

Please visit the Counseling Center to apply for certificates and degrees, and for academic planning assistance.

Certificate of Achievement Level Requirements

A minimum "C" grade in each major course.

Note: A maximum of six (6) quarter units may be transferred from other academic institutions.

Certificate of Achievement-Advanced Level Requirements

1. A minimum "C" grade in each major course.
2. Demonstrated proficiency in English and mathematics as evidenced by eligibility for EWRT 1A or ESL 5 and eligibility for MATH 114.
Note: A maximum of 18 quarter units may be transferred from other academic institutions.

A.A./A.S. Degree Requirements

1. Completion of all General Education (GE) requirements (31-42 quarter units) for the A.A./A.S. degree. GE units must be completed with a minimum 2.0 GPA ("C" average).
2. Completion of all major requirements. Each major course must be completed with a minimum "C" grade.
Major courses can also be used to satisfy GE requirements (except for Liberal Arts degrees).
Note: A maximum of 22 quarter units from other academic institutions may be applied toward the major.
3. Completion of a minimum of 90 degree-applicable quarter units (GE and major units included). All De Anza courses must be completed with a minimum 2.0 GPA ("C" average). All De Anza courses combined with courses transferred from other academic institutions must be completed with a minimum 2.0 GPA ("C" average).
Note: A minimum of 24 quarter units must be earned at De Anza College.

Major courses for certificates and degrees must be completed with a letter grade unless a particular course is only offered on a pass/no-pass basis.

Help Desk

Certificate of Achievement

Students pursuing this certificate learn fundamental help desk and hands-on computer skills in order to troubleshoot problems and assist computer systems users.

Student Learning Outcomes - upon completion, students will be able to:

- use help desk skills and knowledge of computers, office application software, operating systems and networking to evaluate and troubleshoot computer and software problems.

1. Meet the requirements for this certificate level.
2. Complete the following.

Prerequisite/Corequisite

Complete:

CAOS 90GA* Computer Literacy I (PC) (2)

*To substitute this course based on previous knowledge or experience, go to www.caos.deanza.edu/substitute.

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Requirements

Complete one (1) course from:	2
CAOS 91AM Word Processing I (Word 2007) (2)	
CAOS 91AN Word Processing I (Word 2010) (2)	
Complete one (1) course from:	2
CAOS 93AM Spreadsheets I (Excel 2007) (2)	
CAOS 93AN Spreadsheets I (Excel 2010) (2)	
Complete one (1) course from:	1
CAOS 102M Microsoft Windows I (Windows Vista) (1)	
CAOS 102N Microsoft Windows I (Windows 7) (1)	
Complete one (1) course from:	2
CAOS 110M Database I (Access 2007) (2)	
CAOS 110N Database I (Access 2010) (2)	
Complete the following:	
CNET 119* Business Skills for Service/Support and Project Management *at Foothill College	4
CIS 108 Personal Computer Security Basics or CAOS 108	4
CAOS 112A Digital Imaging Software (Photoshop IBM) (or both CAOS 112I and 112Q - 2 units ea.)	4
CIS 170F Windows 7 Administration	4.5
Total Units Required	25.5

System Support Services

Certificate of Achievement-Advanced

A.A. Degree

Completion of the System Support Certificate of Achievement-Advanced or degree program provides students with the skills and knowledge required for an individual to be competent in a variety of information technology support roles.

Student Learning Outcomes - upon completion, students will be able to:

- format memos and letters correctly using word processing software.
- create spreadsheets to solve business problems.
- use database software to create, search, modify and arrange information.
- create a text/graphics presentation using presentation graphics software.
- design and implement solutions for common problems using appropriate design methodology incorporating elementary programming constructs.
- design and develop business applications complete with user interface, algorithms and storage.
- design and implement network topologies using knowledge of modern networks.
- communicate technical information verbally and in writing.

Certificate of Achievement-Advanced

1. Meet the requirements for this certificate level.
2. Complete the following.

Complete one (1) course from:	2
CAOS 91AM Word Processing I (Word 2007) (2)	
CAOS 91AN Word Processing I (Word 2010) (2)	
Complete one (1) course from:	2
CAOS 91BM Word Processing II (Word 2007) (2)	
CAOS 91BN Word Processing II (Word 2010) (2)	

Complete one (1) course from:		2
CAOS 93AM	Spreadsheets I (Excel 2007) (2)	
CAOS 93AN	Spreadsheets I (Excel 2010) (2)	
Complete one (1) course from:		2
CAOS 110M	Database I (Access 2007) (2)	
CAOS 110N	Database I (Access 2010) (2)	
Complete one (1) course from:		2
CAOS 130M	Introduction to Business Graphics (PowerPoint 2007) (2)	
CAOS 130N	Introduction to Business Graphics (PowerPoint 2010) (2)	
Complete one (1) course from:		4.5
CIS 14A	Visual Basic.NET Programming I (4.5)	
CIS 15AG	Introduction to Computer Programming Using C (4.5)	
Complete the following:		
CIS 66	Introduction to Data Communication and Networking	5
CIS 67A	Local Area Networks	4
CIS 108	Personal Computer Security Basics or CAOS 108	4
CIS 170F	Windows 7 Administration	4.5
SPCH 70	Effective Organizational Communication	4
TWRT 61	Introduction to Technical Writing	5
Complete one (1) course from the following:		2-5
BUS 21	Business and Society (5)	
CAOS 111N	Database II (Access 2010) (2) or CAOS 111M	
CIS 2	Computers and Society (4)	
CIS 3	Business Information Systems (4.5)	
CIS 50	Introduction to Computers (3)	
Total Units Required		43-46

Recommended Course Sequence

1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
CAOS 91AM/AN	CAOS 110M/N	CIS 170F	CIS 66
CAOS 91BM/BN	CAOS 130M/N	TWRT 61	CIS 67A
CAOS 93AM/AN	CIS 108	CIS 14A or 15AG	SPCH 70
(BUS 21 or CIS 2 or CIS 3 or CIS 50)			

A.A. Degree

Meet the A.A./A.S. degree requirements.

Major	Complete the course requirements for the Cert. of Achievement-Advanced	43-46 units
GE	General Education (31-42 units)	
Electives	Elective courses req'd. when major units plus GE units total is less than 90	
Total Units Required		90 units

Recommended Course Sequence:

1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
CAOS 91AM/AN	CAOS 110M/N	CS 170F	CIS 66
CAOS 91BM/BN	CAOS 130M/N	CS 14A or 15AG	SPCH 70
CAOS 93AM/AN	CIS 108		
(BUS 21 or CIS 2 or CIS 3 or CIS 50)			

5th Qtr
CIS 67A
TWRT 61