



**CERTIFICATE,
BROADBAND HIGH SPEED DATA
TECHNICAL SERVICE REPRESENTATIVE
2006-2007**

This certificate is helpful for individuals looking to move into high speed data call center support and management roles, as well as those in sales, marketing and administrative functions in organizations that offer HSD service. Individuals completing this certificate will possess an in-depth knowledge of the technologies used to deploy, troubleshoot and support data services through broadband networks. Graduates will be uniquely qualified to manage services related to the deployment and initial, intermediate and advanced technical support of high speed data in customer care and network operations centers.

Major Courses – 25 credit hours

	BTE 100 Computer Keyboarding	1
	CIS 118 Introduction to PC Applications	3
	CTC 120 Understanding Voice and Data	3
	CTC 121 Understanding Broadband Technology	3
	CTC 123 Basic Broadband Troubleshooting	3
	CTC 125 High Speed Data Customer Service	2
	CTC 126 Advanced High Speed Data Customer Service	3
	MAR 110 Introduction to Sales	1
	MAR 160 Customer Service	3
	PSY 101 General Psychology OR	
	PSY 116 Stress Management	3

_____ **Total Required – 25 credit hours**

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IMPORTANT TELEPHONE NUMBERS:

STUDENT SERVICES

Admission and Records	M2470	303.797.5621
<ul style="list-style-type: none"> • Graduation coordination • Residency petitions • General information 		
Advising and Counseling Center	M 2010	303.797.5664
<ul style="list-style-type: none"> • Educational planning • Transfer advising • Academic success counseling 		
Bookstore	M1200	303.797.5676
<ul style="list-style-type: none"> • Order books online at www.efollett.com 		
Campus Police	M2600	303.797.5800
<ul style="list-style-type: none"> • Student ID cards, parking permits, locker rental • Crime reporting, escort to your car after hours • First aid • Lost and found 		
Career Center	M2025	303.797.5805
<ul style="list-style-type: none"> • Career planning seminars • Career resource library • Employment services • Job fairs 		
Cashier	M2300	303-797-5638
<ul style="list-style-type: none"> • Tuition payment, payment plans, refunds, general financial information • Ticket sales 		
Child Development Center	N1000	303.797.5678
<ul style="list-style-type: none"> • High quality, flexible, convenient, moderately-priced childcare services for ACC students, staff and faculty on a space-available basis 		
Disability Services	M2710	303.797.5937 v/tty
<ul style="list-style-type: none"> • Academic accommodations and specialized consultation for students with documented disabilities. Computer adaptations for students with vision, learning, orthopedic, or other disabilities. 		
Financial Aid	M2115	303.797.5661
<ul style="list-style-type: none"> • Apply online at www.FAFSA.ed.gov 		
Information Central	M2800	303-797-4222
<ul style="list-style-type: none"> • Registration, Add/Drop, Withdrawal, Schedules and general information • Name/address/personal information changes etc. 		
Library (Weber Center for Learning Resources)	M2500	303.797.5090
<ul style="list-style-type: none"> • Private study rooms 		
Math Lab	M3610	303.797.5877
<ul style="list-style-type: none"> • Students must register for MAT 101 Enhanced Mathematics Lab 		
Open Computer Lab	M1650	303.797.5907
<ul style="list-style-type: none"> • FREE computer access for registered students with an ACC Student ID 		
Student Affairs	M2820	303.797.5668
<ul style="list-style-type: none"> • Student Senate • Student Newspaper • Student Clubs and Programming • Student Grievances and Discipline 		
Testing Center	M2280	303.797.5993
<ul style="list-style-type: none"> • Computerized Placement Test (CPT) • GED testing, Instructor testing, CLEP/correspondence testing 		
Tutorial Services	M2710	303.797.5937 v/tty
<ul style="list-style-type: none"> • FREE workshops and academic tutors to supplement and enrich course requirements for those that qualify 		
Writing Center	M2855	303.797.5830
Location Abbreviations:		
<ul style="list-style-type: none"> • 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) 		

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	
Sentence Skills						
			25-49	See Developmental Studies Advisor		
			50-69	ENG060	3	
			70-94	ENG090	3	
		18/440	95-120	ENG 121	3	
Reading						
			25-39	See Developmental Studies Advisor		
			40-61	REA060	3	
			62-79	REA090	3	
		17/430	80-120	REA 112	3	
Mathematics						
			Arithmetic 24-56	MAT030	2	
			Arithmetic 57-120	MAT060	3	
			Elem. Alg. 45-60	MAT090	4	
			Elem. Alg. 61-84	MAT106/111	5	
		19/460	85-120	MAT 120,121,123,135/179	4	
Study Skills/Orientation						
			Academic Achievement Strategies		AAA090	3
			College Orientation		AAA103	1
			Advanced Academic Achievement		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 a waiver for the CPT.

IMPORTANT TRANSFER INFORMATION:

1. It is important that you consult an advisor and the transfer institution when choosing courses, as certain majors have particular degree prerequisites and general education course requirements that need to be taken within the Associate degree program.
2. Students who complete a 60 credit hour A.A./A.S. degree with appropriate course requirements and grades of C or better may be able to complete a Baccalaureate degree in 60 additional credits after transferring to a 4-year public institution.
3. Consult your ACC Advisor about Colorado's 60 + 60 plans.

SUGGESTIONS FOR SUCCESS

1. Take your CPT or be exempted (see above) before meeting with an academic advisor.
2. Take English, Speech 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 Summer.
5. Transfer and financial aid students should consult an advisor before registering.

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.

You must apply for graduation at 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.