

Information Technology Services 2024-2025

Short Course Description:	The Information Technology Services program is designed to prepare students to earn recognized industry credentials essential for employment and advancement within this industry. Through a combination of lectures and hands-on labs, students will develop strong foundations in computer hardware and software, networking, cyber security, and project management.					
Certifications Offered:	<ul style="list-style-type: none"> ● ITIL Fundamentals ● CompTIA A+ ● CompTIA Network+ ● CompTIA Security+ ● CompTIA Project+ ● Lean Six Sigma: Green Belt ● American Heart First Aid/CPR ● OSHA 10 General Industry 					
Start Date:	August 7, 2024					
End Date:	May 22, 2025					
Hours/Days:	Monday – Thursday, 5:00 pm – 8:00 pm (3 hours/day), Friday 5:00 pm – 9:00 pm (remote)					
Program Hours:	600					
Instructional Weeks:	40					
Books/Laptop Cost:	\$3,301	Supplies:		\$128		
Tuition:	\$3,956	Fees:		\$1,573		
Total Program Cost:	\$8,958					
Additional program requirements not included in tuition:						
Entrance Requirements:	Provide copy of high school or high school equivalency. Students must also complete all financial aid arrangements for payment of tuition, fees, books and supplies.					
WorkKeys – required/not required:	Required					
WorkKeys Score Levels:	Workplace Documents	3	Graphic Literacy	3	Applied Math	3
Graduation Rate	83%					
Job Placement Rate	80%					
Program Completion Requirements:	<ul style="list-style-type: none"> ● A “C” average or higher ● Attendance rate not less than 90% ● Payment of all outstanding obligations to the school ● Current resume on file with Student Services ● Stafford Loan Exit Counseling complete (if applicable) 					

Information Technology Services Course Outline

Applications - Word	This course prepares students to sit for the IC3 Key Applications certification exam, should they wish to pursue it on their own. Students will acquire skills to create professional documents and improve office productivity.
Computer Hardware & Troubleshooting	This course prepares students to sit for the CompTIA A+ 220-1001 and 220-1002 exams. Students will gain skills necessary to begin their career in service/help desk and computer technician roles. Troubleshooting techniques learned can be applied across all facets of Information Technology.
Computer Networking	This course prepares students to sit for the CompTIA Network+ N10-007 exam. Students learn to configure and securely maintain networks. Students also learn basic cloud computing techniques that prepare them for an entry-level network technician role.
Applications – PowerPoint	This course prepares students to sit for the IC3 Key Applications certification exam, should they wish to pursue it on their own. Students gain experience creating a presentation and begin to develop public speaking skills.
Applications – Excel	This course prepares students to sit for the IC3 Key Applications certification exam, should they wish to pursue it on their own. Students learn basic techniques for data collection, analysis, and presentation.
Living Online	This course Living Online prepares students to sit for the IC3 Living Online certification exam, should they wish to pursue it on their own. Students will learn how to efficiently conduct online research, utilize online tools, and participate in social media while learning the potential dangers of these platforms and how to protect themselves
Computer Security	Computer Security prepares students earn the CompTIA Security+ certification. Students will learn the basics of both physical and digital computer security and demonstrate their skills in virtual computer environments while building skills to begin a career as a Security Analyst.

Project Management	Project Management prepares students to earn the CompTIA Project+ certification. Students will learn project management techniques and manage mock projects while gaining the skills necessary to lead team projects and work towards a career as a project manager
Occupational Safety	Occupational Safety provides the opportunity for students to learn valuable precautions they wouldn't normally be exposed to until they're asked to perform a task on the job. Whether they're climbing into a ceiling to install network cables or drilling computer mounts into walls, obtaining the OSHA 10 certification will ensure students are prepared to safely transition into their prospective careers.
First Aid & CPR	During the First Aid & CPR class, students will work to become certified by the American Red Cross. Technical services specialists work in a wide variety of environments from offices to factories. Having the skills to deliver first aid and CPR can give students an advantage when applying for jobs in special
Internship	The internship capstone provides students the opportunity to attain real-world experience culminating from each of their previous courses. From answering support calls to replacing failed devices, students gain skills beyond what can be read in a book. Prior to technical work, students will also practice interview conduct. At the end of the internship students will finalize their cover letters and resumes for a final grade.

Information Technology Services Hour Breakdown

Course	In-Person Lab	Remote Lab	In-Person Class	Remote Class	Total Hours
Key Applications-Word	17	17	1	1	36
Computer Hardware & Troubleshooting	90	8	34	36	168
Computer Networking	40	30	50	20	140
Key Applications-PowerPoint	16	10	1	1	28
Key Applications-Excel	11	0	1	0	12
Living Online	26	0	2	0	28
Computer Security	20	0	8	0	28
Project Management	15	15	4	4	38
Occupational Safety	12	0	0	0	12
First Aid & CPR	6	0	0	0	6
Internship	104	0	0	0	104
Course Totals	357	80	101	62	600