Minnesota
Articulated College Credit (ACC) Agreement
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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 courses. 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 2024 -25

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 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 showing the full range of grasping the course concepts and principles with a grade of **B or better**.
2. End-of-course assessment(s) or technical skill assessment(s) completed with a grade of **B or better.**
3. Teachers/faculty may use the recommended technical skill assessments listed in a course(s) singly or together 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	CompTIA	www.comptia.org
Computer Technology (250E)	Precision Exams	www.precisionexams.com