



**ASSOCIATE OF GENERAL STUDIES,  
BROADBAND BUSINESS MGMT  
2005-2006**

The Associate of General Studies (AGS) degree allows students the unique option of building job-specific degrees to suit their career choices. The AGS combines courses from an NCTI certificate, based on industry-specific competencies, with electives and general requirements. To begin, the student completes the courses in an NCTI certificate of choice and combines them with electives to earn at least 27 credit hours and the remaining credit hours come from general requirement courses. The result is a degree that demonstrates job-specific expertise and general business knowledge, all while providing unparalleled opportunity to succeed.

**MAJOR COURSES – selected from certificate options below**

**27 - 29 Credits**

**GENERAL EDUCATION COURSES**

**34 – 36 Credits**

**COMMUNICATION – 9 credit hours**

	ENG 121 English Composition I	3
	ENG 131 Technical Writing	3
	SPE 115 Public Speaking <b>OR</b>	
	SPE 125 Interpersonal Communication	3

**HUMANITIES – 9 - 11 credit hours**

	PHI 112 Ethics	3
	FOL Foreign Language 111, 112, 211, 212 (choose 1)	5/3
	<b>Choose one additional course from the following:</b>	
	HIS 201 US History	3
	LIT 115 Introduction to Literature	3
	SPE 125 Interpersonal Communication (if not taken above)	3

**SOCIAL SCIENCES – 9 credit hours**

	ECO 201 Principles of Macroeconomics	3
	PSY 101 General Psychology I <b>OR</b>	
	PSY 116 Stress Management	3
	SOC 101 introduction to Sociology I	3

**SCIENCES – 3 credit hours**

	CIS 118 Introduction to PC Applications	3
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**MATH - 3 credit hours minimum**

	MAT 121 or higher	3
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**PHYSICAL EDUCATION – 1 credit hour**

	PED Any Activity Course (The PED requirement will be waived for students who are 35 yrs or older at time of most recent admission to College. One credit hour must be taken to substitute for hour waived)	1
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**Restricted Electives:**

	CTC 113 Systems Technician	4
	CTC 165 Advanced Technician	4
	CTC 120 Understanding Voice and Data Networks	3

Please choose one of the following certificate options

**BROADBAND DIGITAL MANAGEMENT – 26 credit hours**

	BUS 115 Introduction to Business	3
	CTC 107 Installer (or choose one from restricted electives)	3
	CTC 109 Installer Technician	4
	CTC 111 Service Technician	4
	CTC 117 Computers and Broadband Modems	3
	CTC 118 Broadband Digital Installer	3
	CTC 124 Troubleshooting Advanced Services	3
	MAN 116 Principles of Supervision	3

**BROADBAND TELEPHONY TECHNOLOGY MANAGEMENT – 26-27 credit hours**

	CTC 107 Installer	3
	CTC 109 Installer Technician	4
	CTC 111 Service Technician <b>OR</b>	
	CTC 116 Fiber Optics Technician	4
	CTC 117 Computers and Broadband Modems	3
	CTC 119 DSL Installation	3
	CTC 120 Understanding Voice and Data Networks	3
	BUS 115 Introduction to Business	3
	MAN 116 Principles of Supervision	3

**BROADBAND TECHNICAL MANAGEMENT – 29 credit hours**

	CTC 107 Installer (or choose one from restricted electives)	3
	CTC 109 Installer Technician	4
	CTC 111 Service Technician	4
	CTC 113 System Technician	4
	CTC 127 Fiber Installation and Activation	2
	CTC 128 Fiber Testing and Maintenance	2
	CTC 165 Advanced Technician	4
	MAN 116 Principles of Supervision	3
	MAN 226 Principles of Management	3
	<b>Restricted Electives:</b>	
	CTC 117/118/120/124	3

**BROADBAND CUSTOMER SERVICE REPRESENTATIVE – 18 credit hours**

	BTE 100 Computer Keyboarding	1
	CIS 118 Introduction to PC Applications	3
	CIS 145 Complete PC Database	3
	CTC 108 Broadband Cable Overview	1
	CTC 121 Understanding Broadband Technology	3
	<b>MAR 110 Introduction to Sales</b>	<b>1</b>
	MAR 160 Customer Service	3
	PSY 101 General Psychology I <b>OR</b>	
	PSY 116 Stress Management	3

**BROADBAND CUSTOMER SERVICE MANAGEMENT – 25 credit hours**

	BUS 115 Introduction to Business	3
	CIS 118 Introduction to PC Applications	3
	CTC 121 Understanding Broadband Technology	3
	ENG 121 English Composition I	3
	MAN 116 Principles of Supervision	3
	MAN 226 Principles of Management	3
	<b>MAR 110 Introduction to Sales</b>	<b>1</b>
	MAR 160 Customer Service	3
	PSY 101 General Psychology I <b>OR</b>	
	PSY 116 Stress Management	3

**BROADBAND TECHNICAL SERVICE REPRESENTATIVE – 18 credit hours**

	BTE 100 Computer Keyboarding	1
	CIS 118 Introduction to PC Applications	3
	CIS 145 Complete PC Database	3
	CTC 120 Understanding Voice and Data Networks	3
	CTC 121 Understanding Broadband Technology	3
	CTC 123 Basic Broadband Troubleshooting	3
	<b>MAR 110 Introduction to Sales</b>	<b>1</b>
	MAR 160 Customer Service	3
	PSY 101 General Psychology I <b>OR</b>	
	PSY 116 Stress Management	3

**BROADBAND HIGH-SPEED DATA TECHNICAL SERVICE REPRESENTATIVE – 25 credit hours**

	BTE 100 Computer Keyboarding	1
	CIS 118 Introduction to PC Applications	3
	CTC 120 Understanding Voice and Data Networks	3
	CTC 121 Understanding Broadband Technology	3
	CTC 123 Basic Broadband Troubleshooting	3
	CTC 125 High-speed Data Customer Service	2
	<b>MAR 110 Introduction to Sales</b>	<b>1</b>
	MAR 160 Customer Service	3
	PSY 101 General Psychology I <b>OR</b>	
	PSY 116 Stress Management	3

**Total Required – 61-63 credits**

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**IMPORTANT TELEPHONE NUMBERS:  
STUDENT SERVICES**

<b>Admission and Records</b>	<b>M2470</b>	<b>303.797.5621</b>
• Graduation coordination, residency petitions, general information		
<b>Advising and Counseling Center</b>	<b>M 2010</b>	<b>303.797.5664</b>
• Educational planning, transfer advising, academic success counseling		
<b>Bookstore</b>	<b>M1200</b>	<b>303.797.5676</b>
• Order books online at <a href="http://www.efollett.com">www.efollett.com</a>		
<b>Campus Police</b>	<b>M2600</b>	<b>303.797.5800</b>
• Student ID cards, parking permits, locker rental, crime reporting		
• Escort to your car after hours, first aid, lost and found		
<b>Career Center</b>	<b>M2025</b>	<b>303.797.5805</b>
• Career planning seminars, career resource library		
• Employment services, job fairs		
<b>Cashier</b>	<b>M2300</b>	<b>303-797-5638</b>
• Tuition payment, payment plans, refunds, general financial information		
• Ticket sales		
<b>Child Development Center</b>	<b>N1000</b>	<b>303.797.5678</b>
• High quality, flexible, convenient, moderately-priced childcare services for ACC students, staff and faculty on a space-available basis.		
<b>Disability Services</b>	<b>M2710</b>	<b>303.797.5937 v/tty</b>
• Academic accommodations and specialized consultation for students with documented disabilities. Computer adaptations for students with vision, learning, orthopedic, or other disabilities.		
<b>Financial Aid</b>	<b>M2115</b>	<b>303.797.5661</b>
• Apply online at <a href="http://www.FAFSA.ed.gov">www.FAFSA.ed.gov</a>		
<b>Information Central</b>	<b>M2800</b>	<b>303-797-4222</b>
• Registration, Add/Drop, Withdrawal, Schedules and general information		
• Name/address/personal information changes etc.		
<b>Library (Weber Center for Learning Resources)</b>	<b>M2500</b>	<b>303.797.5090</b>
• Private study rooms		
<b>Math Lab</b>	<b>M3610</b>	<b>303.797.5877</b>
• Students must register for MAT 101 Enhanced Mathematics Lab		
<b>Open Computer Lab</b>	<b>M1650</b>	<b>303.797.5907</b>
• FREE computer access for registered students with an ACC Student ID		
<b>Student Affairs</b>	<b>M2820</b>	<b>303.797.5668</b>
• Student Senate, student newspaper, student clubs and programming		
• Student Grievances and Discipline		
<b>Testing Center</b>	<b>M2280</b>	<b>303.797.5993</b>
• Computerized Placement Test (CPT)		
• GED testing, Instructor testing, CLEP/correspondence testing		
<b>Tutorial Services</b>	<b>M2710</b>	<b>303.797.5937 v/tty</b>
• FREE workshops and academic tutors to supplement and enrich course requirements for those that qualify		
<b>Writing Center</b>	<b>M2855</b>	<b>303.797.5830</b>
• FREE one-on-one tutoring sessions to help develop writing skills for any class		

**Location Abbreviations:**

- **A** – Annex.
- **AD** – Art and Design Center
- **CSB** – Church Street Building
- **DTC** – Triad N Bldg Suite 111 (5660 Greenwood Plaza Blvd, Greenwood Village)
- **M** – Main Building
- **N** – North Building
- **UCC** – University Center at Chaparral (15653 Brookstone Dr, Parker)

**ADDITIONAL CLASS FORMATS**

Many of the classes in this degree can be taken as **flex, online** or **hybrid** courses. Symbols in the semester schedule indicate which classes are offered in these formats.

**ASSESSMENT REQUIREMENTS:**

Basic Skills courses may be required based on assessment scores. It is the student's responsibility to take these course requirements within the first 30 credits at ACC. Basic Skills courses are also available at other area community colleges.

Tested Out/ Completed	Semester	ACT/ SAT Last 2 yrs	Accuplacer	Course	Credits
<b>Sentence Skills</b>					
			25-49	See Developmental Studies Advisor	
			50-69	ENG060	3
			70-94	ENG090	3
		18/440	95-120	ENG 121	3
Note: You must have scores of 80 on reading and 95 on sentence skills to take ENG121					
<b>Reading</b>					
			25-39	See Developmental Studies Advisor	
			40-61	REA060	3
			62-79	REA090	3
		17/430	80-120	REA 112 (Optional)	3
<b>Mathematics</b>					
			Arithmetic 24-56	MAT030	2
			Arithmetic 57-120	MAT060	3
			Elem. Alg. 45-60	MAT090, MAT 108	4
			Elem. Alg. 61-84	MAT106/111	5
			19/460 85-120	MAT 120,121,123,135,155	4
<b>Study Skills/Orientation</b>					
			Academic Achievement Strategies - REA 62-79	AAA090	3
			College Orientation - No score requirement	AAA101	1
			Advanced Academic Achievement - REA 80+	AAA 109	3

**EXEMPTIONS TO TESTING:**

1. Have successfully completed a college-level mathematics and college-level English course with a grade of C or better. You must provide a transcript.
2. Have achieved the minimum ACT/SAT scores shown above within the last 2 years and provide documentation.
3. Have successfully completed necessary remedial course(s), if required with a "C" or better.
4. Have earned an Associate's degree or higher. You must provide documentation.
5. Some degree programs do not allow an exemption from testing.

**SUGGESTIONS FOR SUCCESS**

1. Take your assessment test or be exempted (see above) before meeting with an academic advisor.
2. Take English and Math classes early in your program.
3. See your advisor about balancing your workload with credit load.
4. If you want to graduate in two years, take a minimum of fifteen college-level credits per fall/spring semester or twelve credits fall/spring and six credits in the summer.
5. Transfer and financial aid students should consult an advisor before registering.

**You must apply for graduation at [www.arapahoe.edu](http://www.arapahoe.edu) (Student Support Services) or at Information Central by: April 1 (summer graduation), July 1 (fall graduation) and November 1 (spring graduation).**

For more information, log on to [www.arapahoe.edu](http://www.arapahoe.edu).