

The Associate of General Studies degree in Broadband Business Management allows students the unique option of building a job-specific degree to suit their career choice. The A.G.S. combines courses from a Jones/NCTI certificate, based on industry-specific competencies, with electives and general requirements. The result is a degree that demonstrates job-specific expertise and general business knowledge, all while providing unparalleled opportunity for success.

This degree 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 degree 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.

General Education Credits – 33-35 credit hours

Major Courses - 29 credit hours (Combine major courses with restricted electives to total 29 credit hours)

I. Communication – 31 credit hours

	ENG 121 English Composition I	3
	ENG 131 Technical Writing	3
	SPE 115 Public Speaking OR	
	SPE 125 Interpersonal Communications	3

II. Humanities – 9-11 credit hours

	PHI 112 Ethics	3
	Foreign Language (ARA, CHI, FRE, JPN, LAT, SPA 111-112) OR	
	Foreign Language (ARA, CHI, FRE, JPN, LAT, SPA 211-212) OR	
	SPA 114 Fast Track Spanish I and II OR	
	ASL 121 Introduction to American Sign Language OR	
	ASL American Sign Language II	3-5
	Choose one Foreign Language and one of the following:	
	HIS 201 U.S. History I	3
	LIT 115 Introduction to Literature	3
	SPE 125 Interpersonal Communication (if not taken as a communication credit)	3

III. Social Sciences – 9 credit hours

	ECO 201 Principles of Macroeconomics	3
	PSY 101 General Psychology I OR	
	PSY 116 Stress Management	3
	SOC 101 Introduction to Sociology I	3

IV. Sciences – 3 credit hours

	CIS 118 Introduction to PC Applications	3
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V. Math – 3 credit hours

	MAT 121 College Algebra (or higher)	3
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Major Courses – 24 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 160 Customer Service	3
	PSY 101 General Psychology OR	
	PSY 116 Stress Management	3

Electives – Please meet with your academic advisor to select appropriate classes
(Combine major courses with electives to total 27-29 credit hours)

Total Required – 60-64 credits

IMPORTANT PROGRAM INFORMATION:

Please Advising, with any questions concerning this program; 303.797.5664 or Advising@arapahoe.edu .

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			AAA101	1
	Advanced Academic Achievement			AAA 109	3

EXEMPTIONS TO ASSESSMENT 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 TELEPHONE NUMBERS:

Admission and Records	admissions@arapahoe.edu	M2470	303.797.5621
Advising and Counseling Center	advising@arapahoe.edu	M 2010	303.797.5664
Bookstore	0249mgr@fhcg.follett.com	M1200	303.797.5676
Campus Police	campuspolice@arapahoe.edu	M2600	303.797.5800
Career Center	careers@arapahoe.edu	M2025	303.797.5805
Cashier		M2300	303-797-5638
Child Development Center		N1000	303.797.5678
Disability Services	heather.lawler@arapahoe.edu	M2710	303.797.5937 v/tty
Financial Aid		M2115	303.797.5661
	• Apply online at www.FAFSA.ed.gov		
Information Central	info-central@arapahoe.edu	M2800	303-797-4222
Library	library@arapahoe.edu	M2500	303.797.5090
Math Lab	math@arapahoe.edu	M3610	303.797.5877
	• Students must register for MAT 101 Enhanced Mathematics Lab		
Open Computer Lab		M1650	303.797.5907
Student Affairs	heather.lawler@arapahoe.edu	M2820	303.797.5668
Testing Center		M2280	303.797.5993
Tutorial Services	debra.goldberg@arapahoe.edu	M2710	303.797.5937 v/tty
Writing Center		M2855	303.797.5830

Location Abbreviations:

A – Annex	AD – Art and Design Center
CSB – Church Street Building	M – Main Building
UCC – University Center @ Chaparral (15653 Brookstone Dr, Parker)	N – North Building

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.
4. ACC has articulation agreements with several four-year institutions; visit the ACC Transfer Center of the website (www.arapahoe.edu) for more information.

SUGGESTIONS FOR SUCCESS

1. Obtain and read a copy of the ACC catalog.
2. Attend a New Student Orientation session.
3. Maintain current contact information on file and read all correspondence from ACC.
4. Take your CPT or be exempted (see above) before meeting with an academic advisor.
5. Take English, Speech and Math classes early in your program.
6. See your advisor about balancing your workload with credit load.
7. 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.
8. Transfer and financial aid students should consult an advisor before registering.

GRADUATION INFORMATION

1. No catalog more than six years old may be used for graduation requirements; the 2007/2008 catalog may not be used beyond the Spring 2013 semester.
2. **You must apply for graduation; obtain the application online at www.arapahoe.edu (Student Services) and apply by: April 1 (summer graduation), July 1 (fall graduation) and November 1 (spring graduation).**

For more information log on to www.arapahoe.edu.

Last Updated 06.21.2007