GOOGLE IT SUPPORT/ COMPTIA A+ CLASS

JUMPSTART YOUR IT SUPPORT SPECIALIST CAREER

WHAT YOU'LL LEARN:

- **Skills required to succeed in an entry-level IT job** including networking, operating systems, and security
- **How to perform day-to-day IT support tasks** including computer assembly, wireless networking, installing programs, and customer service
- **How to provide end-to-end customer support,** ranging from identifying problems to troubleshooting and debugging
- **How to use technologies** including Linux, Domain Name Systems, Command Line Interface, Active Directory, and Binary Code

PROFESSIONAL CERTIFICATIONS & MORE!

All participants will receive professional-level training from Google & CompTIA, earn industry-recognized certifications, and be qualified for in-demand job titles: IT Specialist, IT Support Specialist, Network Specialist, & Jr. Systems Administrator.

Participants will undergo 80 hours of soft skills training and over 320 hours of instruction with practice-based assessments and projects that simulate real-world IT support scenarios critical for success in the workplace.

Other opportunities after successful CompTIA A+ certification include paid internships, on-the-job training, and help with job placement.

READY TO TAKE THE NEXT STEP?

To learn more or check eligibility for the program, call

815-968-9681

ywca
Northwestern Illinois

SCHOOL ELIGIBILITY INFORMATION

APPLICANTS FOR YW TECH LAB'S IT SUPPORT SPECIALIST PROGRAM MUST:

- Be unemployed or under-employed adults 18 years of age or older.
- Have already attained a high school diploma or GED.
- Reside in Illinois or be eligible to work in Illinois at the completion of the program.

BE ABLE TO SHOW NEED BY ONE OF THE FOLLOWING MEANS:

- Falling within the low to moderate income guidelines based on gross household income and the number of persons in the household, specifically, 185% of the current year's "Poverty Guidelines for the 48 Contiguous States and the District of Columbia."
- Providing documentation if any member of the applicant's house receives any type of Illinois state benefits (i.e., SNAP benefits, Medicaid)
- Living in a Qualified Census Tract or Disproportionately Impacted Area.
- Identifying as a migrant, rural, or returning citizen

Applicants will be given a (free) pre-assessment in reading and math, the results of which must indicate at least a ninth-grade knowledge in both subjects.

The YW Tech Lab is a signature initiative of YWCA to improve job training programs, to increase access to digital skills, and to offer wrap-around and barrier reduction services. Funding provided in whole or in part by the Department of Commerce and Economic Opportunity.

SCHEDULE OVERVIEW

Google IT Support Course Objectives

WEEK 1	**Technical Support Fundamentals** Introduction to IT - Hardware - Operating System Networking + Software Troubleshooting	✪
WEEK 2	**The Bits and Bytes of Computer Networking** Introduction to Networking - The Network Layer -The Transport and Application Layer - Networking Services, Connecting to the Internet + Troubleshooting - and the Future of Networking	✪
WEEK 3	**Operating Systems and You: Becoming a Power User** Navigating the System - Users and Permissions + Package and Software Management - Filesystems Process Management - Operating Systems in Practice	✪
WEEK 4	**Systems Administration and IT Infrastructure Services** What is Systems Administration? - Network and Infrastructure Services - Software and Platform Services - Directory Services - Data Recovery & Backups + Final Project	✪
WEEK 5	**IT Security: Defense Against the Digital Dark Arts** Understanding Security Threats - Cryptology Securing Your Networks	✪
WEEK 6	**IT Security: Defense Against the Digital Dark Arts** Defense in Depth + Creating a Culture of Cybersecurity - The 3 A's of Cyber Security: Authentication, Authorization, and Accounting -Securing Your Networks	✪

✪ Certificate Earned Upon Successful Course Completion
Completion of all five courses: Google IT Support Professional certification

COMPTIA A+ Course Objectives

WEEK 1	Installing Motherboards Connectors Installing System Devices
WEEK 2	Troubleshooting PC Hardware Comparing Local Networking Hardware
WEEK 3 & 4	Configuring Network Addressing & Internet Connections, Supporting Network Services
WEEK 5	Supporting Print Devices Configuring Windows
WEEK 6	Managing Windows Identifying OS Types & Features
WEEK 7	Supporting Windows Managing Windows Networking
WEEK 8	Managing Linux & macOS Configuring SOHO Network Security
WEEK 9	Manage Security Settings Supporting Mobile Software
WEEK 10	Using Support & Scripting Tools Implementing Operational Procedures
WEEK 11	Exams & Internship Interview Prep Scheduled Core 1 and Core 2 Exams Taken Successful Completions Earn CompTIA A+ Certification
WEEK 12	Employability Prep Internship Interviews & Placement

CIP: 11.1006
SOC: 15-1232

FISCAL YEAR REPORTING DATE:	FY 25	FY 26
# of students in IT Program	0	8
Additional new, re-enrolled, and transfer students admitted in next 12 months.	12	34
Total # of students admitted in IT program during 12-month reporting period	12	34
# of students during 12-month reporting period who withdrew	3	9
# of students during 12-month reporting period who are still enrolled	9	7
# of students during 12-month reporting period who completed or graduated from the IT program	0	21
# of students who transferred out of the IT program and enrolled in another school at a different institution	0	0
# of students who were placed in an IT Tech position	0	0

FISCAL YEAR REPORTING DATE:	FY 25	FY 26
# of students who found employment in a related field	0	6
# of students who were not available for placement due to personal reasons	0	0
# of students who are not employed in the 12-month reporting period	8	19
# of students who took a professional certification exam during the 12-month period	0	19
# of students who passed a professional certification exam during the 12-month period	0	11
# of program graduates who gained employment without Tech Lab assistance in 12-month reporting period (pending reasonable efforts to obtain this information)	0	14
Average starting salary for all school graduates employed during the reporting period (pending reasonable efforts to obtain this information)	0	18.69/ hr.

ywca Northwestern Illinois

YW Tech Lab is not accredited by the US Department of Education. Students seeking a possible transfer of a certification earned from a YW Tech Lab class to a post-secondary institution must contact that institution directly. YW Tech Lab of YWCA Northwestern Illinois is approved by the Division of Private Business and Vocational Schools of the Illinois Board of Higher Education (217-782-2551). Complaints against this school may be registered with the Board of Higher Education – 1 N. Old State Capitol Plaza, Suite 333, Springfield, IL 62701, or complaints may be submitted online at complaints.ibhe.org.