

Minnesota

Articulated College Credit (ACC) Agreement

www.CTEcreditMn.com

Articulated College Credit Agreement:

Through Articulated College Credit (ACC), specific college curriculum learning outcomes and assessments are embedded in participating high school career and technical education (CTE) programs as specified in this agreement. Relevant knowledge, skills, and standards are taught by qualified CTE high school instructor(s) in one or more high school course. ACC is awarded if the student meets the college equivalency standards and later enrolls in the college(s) listed below requiring the course in a specific program.

Agreement Name: A+ Software Support
Agreement Reviewed/Revised: 2023 -24

These credits are valid for students in grades 10-12 for 5 years from the completion of this course.

Colleges	College Courses	College Programs	Articulated College Credit
Hennepin Technical College	ITEC 2680 -- A+ Software Support	*IT Support (A.A.S. – 60 cr.) *IT Support Specialist (Diploma – 46 cr.) *IT Service Desk Technician (Occ. Cert.- 30 cr.)	3 credits of 3 total credits

Course Description:

This advanced course will provide practical knowledge of the Windows Operating System (OS) configuration, software installation and utility management needed to provide technical support to computer users. Students will acquire many of the software skills necessary for the CompTIA A+ certification.

Learning Outcomes:

100% of the course learning outcomes will be covered in the high school course(s) by qualified CTE high school instructor(s). The following outcomes will be addressed in the course:

- ☐ Install windows operating system (OS)
- ☐ Troubleshoot OS errors
- ☐ Use command-line and software utilities
- ☐ Manage system performance
- ☐ Troubleshoot password issues
- ☐ Configure OS for network connectivity
- ☐ Perform security and encryption tasks
- ☐ Perform remote troubleshooting
- ☐ Simulate call center operations

Course Assessments:

To obtain Articulated College Credit, students will complete the following:

1. Successful completion of the course meeting the core A+ learning objectives set forth by Comp TIA with an **80% or higher**.
2. Project-based assessments throughout course with **80% or higher** including: a) Perform security and encryption tasks; b) Perform remote troubleshooting; c) Simulate call center operations.
3. Pass written unit tests with an **80% or higher**.
4. End-of-course assessment(s) or technical skill assessment(s) completed with an **80% or higher**. Teachers/faculty may use one of the recommended technical skill assessments listed below to achieve assessing student learning in the course outcomes.

Recommended Industry-Recognized Certification or Comprehensive Assessment – College/ High School

Certifications or Assessments	Vendor	Other Information
A+ Certification 220 - 902	CompTIA	www.comptia.org
Computer Technology (250E)	Precision Exams	www.precisionexams.com