HELP DESK SUPPORT - MINOR

College of Applied and Technical Studies
www.kent.edu/cats

About This Program

The Help Desk Support minor is designed to complement a wide range of majors. The curriculum includes coursework focused on computer hardware, usability design, application software, local area network troubleshooting and help desk methods and technologies. The program is flexible to tailor to each student's interests and career goals.

Contact Information

- **Shelley Marshall** | skmarsha@kent.edu | 440-964-4348
- Speak with an Advisor

Program Delivery

- **Delivery:**
  - Fully online

Admission Requirements

Admission to a minor is open to students declared in a bachelor's degree, the A.A.B. or A.A.S. degree or the A.T.S. degree (not Individualized Program major). Students declared only in the A.A. or A.S. degree or the A.T.S. degree in Individualized Program may not declare a minor. Students may not pursue a minor and a major in the same discipline.

Program Requirements

Minor Requirements

Code	Title	Credit Hours
Minor Requirements		
IT 11005	INTRODUCTION TO OPERATING SYSTEMS AND NETWORKING TECHNOLOGY	3
IT 11009	COMPUTER ASSEMBLY AND CONFIGURATION	4
IT 12000	INTERMEDIATE OFFICE PRODUCTIVITY APPS	3
IT 21002	NETWORK SETUP AND CONFIGURATION	3
IT 36308	ERGONOMICS AND USABILITY IN INFORMATION TECHNOLOGY	3
or IT 36314	SEMINAR IN EMERGING COMPUTER AND INFORMATION TECHNOLOGIES	
IT 36330	NETWORK SECURITY FUNDAMENTALS	3
IT 36340	HELP DESK SUPPORT	3
Minimum Total Credit Hours:		**22**

Graduation Requirements

Minimum Minor GPA	Minimum Overall GPA
2.000	2.000

- Minimum 6 credit hours in the minor must be upper-division coursework (30000 and 40000 level).
- Minimum 6 credit hours in the minor must be outside of the course requirements for any major or other minor the student is pursuing.
- Minimum 50 percent of the total credit hours for the minor must be taken at Kent State (in residence).