & Fine Arts 1 course	3	Humanities <i>Select from the following prefixes or course numbers:</i> ENG (does not include: 105, 151, 152, 088-099) FRE GER (3) JRN 152 Intro to Mass Communication (3) JRN 155 Media News Writing (3) JRN 165 Intro to Broadcasting (3) JRN 170 Media Feature Writing PHI (4) SPA 151 Elementary Spanish I (4) SPA 152 Elementary Spanish II (4) SPA 251 Intermediate Spanish I (4) SPA 252 Intermediate Spanish II (3) SPE 155 Interpersonal Communication (3) SPE 161 Small Group Communication	Humanities cont'd. (3) SPE 251 Intercultural Communication (3) SPE 265 Fundamentals of Oral Interpretation Fine Arts <i>Select from the following prefixes or course numbers:</i> ART (does not include: 166, 190, 290, 299) (3) AET 141 Interior Design I (3) AET 142 History of Interiors (3) AET 241 Interior Design II (3) DGM 168 Computer Art I (3) GRA 167 Graphic Design I (3) JRN 180 Intro to Film MUS (does not include: 100, 104, 111, 160, 161, 162, 201-218) THE
Mathematics or Physical Science or Life Sciences 1 course	3	Mathematics <i>Select from the following prefixes or course numbers:</i> MAT (100-level or above) Sciences <i>Select from the following prefixes or course numbers:</i> BIO	Sciences cont'd. CHM EAS (4) GEG 107 Physical Geography (3) GEG 123 Energy Resources (3) GEG 220 The Global Environment GEL (4) HRT 103 Intro to Plant Science (4) HRT 105 Intro to Soil Science PHY
Social and Behavioral Sciences 1 course	3	<i>Select from the following prefixes or course numbers:</i> ANT ECO (3) GEG 202 Geog. of Developed World (3) GEG 203 Geog. of Developing World	(3) GEG 204 Economic Geography HIS PLT PSY SOC
Program Core	46	(3) BUS 150 Intro to Business (3) MGT 150 Principles of Management (3) CDM 110 Computer Literacy for Windows or (3) CDM 111 Computer Literacy for Mac (2) CDM 120 Computer Ethics (2) CDM 130 Windows Operating Systems (4) CDM 145 A+ Certification Prep	(3) NET 110 Network+ Certification Prep (2) NET 140 Linux Operating Systems (4) NET 151 Advanced Windows Workstation (4) NET 152 Advanced Windows Server (4) NET 183 Security + Certification Prep (4) NET 185 Ethical Hacking (4) NET 251 Windows Network Infrastructure (4) NET 252 Directory Services Infrastructure
Program Electives	5	(3) AOM 132 Database Systems I (2) CDM 140 Computer Hardware Basics (1-2) CDM 250 Internship in CDM	(3) NET 145 UNIX System Administration (2) NET 180 Computer Security Awareness (3) WEB 105 Web Fundamentals
Total Degree Credits	66		

Other AAS Graduation Requirements:

- 2.0 minimum cumulative GPA at MCC upon completion of program
- 15 semester hours of program-specific coursework taken at MCC
- Completion of graduation application

- Completion of end-of-program assessment as directed by this department

**For more information, contact the department chair:
(815) 455-8732.**

Requirements for the Computer Skills Certificate

Curriculum: OCC 124	Credit Hours		
Program Core	20	(3) AOM 120 Word Processing I (2) AOM 130 Presentation Software (3) AOM 131 Spreadsheet Applications I (3) AOM 132 Database Systems I	(3) CDM 110 Computer Literacy for Windows or (3) CDM 111 Computer Literacy for Mac (2) CDM 130 Windows Operating Systems (2) CDM 140 Computer Hardware Basics (2) NET 180 Computer Security Awareness
Total Certificate Credits	20		

For more information, visit: www.mchenry.edu/computerskills

Requirements for the Advanced Computer Skills Certificate

Curriculum: OCC 125	Credit Hours		
Computer Skills Certificate	20	(3) AOM 120 Word Processing I (2) AOM 130 Presentation Software (3) AOM 131 Spreadsheet Applications I (3) AOM 132 Database Systems I	(3) CDM 110 Computer Literacy for Windows or (3) CDM 111 Computer Literacy for Mac (2) CDM 130 Windows Operating Systems (2) CDM 140 Computer Hardware Basics (2) NET 180 Computer Security Awareness
Program Electives	9	(3) AOM 122 Word Processing II (3) AOM 231 Spreadsheet Applications II (3) AOM 232 Database Systems II	(2) CDM 120 Computer Ethics (3) NET 110 Network+ Certification Prep (3) PRG 105 Programming Logic (3) WEB 105 Web Fundamentals
Total Certificate Credits	29		

For more information, visit: www.mchenry.edu/computerskillsadv

Requirements for the Cyber Security Certificate

Curriculum: OCC 1284	Credit Hours		
Program Core	22	(3) CDM 110 Computer Literacy for Windows or (3) CDM 111 Computer Literacy for Mac (2) CDM 120 Computer Ethics (2) CDM 130 Windows Operating Systems	(3) NET 110 Network+ Certification Prep (2) NET 140 Linux Operating Systems (2) NET 180 Computer Security Awareness (4) NET 183 Security + Certification Prep (4) NET 185 Ethical Hacking
Total Certificate Credits	22		

For more information, visit: www.mchenry.edu/cybersecurity

Requirements for the Geek Technology Certificate

Curriculum: OCC 1285	Credit Hours		
Program Core	24	(3) CDM 110 Computer Literacy for Windows or (3) CDM 111 Computer Literacy for Mac (2) CDM 130 Windows Operating Systems (2) CDM 140 Computer Hardware Basics (4) CDM 145 A+ Certification Prep	(3) NET 110 Network+ Certification Prep (4) NET 151 Advanced Windows Workstation (3) SPE 155 Interpersonal Communications (3) WEB 105 Web Fundamentals
Total Certificate Credits	24		

For more information, visit: www.mchenry.edu/geektech

Requirements for the Help Desk Certificate

Curriculum: OCC 123	Credit Hours		
Program Core	22	(2) NET 180 Computer Security Awareness (3) CDM 110 Computer Literacy for Windows or (3) CDM 111 Computer Literacy for Mac (2) CDM 130 Windows Operating Systems	(2) CDM 140 Computer Hardware Basics (4) CDM 145 A+ Certification Prep (3) NET 110 Network+ Certification Prep (3) SPE 155 Interpersonal Communication (3) WEB 105 Web Fundamentals
Program Electives 4 credit hours	8-9	(1) CDM 250 Internship in CDM (1-4) CDM 290 Topics in CDM (4) NET 151 Advanced Windows Workstation	(4) NET 152 Advanced Windows Server (2) NET 180 Computer Security Awareness (3) PRG 105 Programming Logic
Total Certificate Credits	30-31		

For more information, visit: www.mchenry.edu/helpdesk

Requirements for the Networking Specialist Certificate

Curriculum: OCC 1281	Credit Hours		
Program Core	18	(3) CDM 110 Computer Literacy for Windows or (3) CDM 111 Computer Literacy for Mac (2) CDM 130 Windows Operating Systems	(2) CDM 140 Computer Hardware Basics (3) NET 110 Network+ Certification Prep (4) NET 151 Advanced Windows Workstation (4) NET 152 Advanced Windows Server
Program Electives 8-9 credit hours	8-9	(2) CDM 120 Computer Ethics (2) NET 140 Linux Operating Systems (4) NET 183 Security + Certification Prep (4) NET 185 Ethical Hacking	(4) NET 251 Windows Network Infrastructure Admin. (4) NET 252 Directory Services Infrastructure
Total Certificate Credits	26-27		

For more information, visit: www.mchenry.edu/networking

Requirements for the PC Support Specialist Certificate

Curriculum: OCC 128	Credit Hours		
Program Core	18	(3) CDM 110 Computer Literacy for Windows or (3) CDM 111 Computer Literacy for Mac (2) CDM 130 Windows Operating Systems (2) CDM 140 Computer Hardware Basics	(4) CDM 145 A+ Certification Prep (3) NET 110 Network+ Certification Prep (2) NET 140 Linux Operating Systems (2) NET 180 Computer Security Awareness
Total Certificate Credits	18		

For more information, visit: www.mchenry.edu/pcsupport

Other Certificate Graduation Requirements:

- 2.0 minimum cumulative GPA at MCC upon completion of program
- For certificates of less than 12 credit hours, all required credits must be completed through MCC coursework. For all other certificates, one-half of the minimum credit hours required must be completed through MCC coursework.

- Completion of graduation application

**For more information, contact the department chair:
(815) 479-7521.**