![NOCE NORTH ORANGE CONTINUING EDUCATION logo]

# Google IT Support Professional Certificate
# Program Guide

**2025-2026**

---

| **Career Technical Education (CTE)** | **StarHelp Registration Assistance** | **Counseling and Student Services** |
|---|---|---|
| Office, Room 513 | Anaheim Campus, 2nd Floor | Anaheim Campus, Room 215 |
| (714) 808-4915 | (714) 808-4679 | (714) 808-4682 |
| careers@noce.edu | starhelp@noce.edu | counseling@noce.edu |
| Contact for general info about certificate programs | Contact for registration assistance | Contact for course advisement, and career planning |

## Career Highlights
The Google IT Support Professional Certificate is designed to prepare students with the academic tools to provide service as an IT Support Professional. In the program, students are required to complete seven courses which prepare the students with a solid foundation in IT support.

In this program, students will gain valuable professional skills in customer service, troubleshooting, network protocols, cloud computing, windows operating system, Linux command line, systems administration, encryption algorithms, and techniques. Students completing this program will meet the requirements of the OC Center of Excellence for Computer Network Support Specialist, Computer User Support Specialist, and Computer Systems Analyst.

Explore if this Career is the right path for you at: Career Coach

## Program Information
The program will provide students with knowledge and skills to:

- Utilize common problem-solving methodologies and soft skills in an Information Technology setting
- Explain how various encryption algorithms and techniques work as well as their benefits and limitations.
- Define the Windows and Linux filesystems using a graphical user interface and command line interpreter.
- Demonstrate an understanding of how the most common infrastructure services that keep an organization running work, and how to manage infrastructure servers.
- Define the standards protocols involved with TCP/IP communications.

## Eligibility Requirements

To be eligible for the program candidates must:

- 18 years or older.
- Apply online or in-person at any NOCE Center.
- Complete an online General Orientation at least 24 hours prior to registering for Google IT Support Professional Certificate Program courses.
- Recommended:  Basic English language reading, writing, and speaking skills, and/or be at an ESL Intermediate High level.
- Recommended: Basic math skills

# Program of Study Leading to a Certificate

This information is for advisement purposes only and is subject to change.

It is recommended that students see a NOCE Counselor upon enrollment to complete an educational plan. Counselor appointments can be made in person at the Anaheim Campus Room 215, by phone at (714) 808-4682, or via email at counseling@noce.edu

| Required Core Courses for Google IT Support Professional Certificate | | | |
|---|---|---|---|
| Core courses are listed in the order of the program's recommended sequence | | | |
| **Course#** | **Course Title** | **Hours** | **Prerequisite** |
| ☐ CIST 100 | Information Technology (IT) Technical Support Fundamentals | 54 | |
| ☐ CIST 105 | The Bits and Bytes of Computer Networking | 54 | CIST 100 |
| ☐ CIST 110 | Operating Systems and Becoming a Power User | 54 | CIST 105 |
| ☐ CIST 115 | System Administration and IT Infrastructure Services | 72 | CIST 110 |
| ☐ CIST 120 | IT Security: Defense Against the Digital Dark Ages | 72 | CIST 115 |

# Completion Timeline

All required courses for the Google IT Support Professional Certificate must be completed and students must maintain Catalog Rights. No extensions and/or exceptions will be given. Those students not meeting the requirements and/or not maintaining catalog rights will be required to repeat any classes and/or take any additional program requirements.

# Catalog Rights and Completion Deadline

The course requirements for a specific certificate program may change from one catalog to the next and, therefore, may change during the period that a student attends NOCE. Catalog rights established when a student first takes classes at NOCE protect the student from being held for additional program requirements that may be added to a later catalog.

Students maintain catalog rights by maintaining continuous enrollment in one of the following courses at NOCE: Basic Skills, Career Technical Education, Disability Support Services, and English as a Second Language. Continuous enrollment is enrollment in any two of the previous consecutive terms, including Summer, resulting in an academic record of A, B, C, D, F, P (Pass), NP (No Pass), SP (Satisfactory Progress), or W (Withdrawal). Missing more than two consecutive terms will result in loss of catalog rights due to a break in continuous enrollment.

If continuous enrollment is broken, the student must adhere to the catalog requirements in effect at the time continuous enrollment is re-established and maintained. The lab enrollment in WFPR 100, WFPR101, keyboarding exams, and required certifications (e.g., CPR card) cannot be used to maintain catalog rights. Course substitution and course challenges do not maintain catalog rights.

This policy supersedes all previous catalog rights provisions and applies only to the programs at NOCE.

## Course Substitutions:
This program does not allow any course substitutions.

## Challenge Exams
This program does not offer any challenge exams.

## Graduation Check for Program Certificate and Commencement
To receive the certificate and participate in the Commencement Ceremony, students must schedule and attend a Graduation Check/Exit Interview appointment with a NOCE Counselor at the end of their final term to complete the application for the program certificate. If you do not plan on participating in the Commencement Ceremony, you still must schedule a Graduation Check/Exit Interview appointment with a NOCE counselor.

Once the Records Office receives your application and verifies that all the requirements have been met, the program certificate will be mailed to you.

# Program Attendance and Grading Requirements (In-Person Courses)

## First Day of Class
ATTENDANCE ON FIRST DAY OF CLASS IS MANDATORY to secure your place in class. If you are not in class ONE HOUR after the scheduled start time, your spot could be assigned to a student on the waitlist.

No student will be allowed to enroll in a class after the established deadline.

## Ongoing Attendance
Regular attendance is expected of every student.

## Waitlisted Students
Before the class start date, students on the waitlist will be notified via e-mail as soon as a seat is available. Once you receive the e-mail, you will have up to 24 hours to accept the seat. If you do not accept, by the deadline given in your e-mail notification, the seat will be offered to the next student on the waitlist.

- The waitlist process is only valid before the class start date.
- After the class starts, students interested in adding a closed class must have instructor permission, so it is recommended that students who were on the waitlist attend the first day of class and request instructor permission to be added.
- For classes five weeks in length or less, students cannot add after the start date.
- For classes six weeks in length or more, students cannot add after the second meeting of the class.
- No student will be allowed to enroll in a class after the established deadline.

## Grading Policy
All courses in this program are graded (Pass or No Pass).

In order to be eligible to receive a passing grade, students in this program must meet both the minimum attendance requirements and the 80% or higher grading requirement.

# Program Attendance and Grading Requirements (Online Courses)

## First Week of Attendance
FIRST WEEK OF ATTENDANCE IS MANDATORY to secure your place in class. If you do not sign into your Canvas course and/or contact your instructor by 11:59 p.m. on the third day from the start of the course, your spot could be reassigned to a student on the waitlist, and you will be dropped from the course.

If you are enrolled in a hybrid class and the first class meeting is scheduled to be in-person, see the First Day of Class policy for in-person classes.

No student will be allowed to enroll in a class after the established deadline.

## Ongoing Active Participation
Ongoing active participation is expected of every student. Active participation requires more than just logging onto Canvas. Students who do not actively participate on a weekly basis will be dropped from the class up until the second census date.

## Waitlisted Students
Through the first week of classes, students on the waitlist will be notified via e-mail as soon as a seat is available. Once you receive the e-mail, you will have up to 24 hours to accept the seat. If you do not accept, by the deadline given in your e-mail notification, the seat will be offered to the next student on the waitlist.

- The waitlist process is only valid through the end of the first week of the class.
- During the 2nd week of classes, students still interested in adding a closed class must contact StarHelp at (714) 808-4679 or e-mail starhelp@noce.edu.
- No student will be allowed to enroll in a class after the established deadline

## Grading Policy
All courses in this program are graded (Pass or No Pass).

To be eligible to receive a passing grade, students in this program must meet both the minimum attendance requirements through ongoing active participation and the 80% or higher grading requirement.