



**CERTIFICATE,  
BROADBAND TECHNICAL SERVICE  
REPRESENTATIVE  
2006-2007**

Those completing this certificate will be well versed in the technologies used to deploy video, voice and data services through broadband networks. They will also develop the skills needed to provide the initial level of technical support in customer service centers and network operations center.

**Major Courses – 23 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	3
	CTC 121 Understanding Broadband Technology	3
	CTC 123 Basic Broadband Troubleshooting	3
	MAR 110 Introduction to Sales	1
	MAR 160 Customer Service	3
	PSY 101 General Psychology <b>OR</b>	
	PSY 116 Stress Management	3

\_\_\_\_\_ **Total Required – 23 credit hours**

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**IMPORTANT TELEPHONE NUMBERS:**

**STUDENT SERVICES**

<b>Admission and Records</b>	<b>M2470</b>	<b>303.797.5621</b>
<ul style="list-style-type: none"> <li>• Graduation coordination</li> <li>• Residency petitions</li> <li>• General information</li> </ul>		
<b>Advising and Counseling Center</b>	<b>M 2010</b>	<b>303.797.5664</b>
<ul style="list-style-type: none"> <li>• Educational planning</li> <li>• Transfer advising</li> <li>• Academic success counseling</li> </ul>		
<b>Bookstore</b>	<b>M1200</b>	<b>303.797.5676</b>
<ul style="list-style-type: none"> <li>• Order books online at <a href="http://www.efollett.com">www.efollett.com</a></li> </ul>		
<b>Campus Police</b>	<b>M2600</b>	<b>303.797.5800</b>
<ul style="list-style-type: none"> <li>• Student ID cards, parking permits, locker rental</li> <li>• Crime reporting, escort to your car after hours</li> <li>• First aid</li> <li>• Lost and found</li> </ul>		
<b>Career Center</b>	<b>M2025</b>	<b>303.797.5805</b>
<ul style="list-style-type: none"> <li>• Career planning seminars</li> <li>• Career resource library</li> <li>• Employment services</li> <li>• Job fairs</li> </ul>		
<b>Cashier</b>	<b>M2300</b>	<b>303-797-5638</b>
<ul style="list-style-type: none"> <li>• Tuition payment, payment plans, refunds, general financial information</li> <li>• Ticket sales</li> </ul>		
<b>Child Development Center</b>	<b>N1000</b>	<b>303.797.5678</b>
<ul style="list-style-type: none"> <li>• High quality, flexible, convenient, moderately-priced childcare services for ACC students, staff and faculty on a space-available basis</li> </ul>		
<b>Disability Services</b>	<b>M2710</b>	<b>303.797.5937 v/tty</b>
<ul style="list-style-type: none"> <li>• Academic accommodations and specialized consultation for students with documented disabilities. Computer adaptations for students with vision, learning, orthopedic, or other disabilities.</li> </ul>		
<b>Financial Aid</b>	<b>M2115</b>	<b>303.797.5661</b>
<ul style="list-style-type: none"> <li>• Apply online at <a href="http://www.FAFSA.ed.gov">www.FAFSA.ed.gov</a></li> </ul>		
<b>Information Central</b>	<b>M2800</b>	<b>303-797-4222</b>
<ul style="list-style-type: none"> <li>• Registration, Add/Drop, Withdrawal, Schedules and general information</li> <li>• Name/address/personal information changes etc.</li> </ul>		
<b>Library (Weber Center for Learning Resources)</b>	<b>M2500</b>	<b>303.797.5090</b>
<ul style="list-style-type: none"> <li>• Private study rooms</li> </ul>		
<b>Math Lab</b>	<b>M3610</b>	<b>303.797.5877</b>
<ul style="list-style-type: none"> <li>• Students must register for MAT 101 Enhanced Mathematics Lab</li> </ul>		
<b>Open Computer Lab</b>	<b>M1650</b>	<b>303.797.5907</b>
<ul style="list-style-type: none"> <li>• FREE computer access for registered students with an ACC Student ID</li> </ul>		
<b>Student Affairs</b>	<b>M2820</b>	<b>303.797.5668</b>
<ul style="list-style-type: none"> <li>• Student Senate</li> <li>• Student Newspaper</li> <li>• Student Clubs and Programming</li> <li>• Student Grievances and Discipline</li> </ul>		
<b>Testing Center</b>	<b>M2280</b>	<b>303.797.5993</b>
<ul style="list-style-type: none"> <li>• Computerized Placement Test (CPT)</li> <li>• GED testing, Instructor testing, CLEP/correspondence testing</li> </ul>		
<b>Tutorial Services</b>	<b>M2710</b>	<b>303.797.5937 v/tty</b>
<ul style="list-style-type: none"> <li>• FREE workshops and academic tutors to supplement and enrich course requirements for those that qualify</li> </ul>		
<b>Writing Center</b>	<b>M2855</b>	<b>303.797.5830</b>
<b>Location Abbreviations:</b>		
<ul style="list-style-type: none"> <li>• <b>A</b> – Annex.</li> <li>• <b>AD</b> – Art and Design Center</li> <li>• <b>CSB</b> – Church Street Building</li> <li>• <b>DTC</b> – Triad N Bldg Suite 111 (5660 Greenwood Plaza Blvd, Greenwood Village)</li> <li>• <b>M</b> – Main Building</li> <li>• <b>N</b> – North Building</li> <li>• <b>UCC</b> – University Center at Chaparral (15653 Brookstone Dr, Parker)</li> </ul>		

**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	
<b>Reading</b>						
			25-39	See Developmental Studies Advisor		
			40-61	REA060	3	
			62-79	REA090	3	
		17/430	80-120	REA 112	3	
<b>Mathematics</b>						
			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	
<b>Study Skills/Orientation</b>						
			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](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).