



TODAY'S TECHNOLOGY.

YOUR FUTURE.



Microsoft Imagine Academy



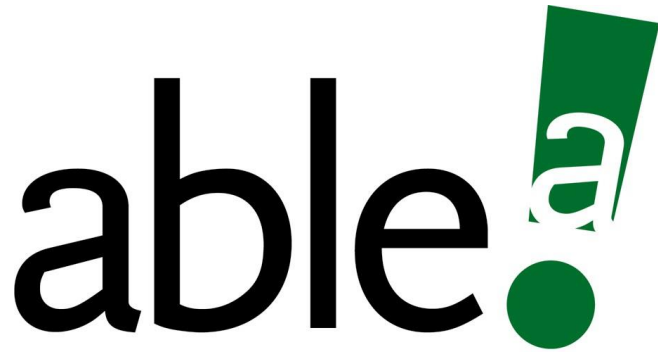
IT Career Lab is a division of National Able Network, Inc.

# Agenda

*(Get pen and paper. Be ready to take notes!)*

*(Ask questions through the audio or chat, please have yourselves on mute when not speaking.)*

- [www.ITCareerLab.org/calendar/](http://www.ITCareerLab.org/calendar/)
- National Able Network, Organization Overview
- IT Career Lab, Program Overview
- Funding Options
- Next Steps
- Q&A



National Able Network®

- Non-profit organization 501(c)3
- National Able is a workforce development agency.
- IT Career Lab is a branch of National Able and has been around since 2012.
- National Able has been around for 40 years.
- Help job seekers of all ages, skills and income levels achieve economic self-sufficiency through employment.



IT Career Lab is a division of National Able Network.

# IT Career Lab Is:

- Certified Cisco Networking Academy
- Licensed – Private Career School
- State Approved Training Provider

# IT Career Lab Location



IT Career Lab is located at 5905 Golden Valley Road, Suite 2 Golden Valley, MN 55422 inside the Stillman Family Foundation Building on the far right facing the building on the second level. We are busline accessible, bus #705 and #14.



# Who is IT Career Lab Program Staff?



**Jared Fessler – Education and Community Relations Manager**

- Help individuals pursue IT training/careers
- Aid unemployed professionals in transition



**Greg Shirbroun – Program Manager**

- 10 years experience developing training programs
- Connect students to networking, resources and support services

# Who is IT Career Lab Program Staff?

## **Jon Kimmel – Job Placement Manager**

- Reviews student resumes to insure they're modern, marketable, and targeted to IT
- Works with students to determine the best fit for opportunities in their area
- Advocates for certified graduates within and outside our program employers' network
- Communicates with career coaches to ensure program documentation is complete and accurate



## **Kirsten Christensen – Office Manager/Receptionist**

- Oversee the workings of the office at IT Career Lab.
- Helps with students testing needs.
- Pearson Vue Test Administrator



# Who Are IT Career Lab's Instructors?



**Stephen Freed, Microsoft Certified Instructor**

- 20+ years Microsoft training experience in corporate and classroom settings
- IT consultant and computer networking professional



**Michael Grzincich, Cisco Certified Academy Instructor**

- IT Solutions Provider for small/medium businesses
- Earned IT degrees/credentials as non-traditional student

**Kieran Dostal, Cisco Certified Academy Instructor**

- IT Director for a local medium sized business
- Cybersecurity enthusiast





# COVID -19

- Currently, info sessions and classes are 100% remote.
- National Able/IT Career Lab is closely following any updates and guidance from the Minnesota Department of Health, Center for Disease Control, and the World Health Organization, as it relates to COVID-19.

# What is included for students at IT Career Lab?

- Two certifications | 10 week accelerated training
  - Microsoft | six weeks
  - CompTIA Network + | four weeks
- Live training by certified instructors
- Access to eBook and official online learning management systems
- Virtual and simulated lab access for each subject
- Multi-use practice exams focused on each certification
- Laptop
- One-on-one job placement services (e.g. detailed and resume review and career consultation)
- Job search skills workshop
- Exam for each certification plus one additional retake
- Alumni support services

## Dell Latitude 3500 Laptop



## IT Career Lab Backpack





## CAREER PLACEMENT

### Job Readiness Program

- Resume
- LinkedIn
- Local IT hiring managers and recruiters will connect with you and do mock interviews and talk about job search and job market trends.
- Exclusive hiring opportunities
- Working with our job placement manager Jon Kimmel after program completion.

# You should know these computer basics before starting at IT Career Lab:

## →How to...

- ☐ download a file
- ☐ find where a downloaded file was saved
- ☐ save-as
- ☐ install and uninstall a program
- ☐ run a basic search
- ☐ create and manage folders
- ☐ turn the camera and microphone on or off
- ☐ use safe online practices



# MICROSOFT 365: WINDOWS 10 MD-100 and MD-101 EXAM

## **ABOUT:**

This exam measures your ability to accomplish the following technical tasks: deploy Windows; manage devices and data; configure connectivity; and maintain Windows.

## **OCCUPATIONS:**

Help Desk Analyst, PC Refresh Technician, Desktop Support Specialist and more

## **CLASS TIME:**

Six Weeks | 2.5 days per week

Monday and Thursday 8:30AM to 3:30PM and Fridays 8:30AM to 12:30PM

18 hours of training and up to 12 hours of outside course work a week

## **CLASS SIZE:**

Around 14 students max

## **CERTIFICATION EXAM:**

Six weeks after start date



# COMPTIA NETWORK+

## ABOUT:

The CompTia Network + certification develops a career in IT infrastructure covering troubleshooting, configuring, and managing networks.

## OCCUPATIONS:

Computer technician, Help desk technician, Network support specialist., Network administrator, Network analyst, Systems engineer, Systems administrator or analyst, and more!

## CLASS TIME:

Four weeks | 2.5 days per week

Tuesdays and Wednesdays 8:30AM to 3:30PM and Fridays 8:30AM to 12:30PM

18 hours of training and up to 12 hours of outside course work a week

## CLASS SIZE:

Around 14 students max

## CERTIFICATION EXAM:

Four weeks after start date



# CISCO CERTIFIED NETWORKING ASSOCIATE CCNA

## **ABOUT:**

The CCNA validates your skills and knowledge in network fundamentals, network access, IP connectivity, IP services, security fundamentals, and automation and programmability.

## **OCCUPATIONS:**

Network Administrator, Network Engineer, Network Specialist and more!

## **CLASS TIME:**

12 Weeks | 2.5 days per week

Tuesdays and Wednesdays | 8:30AM to 3:30PM and Fridays 1PM to 5PM

18 hours of training and up to 12 hours of outside course work a week

## **CLASS SIZE:**

Around 14 students max

## **CERTIFICATION EXAM:**

12 weeks after start date





# IT Career Lab Virtual Lab

- IT Career Lab is committed to providing an interactive, instructor-led experience for students, even during distance learning. We use the following tools to aid in the creation of experiential learning sessions: Cisco's Networking Academy and Packet Tracer, Microsoft Teams, GoToMeeting, Zoom, TestOut LabSim, Microsoft Learn on Demand, Microsoft Official Courseware.
- Cisco's innovative simulation tool, Packet Tracer. To learn more go to <https://www.netacad.com/courses/packet-tracer>
- It teaches basic operations of the tool with multiple hands-on activities helping you to visualize a network using everyday examples, including Internet of Things (IoT).
- Please review this information about Cisco's Packet Tracer, prior to connecting with your grant provider.
- Discover and troubleshoot using powerful networking simulation tool.

# Remote Learning Must-Haves & Tips for Success!

## → MUST-HAVES:

- A reliable internet connection
- A place to do the remote training (home, office space, workspace, etc).
- A computer with internet access and a webcam/microphone  
*(\*Note: Almost any computer with these items will be suitable for remote learning.)*
- A minimum download bandwidth of at least 2Mbps and an upload of 1Mbps is required.

## → TIPS:

- Packet Tracer and web browsers don't require much processing power.  
*Windows Users: A computer running Windows 10 or Windows 7 should work*  
*Mac Users: A Mac running 10.8 (Mountain Lion) should work*
- Test your network bandwidth here: <https://www.speedtest.net/>  
*(\*Note: Don't click on any of the ads!)*



**Pearson**  
**VUE**

Authorized Testing Center

# On-Site Certification Exams



IT Career Lab is a division of National Able Network.

# Pearson Vue Onsite Authorized Testing Center



# IT Career Lab Stats



**88%**

Program completion rate



**80%**

Of training participants  
earned one or more certifications



**\$18.37/hour**

Average **starting wage** for  
IT Career Lab graduates

# Minnesota IT Career Lab Graduates Have Obtained Jobs at:



# Job Placement Expectation After Completing IT Career Lab

- Career growth in a short-time is possible in the IT sector, and more likely than in many other industries.
- IT certification is CRITICAL to a successful IT job search and career development.
- IT certifications and experience are BOTH considered when determining your wage.
- IT Career Lab does not and cannot guarantee job placement – it takes significant work and focus on the part of our students.
- National Able focuses on enhancing YOUR job search and expanding your network.

# IT Career Lab Student Success Stories

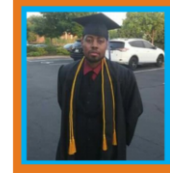
## SUCCESS STORY

From Homemaker to Tech Professional:  
Coming Full Circle



## SUCCESS STORY

*Finding the Path to  
a Career in IT*



## SUCCESS STORY

*A 'surreal' journey  
from student to instructor*



## SUCCESS STORY

*A Hopeful Journey:  
A Refugee's IT Career Path*



More student success stories here: <https://www.itcareerlab.org/tech-bytes/>



# FUNDING OPTIONS

# MAIN FUNDING OPTIONS

IT Career Lab is the training provider, we partner with the organizations that provide funding through the following grants below: Please contact IT Career Lab directly to find out which grant is best fit for you. Process can take three to six weeks depending on the grant.



- MN Women in IT Grant
- WIOA Adult Program
- Dislocated Worker Program
- Supplemental Nutrition Assistance Program (SNAP) | Employment & Training



- Minneapolis Pathways
- Hennepin County CARES Act

## Grant Eligibility

- Employment Status
- Yearly income level
- Residency (city/state/zip code)
- Identity (veteran, gender, BIPOC)

# FUNDING PROGRAM ENROLLMENT PROCESS

## Step 1: Send Resume & Assessment(s) Results

Email your resume, employment status, and your assessment results to:

[Minnesota@ITCareerLab.org](mailto:Minnesota@ITCareerLab.org)

The following assessments are required:

### **Math/Reading Assessment**

- *For the Minneapolis Pathways, Pathways to Prosperity, Dislocated Worker*
  - *20 minutes each, can be taken remotely*

### **North Star Assessment**

- *Everyone is required to take the North Star Assessments*
  - *Can be done remotely*
- *Computer Skills Test: Internet Basics, Windows 10, Using E-mail*
  - *Must pass all three assessments, you can take multiple times*
- *If you don't pass all, we will have a conversation or refer you to an IT core skills training*



> Your Results

You've completed the assessment! After reviewing your results, close this browser tab/window to start another module.

You Passed!

**97.1%**

How is my score calculated?

Claim Badge

Print Results

Timestamp: Mar 13 2020, 3:36 PM

Record ID: 7455227

Code: 4549a7f253fa

Correct (33 out of 34)

MASTERED SKILLS

Incorrect (1 out of 34)

SKILLS TO IMPROVE

✓ Identify the different ways a person can connect to the internet.

✓ Demonstrate knowledge of browsers and identify commonly used browsers.

✗ Identify address bar and demonstrate understanding of its functionality.

You Passed!

**91.7%**

Timestamp: May 4 2020, 12:16 AM

Record ID: 7502980

Code: 5e96c6de86ee

Correct (30 out of 34)

MASTERED SKILLS

Incorrect (4 out of 34)

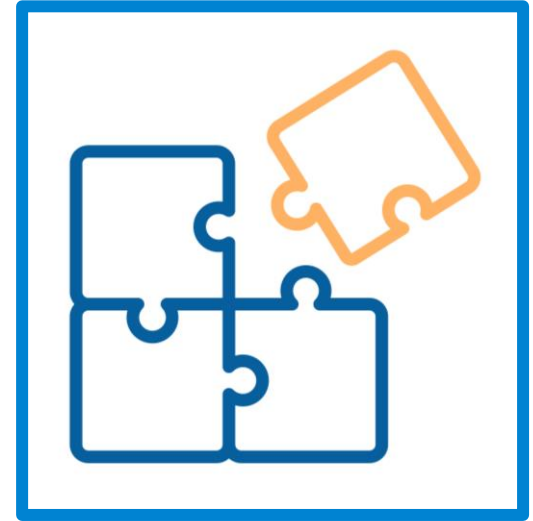
SKILLS TO IMPROVE

- Identify the different ways a person can connect to the internet.
- Demonstrate knowledge of browsers and identify commonly used browsers.
- Demonstrate familiarity with website structure (e.g., landing pages, internal pages).
- Identify top-level domains (e.g., .edu, .com, .org).
- Demonstrate understanding of how to use browser tools and settings to protect privacy (e.g., private browser windows, clearing search history, and declining to save passwords on shared computers).
- Identify ways to protect your devices (e.g., anti-malware software, recognizing possible virus attacks).
- Demonstrate to a website that you are a legitimate user using CAPTCHA or other verification methods.
- Fill out an online form.
- Identify common browser tools and icons (e.g., favorites, downloads, refresh, and back).
- Perform internet search using clear parameters (terms and filters).
- Demonstrate ability to scroll up and down a page and left and right on a page.
- Enable a specific pop-up window.
- Use shortcut keys, or menu or mousing equivalents, to support user experience on the web (e.g., zoom, find text).

- Demonstrate understanding of when it's safe and appropriate to share personal, private, or financial information (e.g., recognizing phishing attempts, identifying unsecured websites).
- Identify address bar and demonstrate understanding of its functionality.
- Identify and make use of common website interactions (e.g., play buttons, hyperlinks).
- Identify and work with tabs and windows.

# Step 2: Find the Right Service Provider

E-mail us your resume to [jfessler@itcareerlab.org](mailto:jfessler@itcareerlab.org) or [minnesota@itcareerlab.org](mailto:minnesota@itcareerlab.org) with your employment status and we direct and connect you with the right service provider.

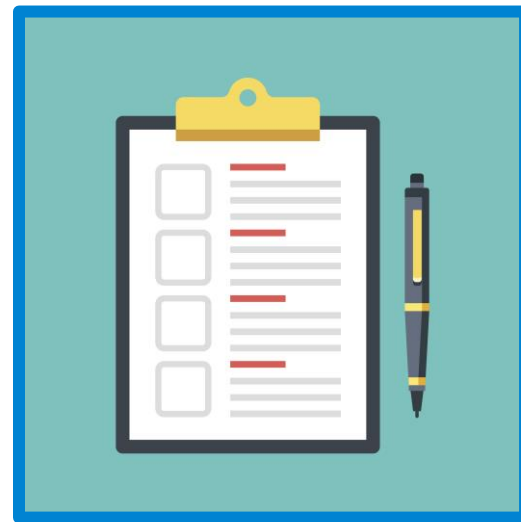


# Step 3: Fill Out Application

Depending on your grant, you will connect with the service provider, and they will provide you with application information for your selected grant program.

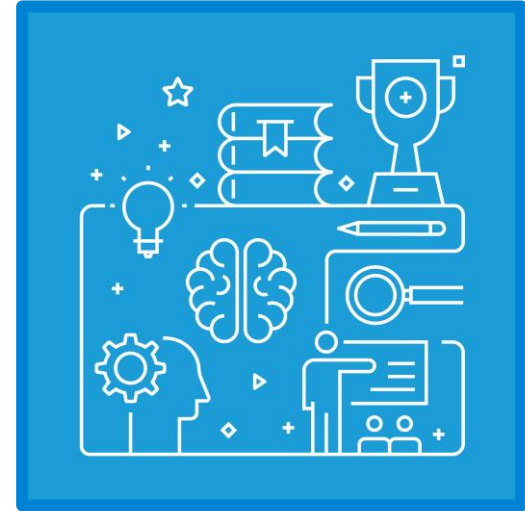
Your provider will conduct an intake with you via phone and will ask for documents (ID's, tax forms, etc). It is critical that you stay in constant and consistent communication with them and get them everything they need.

\* Expected process is three to six weeks minimum depending on your grant.



# Step 4: Meet with Career Counselor to Create Training & Employment Plan

Create training and employment plan with your employment counselor and then get approval for training from your employment counselor.





# Step 5: Receive Financial Award and Enroll in Training

Once training plan is approved (and funding awarded) it is time to enroll in the training program of your choice...hopefully IT Career Lab!



# Deadline Checklist

## Completed materials due by deadline are:

- ☐ North Star Assessment Scores
- ☐ Resume
- ☐ Documents for your employment counselor (paperwork, requested ID's, etc).  
*(Please stay in direct communication with your counselor!)*
- ☐ Training and employment plan (if you're working with an employment counselor).
- ☐ Purchase orders, vouchers, authorizations, from you and your employment counselor **OR** down payment if you are a self funder.

# What will make you a successful student at IT Career Lab?

- Having an interest in pursuing a career in the IT Field.
- Having a passion and drive for learning IT.
- Having an interest in trouble shooting and problem solving.
- Having computer basics knowledge (previous slide).
- Understanding systems managements on the machines (i.e. how to download a file and save it somewhere else).
- Having a customer service orientation and mindset.
- Previous experience solving technical issues.
- We require 90% attendance throughout the 10 weeks. So, it is critical to make sure your schedule is cleared.
- Are serious about pursuing training and a career into IT.



## IT Career Lab Minnesota Resource Link:

→ [www.ITCareerLab.org/minnesota](http://www.ITCareerLab.org/minnesota)

→ [www.itcareerlab.org/faq/](http://www.itcareerlab.org/faq/)

# Questions?

If you have any friends, family, or anyone that you know of that would be a great fit for IT Career Lab, please refer them to IT Career Lab.

Please e-mail your resume along with your employment status to [jfessler@itcareerlab.org](mailto:jfessler@itcareerlab.org) or [Minnesota@itcareerlab.org](mailto:Minnesota@itcareerlab.org)

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[www.itcareerlab.org](http://www.itcareerlab.org)