



**CERTIFICATE,  
BROADBAND CUSTOMER PREMISIS  
TECHNICIAN  
2007-2008**

There are more customer premise technicians in the cable industry than any other classification and the job complexity of these individuals has increased exponentially as new technologies have migrated into customer premise equipment. This certificate combines curricula needed to address the expanded role and required professionalism of this individual. Students will be qualified to install, maintain and troubleshoot analog and digital services in the drop network from the distribution tap to the terminating device at the customer's premises.

**\* NOTE: Broadband degrees and certificates are available ONLY to Jones/NCTI participants**

**Major Courses – 19 credit hours**

	CTC 107 Installer	3
	CTC 109 Installer Technician	4
	CTC 117 Computers and Broadband Modems	3
	CTC 118 Broadband Digital Installer	3
	CTC 124 Troubleshooting Advanced Services	3
	SPE 125 Interpersonal Communications <b>OR</b>	
	SPE 115 Public Speaking	3

**Restricted Electives**

(Combine major courses with restricted electives to total 18-19 credit hours)

	CTC 111 Service Technician	4
	CTC 113 Systems Technician	4
	CTC 120 Understanding Voice and Data Networks	3
	CTC 165 Advanced Technician	3

\_\_\_\_\_ **Total Required – 18-19 credit hours**

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## IMPORTANT PROGRAM INFORMATION:

Please see Advising with any questions concerning this program; 303.797.5664 or [Advising@arapahoe.edu](mailto: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
<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			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:

<b>Admission and Records</b>	<a href="mailto:admissions@arapahoe.edu">admissions@arapahoe.edu</a>	<b>M2470</b>	<b>303.797.5621</b>
<b>Advising and Counseling Center</b>	<a href="mailto:advising@arapahoe.edu">advising@arapahoe.edu</a>	<b>M 2010</b>	<b>303.797.5664</b>
<b>Bookstore</b>	<a href="mailto:0249mgr@fhcg.follett.com">0249mgr@fhcg.follett.com</a>	<b>M1200</b>	<b>303.797.5676</b>
<b>Campus Police</b>	<a href="mailto:campuspolice@arapahoe.edu">campuspolice@arapahoe.edu</a>	<b>M2600</b>	<b>303.797.5800</b>
<b>Career Center</b>	<a href="mailto:careers@arapahoe.edu">careers@arapahoe.edu</a>	<b>M2025</b>	<b>303.797.5805</b>
<b>Cashier</b>		<b>M2300</b>	<b>303-797-5638</b>
<b>Child Development Center</b>		<b>N1000</b>	<b>303.797.5678</b>
<b>Disability Services</b>	<a href="mailto:heather.lawler@arapahoe.edu">heather.lawler@arapahoe.edu</a>	<b>M2710</b>	<b>303.797.5937 v/tty</b>
<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>	<a href="mailto:info-central@arapahoe.edu">info-central@arapahoe.edu</a>	<b>M2800</b>	<b>303-797-4222</b>
<b>Library</b>	<a href="mailto:library@arapahoe.edu">library@arapahoe.edu</a>	<b>M2500</b>	<b>303.797.5090</b>
<b>Math Lab</b>	<a href="mailto:math@arapahoe.edu">math@arapahoe.edu</a>	<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>
<b>Student Affairs</b>	<a href="mailto:heather.lawler@arapahoe.edu">heather.lawler@arapahoe.edu</a>	<b>M2820</b>	<b>303.797.5668</b>
<b>Testing Center</b>		<b>M2280</b>	<b>303.797.5993</b>
<b>Tutorial Services</b>	<a href="mailto:debra.goldberg@arapahoe.edu">debra.goldberg@arapahoe.edu</a>	<b>M2710</b>	<b>303.797.5937 v/tty</b>
<b>Writing Center</b>		<b>M2855</b>	<b>303.797.5830</b>

## Location Abbreviations:

<b>A</b> – Annex	<b>AD</b> – Art and Design Center
<b>CSB</b> – Church Street Building	<b>M</b> – Main Building
<b>UCC</b> – University Center @ Chaparral (15653 Brookstone Dr, Parker)	<b>N</b> – 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](http://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](http://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](http://www.arapahoe.edu).**

Last Updated 06.21.2007