YWCA IS ON A MISSION

IF YOU DREAM IT
YOU CAN MAKE IT HAPPEN WITH YW TECH LAB

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.

NEXT STEPS:

APPLY NOW for upcoming classes by contacting:

YWCA Northwestern Illinois ,
4990 East State Street, Rockford,
IL 61108 or call **815-968-9681**

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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.
- Have a Selective Service number or Certificate of Waiver if designated "male" at birth. Assistance provided.
- 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
  - Being negatively impacted by Covid, such as having lost instructional time in K-12 schools, having health-related issues from Covid, or having food and/or housing insecurities.

- 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.

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

CONSUMER INFORMATION FISCAL YEAR 2025

	Reporting Date	FY2025
1	# of students in IT Program as of July 1st	0
2	Additional new, re-enrolled, and transfer students admitted in next 12 months.	0
3	Total # of students admitted in IT program during 12-month reporting period.	0
4	# of students during 12-month reporting period who withdrew	0
5	# of students during 12-month reporting period who are still enrolled	0
6	# of students during 12-month reporting period who completed or graduated from the IT program	0
7	# of students who transferred out of the IT program and enrolled in another school at a different institution	0
8	# of students who were placed in an IT Tech position	0
9	# of students who found employment in a related field	0

	Reporting Date	FY2025
10	# of students who were not available for placement due to personal reasons	0
11	# of students who are not employed in the 12-month reporting period	0
12	# of students who took a professional certification exam during the 12-month period	0
13	# of students who passed a professional certification exam during the 12-month period	0
14	# of program graduates who gained employment without Tech Lab assistance in 12-month reporting period (pending reasonable efforts to obtain this information)	0
15	Average starting salary for all school graduates employed during the reporting period (pending reasonable efforts to obtain this information)	0

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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 NWIL is approved by the Division of Private Business and Vocational Schools of the Illinois Board of Higher Education. For more information or to appeal a complaint in writing, contact:
Illinois Board of Higher Education – 1 N. Old State Capitol Plaza, Suite 333 Springfield IL 62701
Or submit online: complaints.ibhe.org