

# 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

- College of Applied and Technical Studies: cats@kent.edu | 330-672-2864
- Speak with an Advisor
  - Ashtabula Campus
  - East Liverpool Campus
  - Geauga Campus
  - Kent Campus
  - Salem Campus
  - Stark Campus
  - Trumbull Campus
  - Tuscarawas Campus
  - Online (any campus above)

## Program Delivery

- **Delivery:**
  - Fully online
  - In person
- **Location:**
  - Ashtabula Campus
  - East Liverpool Campus
  - Geauga Campus
  - Kent Campus
  - Salem Campus
  - Stark Campus
  - Trumbull Campus
  - Tuscarawas Campus

## 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
<b>Minor Requirements</b>		
IT 11009	COMPUTER ASSEMBLY AND CONFIGURATION	4
IT 12000	INTERMEDIATE OFFICE PRODUCTIVITY APPS	3
IT 21100	LOCAL AREA NETWORK TROUBLESHOOTING	3
IT 36308	ERGONOMICS IN COMPUTER SYSTEMS	3
IT 36340	HELP DESK SUPPORT	3
Information Technology (IT) Upper-Division Elective (30000 or 40000 level)		3

**Minimum Total Credit Hours: 19**

## 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).