

New Program Code     Modify Program Code

Date: \_\_\_\_\_

**REQUESTOR CONTACT INFORMATION**

Name \_\_\_\_\_ Campus \_\_\_\_\_  
 Title \_\_\_\_\_ Email \_\_\_\_\_  
 Office/Dept \_\_\_\_\_ Phone \_\_\_\_\_

**NEW PROGRAM CODE TO CREATE**

Institution \_\_\_\_\_ Campus \_\_\_\_\_  
 Level \_\_\_\_\_ Effective Term \_\_\_\_\_

	Code (Max. Characters)	Description	Check if requesting new code:
College	(2) _____	_____	<input type="checkbox"/> See Banner form STV_COLL
Department	(4) _____	_____	<input type="checkbox"/> See Banner form STV_DEPT
Degree/Certificate	(6) _____	_____	<input type="checkbox"/> See Banner form STV_DEGC
Major	(4) _____	_____	<input type="checkbox"/> See Banner form STV_MAJR
Concentration	(4) _____	_____	<input type="checkbox"/> See Banner form STV_MAJR
Minor	(4) _____	_____	<input type="checkbox"/> See Banner form STV_MAJR

If a similar major/concentration code exists in Banner, please list the code: \_\_\_\_\_

Justification to warrant a new major/concentration code similar to an existing major/concentration code: \_\_\_\_\_

If new major, please list the BOR's approved Classification of Instructional Programs (CIP) Code: \_\_\_\_\_

Is this major/concentration code being used the same way at the other UH campuses?  Yes  No

Should this program be available for applicants to select as their planned course of study on the online application? *If yes, student may select the code as their only program of study.*  Yes  No

**RULES PERTAINING TO FINANCIAL AID AND 150% DIRECT SUBSIDIZED LOAN LIMIT LEGISLATION**

Is 50% or greater of the classes in this program offered at a location other than the Home Campus?  Yes  No

Is this program/major/certificate financial aid eligible?  Yes  No

Does this certificate qualify as a Gainful Employment Program (Title IV-eligible certificate program)?  Yes  No

See <http://www.ifap.ed.gov/GainfulEmploymentInfo/index.html>

**Program Length**

*In academic years; decimals are acceptable. The length of the program should match what is published by the campus in any online and/or written publication.*

Special Program Designations  A  B  N  P  T  U

See *Special Program Designations Code Definitions on IRAO Program Code Request webpage*

Required Terms of Enrollment:  Fall  Spring  Summer  Extended

**IRAO USE ONLY: DATE RECEIVED**

**ADDITIONAL COMMENTS** (for modifying existing program codes, specify the term to turn on/off the online application, the recruitment/admission term, and the general student/history/degree term.)

Replace CO-HDS, stop out Spring 2021, terminate Fall 2021.

### ATTACHMENTS

**BOR Approved:** Sole-credential Certificates, Associate (excluding ATS), Bachelor and Graduate Degrees, and sole credential certificates

- BOR Meeting Minutes & Supporting Documents  Curriculum

**Chancellor Approved:** Concentrations, Certificates and Associate in Technical Studies (ATS) Degree

- Memo from Chancellor to notify Vice President for Academic Planning and Policy regarding program action.  
 Curriculum

**CERTIFICATES ONLY: Please check one (1) statement.** This certificate is a...

- BOR approved certificate. BOR Meeting/Approval Date: \_\_\_\_\_  
 Chancellor approved within an authorized BOR program. BOR Program: \_\_\_\_\_  
 Chancellor approved CO in accordance with UHCCP 5.203, Section IV.B.10.

### VERIFICATIONS

*By signing below, I verify that I have reviewed and confirm the above information that is pertinent to my position.*

**Registrar**  
(Print Name)

**Financial Aid Officer**  
(Print Name)

**For Community Colleges,  
verification of consultation with  
OVPC Academic Affairs:**

Della Terraoka

*Jerilynn EnoKawa*

Signature

Date

*Jennifer Bradley*

Signature

Date

*Della Terraoka*

Signature

3/19/2021

Date



UNIVERSITY *of* HAWAII'  
**KAPĪ'OLANI**  
COMMUNITY COLLEGE

Office of the Chancellor

January 7, 2021

TO: Erika Lacro  
Vice President for Community Colleges

FROM: Louise Pagotto  
Chancellor, Kapi'olani Community College

SUBJECT: Program Code Request for the New Certificate of Competence in Help Desk Services

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Kapi'olani Community College is submitting a program code request for the Certificate of Competence in Help Desk Services under the Associate in Science degree in Information Technology, to become active in Spring 2021.

The proposed new code is CO-HDS.

APPROVED/NOT APPROVED

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Erika Lacro, UHCC VP

**CERTIFICATE OF COMPETENCE,  
HELP DESK SERVICES  
(15 SEMESTER CREDITS)**

**Program Description:** The Certificate of Competence in Help Desk Services is an outcomes based program designed for the novice or professional information technology worker who has little to no experience in providing information technology help desk support. This certificate is appropriate for upgrading the support skills of industry members or for an entry-level position in a larger organization. The certificate includes current cyber security issues, concepts, threats, and mitigation strategies.

**Program Student Learning Outcomes:** Upon successful completion of the Certificate of Competence in Help Desk Services, the student should have met the following Student Learning Outcomes:

- Comprehend and resolve common desktop and network issues, including:
  - Take and categorize help desk requests.
  - Analyze help desk requests and locate possible solution resources.
  - Resolve help desk issues and/or talk the requester through the resolutions.
  - Document incidents for inclusion in updated database.
- Learn future technologies through acquired foundational skills and knowledge and employ them in new business environments.
- Demonstrate knowledge of current information, network, and cyber security issues and implement best practices in mitigation and recovery.

**CERTIFICATE OF COMPETENCE CURRICULUM,  
HELP DESK SERVICES  
(15 CREDITS)**

**First Semester**

ICS 100 (3) or ICS 101 (3)

ITS 122 (3)

ITS 124 (3)

**Second Semester**

ITS 144 (3)

ITS 224 (3)

The issuance of a Certificate of Competence requires that the student must earn a grade point ratio (GPR) of 2.0 or higher for all courses required in the certificate.

Please note: A grade of “C” or higher is required in all applicable Information Technology courses in order to fulfill the requirements for the certificate. ITS courses may be offered in 8 or 16-week sessions.