



Please visit the Counseling Center to apply for certificates and degrees, and for academic planning assistance.

**Certificate of Achievement Requirements**

A minimum "C" grade in each major course.  
Note: A maximum of six (6) quarter units may be transferred from other academic institutions.

**Certificate of Achievement-Advanced Requirements**

1. A minimum "C" grade in each major course.
2. Demonstrated proficiency in English and mathematics as evidenced by eligibility for EWRT 1A or ESL 5 and eligibility for MATH 114.  
Note: A maximum of 18 quarter units may be transferred from other academic institutions.

**A.A./A.S. Degree Requirements**

1. Completion of all General Education (GE) requirements (31-42 quarter units) for the A.A./A.S. degree. GE units must be completed with a minimum 2.0 GPA ("C" average).
2. Completion of all major requirements. Each major course must be completed with a minimum "C" grade.  
Major courses can also be used to satisfy GE requirements (except for Liberal Arts degrees).  
Note: A maximum of 22 quarter units from other academic institutions may be applied toward the major.
3. Completion of a minimum of 90 degree-applicable quarter units (GE and major units included). All De Anza courses must be completed with a minimum 2.0 GPA ("C" average). All De Anza courses combined with courses transferred from other academic institutions must be completed with a minimum 2.0 GPA ("C" average).  
Note: A minimum of 24 quarter units must be earned at De Anza College.

Major courses for certificates and degrees must be completed with a letter grade unless a particular course is offered on a pass/no-pass basis only.

**Help Desk**

**Certificate of Achievement †**

Complete the following and meet the corresponding certificate requirements.

**Prerequisite/Corequisite**

Complete one (1) course from: 0.5-2  
CAOS 90GA\* Computer Literacy I (PC) (2)  
CAOS 100G\* Orientation to the PC (0.5)

\* Based on previous experience or knowledge, student may substitute another CAOS course of equal or greater unit value with departmental approval.

**Requirements**

Complete one (1) course from: 2  
CAOS 91AL Word Processing I (Word XP/2002) (2)  
CAOS 91AM Word Processing I (Word 2007) (2)

Complete one (1) course from: 2  
CAOS 93AL Spreadsheets I (Excel XP/2002) (2)  
CAOS 93AM Spreadsheets I (Excel 2007) (2)

Complete one (1) course from: 1  
CAOS 102L Microsoft Windows I (Windows XP) (1)  
CAOS 102M Microsoft Windows I (Windows Vista) (1)

Complete one (1) course from: 2  
CAOS 130L Introduction to Business Graphics (PowerPoint XP/2002) (2)  
CAOS 130M Introduction to Business Graphics (PowerPoint 2007) (2)

Complete one (1) course from: 2  
CAOS 110L Database I (Access XP/2002) (2)  
CAOS 110M Database I (Access 2007) (2)

Complete the following: 4  
CIS 108 Personal Computer Security Basics or CAOS 108

CAOS 112A Digital Imaging Software (Photoshop IBM) (or both CAOS 112I and 112Q - 2 units ea.) 4

CAOS 150A Desktop Hardware (A+ Certification Part I) 3  
CIS 170E Windows Vista Enterprise 4.5  
Total Units Required . . . . . 25-26

**System Support Services**

**Certificate of Achievement-Advanced**

Complete the following and meet the corresponding certificate requirements.

Complete one (1) course from: 2  
CAOS 91AL Word Processing I (Word XP/2002) (2)  
CAOS 91AM Word Processing I (Word 2007) (2)

Complete one (1) course from: 2  
CAOS 91BL Word Processing II (Word XP/2002) (2)  
CAOS 91BM Word Processing II (Word 2007) (2)

Complete one (1) course from: 2  
CAOS 93AL Spreadsheets I (Excel XP/2002) (2)  
CAOS 93AM Spreadsheets I (Excel 2007) (2)

Complete one (1) course from: 2  
CAOS 110L Database I (Access XP/2002) (2)  
CAOS 110M Database I (Access 2007) (2)

Complete one (1) course from: 2  
CAOS 130L Introduction to Business Graphics (PowerPoint XP/2002) (2)  
CAOS 130M Introduction to Business Graphics (PowerPoint 2007) (2)

Complete one (1) course from: 4.5  
CIS 14A Visual Basic.NET Programming I (4.5)  
CIS 15AG Introduction to Computer Programming Using C (4.5)

Complete the following: 3  
CAOS 150A Desktop Hardware (A+ Certification Part I)  
CIS 66 Introduction to Data Communication and Networking 5  
CIS 67A Local Area Networks 4  
CIS 108 Personal Computer Security Basics or CAOS 108 4  
CIS 170E Windows Vista Enterprise 4.5  
SPCH 70 Effective Organizational Communication 4  
TWRT 61 Introduction to Technical Writing 4

† This certificate was submitted for State approval. Please check with the department for the status.

Complete one (1) course from the following:	2-5
BUS 21 Business and Society (5)	
CAOS 93BM Spreadsheets II (Excel 2007) (2) or CAOS 93BL	
CAOS 111M Database II (Access 2007) (2) or CAOS 111L	
CIS 2 Computers and Society (4)	
CIS 3 Business Information Systems (4.5)	
CIS 50 Introduction to Computers (3)	
Total Units Required . . . . .	45-48

**Recommended Course Sequence**

1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
CAOS 91AL/AM	CAOS 110L/M	CAOS 150A	CIS 66
CAOS 91BL/BM	CAOS 130L/M	CIS 170E	CIS 67A
CAOS 93AL/AM (BUS 21 or CIS 2 or CIS 3 or CIS 50)	CIS 108	TWRT 61	CIS 14A or 15AG SPCH 70

## System Support Services

### A.A. Degree

Complete the Certificate of Achievement-Advanced requirements for the major and meet the A.A./A.S. degree requirements.

Major	Requirements for System Support Services Cert. of Achievement-Advanced	45-48 units
GE	General Education (31-42 units)	
Electives	Elective courses req'd. when major units plus GE units total is less than 90	
	Total Units Required . . . . .	90 units

**Recommended Course Sequence:**

1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
CAOS 91AL/AM	CAOS 110L/M	CS 14A or 15AG	CIS 66
CAOS 91BL/BM	CAOS 130L/M	CIS 108	SPCH 70
CAOS 93AL/AM (BUS 21 or CIS 2, 3 or CAOS 111L/M, 93BL/BM)	CIS 170E	CIS 170D	
5th Qtr CIS 67A TWRT 61	6th Qtr CAOS 150A		

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