

Information Technology Support Specialist Program Roadmap

Use this roadmap to guide your progress and keep you moving toward graduation.

- ☒ **Avoid surprises** – Meet with your advisor each term to monitor your progress and address concerns early.
- ☒ **Review course requirements** – Check course prerequisites, corequisites, and conditions before registering each term to ensure you meet all requirements and stay on track for graduation.
- ☒ **Stay eligible** – Maintain your GPA and complete required courses to remain in good standing.
- ☒ **Graduate on time** – Stay on schedule to avoid delays and excess credit hours that may not be covered by financial aid.

About the Program

Credit Hours: 18 total credit hours. Total hours may vary based on individual academic plan. Prior to enrolling in classes, please meet with an advisor for specific guidance about your individual academic plan.

Minimum Grade Requirement(s)

- ☐ A minimum grade of C or higher is required in all Professional coursework.

Stay on Track

Meet the technical certificate graduation requirements:

- ☐ Fulfill all academic requirements for the chosen program of study as outlined in the Florida State College at Jacksonville catalog and curriculum.
- ☐ Earn minimum prescribed semester hours for the chosen program of study with a cumulative grade point average of 2.0 (C) on a 4.0 scale on all courses that apply to the chosen program of study.
- ☐ Complete a minimum of 25 percent of the total hours required for the program in residence at Florida State College at Jacksonville. Credit by examination and credit for prior learning do not count toward this residency requirement.
- ☐ Fulfill all obligations, financial or otherwise, to the College before graduating.

More Information Online

Program Webpage: fscj.edu/program?pcode=6280

Program Catalog Page: catalog.fscj.edu/programs/6280

Sample Roadmap

Term 1

Course	Credits	Course Type	Terms Offered
CTS 1133C – Software Configuration	3	Professional	Fall, Spring, Summer
CTS 1131C – Hardware Configuration	3	Professional	Fall, Spring, Summer
CGS 1060C – Introduction to Information Technology	3	Professional	Fall, Spring, Summer

Term 2

Course	Credits	Course Type	Terms Offered
CNT 2001C – Computer Networks and Telecommunications or CET 2600C – Network Fundamentals (Cisco 1)	3	Professional	Fall, Spring, Summer
CGS 1100C – Microcomputer Applications for Business and Economics	3	Professional	Fall, Spring, Summer
CTS 1154C – Technical Support	3	Professional	Fall, Spring, Summer