

TECHNICAL COLLEGE SYSTEM OF GEORGIA

ACADEMIC AFFAIRS DIVISION – OFFICE OF TECHNICAL EDUCATION

INFORMATION TICKET

Date: 6/28/2024

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Process	Action Required
<input type="checkbox"/> Curriculum Revision	<input type="checkbox"/> Notify Appropriate Personnel
<input type="checkbox"/> Course Revision	<input type="checkbox"/> Submit Vote
<input type="checkbox"/> Probe Notice	Submit Vote by: [Date]
<input checked="" type="checkbox"/> Probe Feedback	<input type="checkbox"/> Notify Faculty and Administration
<input type="checkbox"/> Probe Outcome	<input checked="" type="checkbox"/> Information Only
<input type="checkbox"/> Other	

PAS Group Title/PAS Code: Cyber and Related / 0360

Program Standard Title/Major Code(s) and/or Course Standard Title/Course Code(s):	
CS23 Computer Support Specialist	CIST 2130 Desktop Support Concepts
CS14 Computer Support Specialist	
CHD1 Help Desk Career Launch	
HD41 Help Desk Specialist	

TICKET INFORMATION:

The Computer Support Probe voting ended on Friday, May 3, 2024. Based on the Probe results, all colleges voted in favor of the PROBE. One “Agree with Comments” vote was submitted which stated, “Comments from GNTC program director: We do support adding CIST 2130 but at the IFCC meeting we voted to remove CIST 2921 not creating an OR option. CIST 2921 is a course that belongs in the programming programs and in the last IFCC meeting minutes, they are revamping that course to better fit the needs of programmers. This course should not

be an option for students in computer support. We also voted to remove the guided office productivity courses from computer support but that is not included on this probe.”

In 2022, the Computer Support IFCC determined that CIST 2921 was not suitable for CS14 & CS23. They proposed CIST 2130 as a potential replacement after revising its competencies. The possibility of converting the productivity course into an elective was also discussed, but no formal vote was taken.

In 2023, the IFCC subcommittee revised CIST 2130. It was then added to CS14 & CS23 as an alternative option. This allowed IFCC members to transition to CIST 2130, as no formal decision had been made about its replacement.

This probe aims to acknowledge and approve the impact of changes in CIST 2130’s credit hours on CHD1 & HD41. The Computer Support IFCC may decide to remove CIST 2921 from the diploma and degree programs. This decision can be made independently of this probe, as it will not affect the total credit hours of the program.

In 2024, the IFCC continued to propose changes to the productivity course. However, its removal was not included in this probe as suggestions were still being made.

The Probe results will be reviewed by the Presidents’ Council during their July 2024 meeting.