

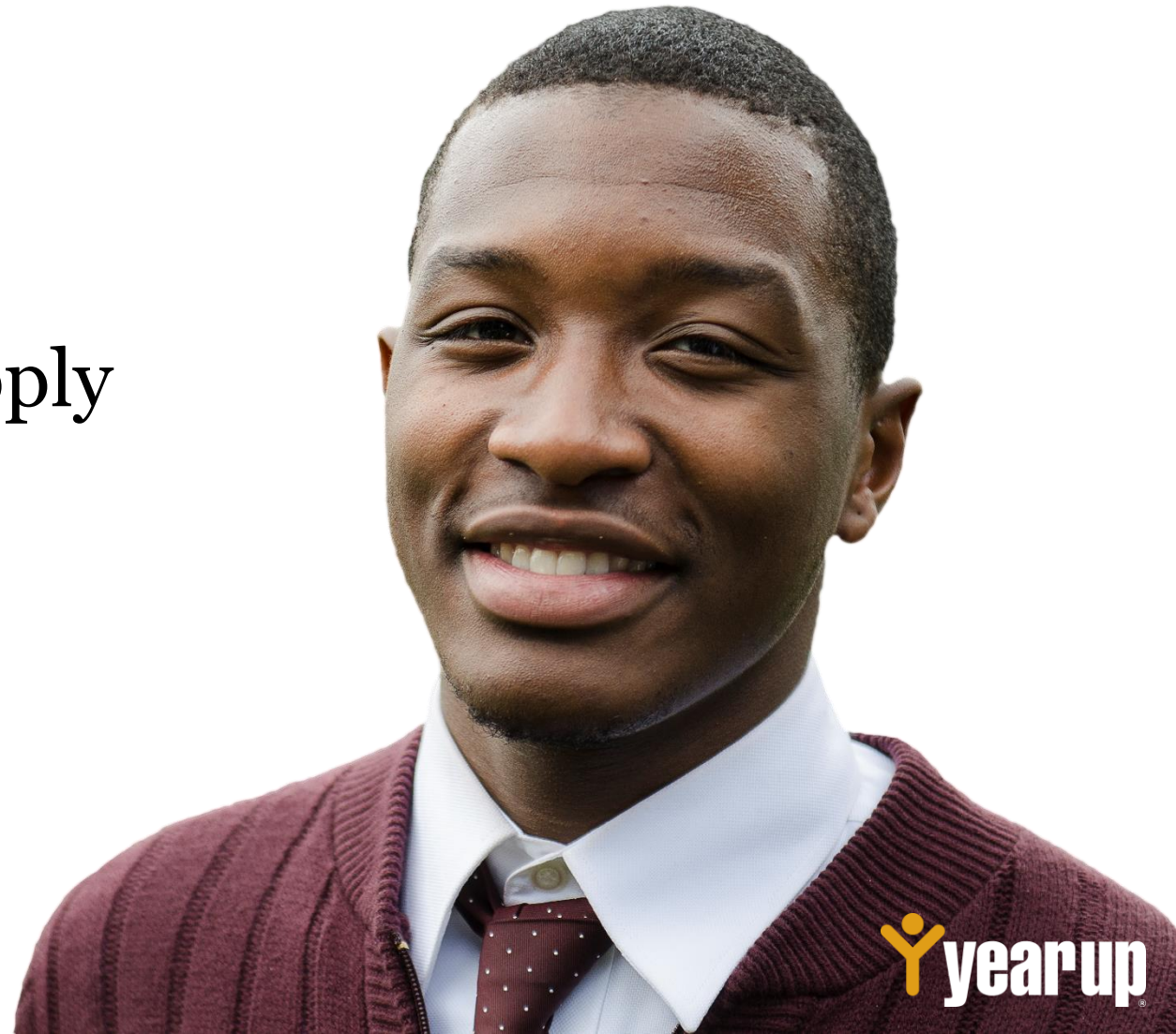


**yearup**®

# Agenda

---

1. What is Year Up?
2. How it works
3. Our results
4. How you can apply






A man and a woman are standing on a modern building balcony. The woman, on the left, is wearing a dark blue business suit and black high heels. The man, on the right, is wearing a light beige blazer, a striped tie, and brown trousers. They are both smiling and looking towards the camera. The background shows a glass-walled building and a railing.

What is Year Up?



# We exist to close the Opportunity Divide



The infographic features a large, light blue speech bubble in the center containing the text 'Year Up connects young adults who need opportunities to companies who need talent.' Below the speech bubble, a large white silhouette of a person's head and shoulders is visible. The background is split into two horizontal sections. The left section shows a group of orange stick figures of various sizes on a dark blue jagged base. The right section shows a city skyline with blue buildings and white clouds on a dark blue jagged base. The overall color palette is light blue, white, orange, and dark blue.

Year Up connects  
young adults who  
need opportunities  
to companies who  
need talent.

6 million young adults  
are disconnected from  
stable career pathways.

12 million jobs  
requiring post-secondary  
education will go unfilled  
in the next decade.



# National impact



**13,000+**  
Students served to date

A man with short dark hair, wearing a grey suit jacket, white shirt, and a pink striped tie, is looking slightly to his left with a gentle smile. He is in an office setting with cubicles and computer monitors visible in the background. A semi-transparent white horizontal bar is positioned across the lower half of the image, serving as a background for the text.

How it works

# Program structure

---



---

Stipend payments  
College credits  
Guidance

# Learning & Development

---

- Learn **business communications** and **professional skills**
  - Business Writing Skills
  - Time Management
  - Clear & Effective Communication
  - Presentation Skills
  - Workplace Norms
  - Personal Finance
  - Teamwork
- Develop **technical skills** in:
  - Desktop and Network Support
  - Network Administration
  - Software Installation
- Earn Up to 30 College Credits
- Pathway towards Computer Network and Security Management AS





# Learning & Development

---

- **Monday Morning Kickoff**

- Staff and students meet first thing on Monday morning to kickoff the week's activities, check in, and reengage.
- Types of Activities:
  - *Staff and Student announcements*
  - *Warm-up questions and interactives*
  - *Open forum on a particular topic*
  - *Sharing/reading of quotes/goals/theme of the week*
  - *Coach meetings with students/check-ins*



# Learning & Development

---

- **Friday Feedback**

- Every Friday, all staff and students get together and end the week with Friday Feedback. These sessions are a time to discuss lessons learned during the week, and to openly give and receive constructive feedback.
- A Friday Feedback Agenda Includes:
  - *Opening/ Agenda Review/Announcements*
  - *Warm Up Question or Warm Up Activity*
  - *Interactive Exercise*
  - *Feedback*
  - *Plus/Delta*
  - *Summary and close out*
  - *Reading of Contract*



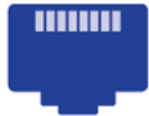
# Learning & Development: Fall Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday
9:00AM – 9:45AM	Year Up Monday Morning Kick Off	Year Up Career Development	77/ 1:1 Coaching	Year Up Career Development	Year Up Group Coaching
9:45AM – 10:30AM	Year Up Group Coaching				Break 9:45-10am
10:30AM-11:00AM	Break				Year Up Guest Speaker 10am-11am
11:00AM – 12:30PM	CS901: Intro to Computers	Com 121: Interpersonal Communications	CS901: Intro to Computers	Com 121: Interpersonal Communications	Break 11am-11:15am
Lunch 12:30PM-1:30PM					Year Up Friday Feedback 11:15-12:30
1:30– 4:30PM plus one hour online	<ul style="list-style-type: none"><li>1<sup>st</sup> 8 weeks: CS934: Intro to Operating System</li><li>2<sup>nd</sup> 8 weeks: CIS972: Intro Cisco Network Fundamentals</li></ul>	1 <sup>st</sup> 8 weeks: CS916: Intro to Computer Hardware 2 <sup>nd</sup> 8 weeks: CIS965: Intro to Computer Network	<ul style="list-style-type: none"><li>1<sup>st</sup> 8 weeks: CS934: Intro to Operating System</li><li>2<sup>nd</sup> 8 weeks: CIS972: Intro Cisco Network Fundamentals</li></ul>	1 <sup>st</sup> 8 weeks: CS916: Intro to Computer Hardware 2 <sup>nd</sup> 8 weeks: CIS965: Intro to Computer Network	



# YULA Tech Career Tracks at WLAC

## IT Helpdesk Support



### Topics Covered

- Computer Software and Hardware
- Computer Operating System
- Network Fundamentals
- Troubleshooting
- Network Infrastructure & Administration
- Helpdesk & Ticketing in Windows/Mac

## Network Support & Administration



### Topics Covered

- Computer Software and Hardware
- Computer Operating System
- Networks Fundamentals
- Troubleshooting
- Cisco Network Fundamentals
- Routers & switches
- Network Infrastructure & Administration
- Microsoft Server OS\*



Information Technology  
Helpdesk/Desktop  
Support



↳ Teaches students how to use, troubleshoot, fix, and support a variety of computer hardware, software, and other devices.

You might be a good fit if:

- You enjoy hands-on problem solving
- You love to learn and master the newest technology
- You like to work closely with people to understand and solve issues

An example on the job:

You log into Zendesk, a software your team uses to track technical issues. You have three issue tickets assigned to you and you walk through each case, calling the user to identify the problem and trying various solutions.

You might work at: **SONY**



Information Technology

Network Support

A photograph of two men in a professional setting. One man, wearing a dark sweater, is holding a green circuit board (likely a network card) and looking at it. The other man, wearing a grey pinstripe suit, is looking at the board and holding a pen. They are standing next to an open computer tower case. A large orange arrow points from the 'Network Support' text to the main description below.

**Teaches students how to support the networks and network devices that connect computers, printers, and other technology.**

You might be a good fit if:

- You enjoy hands-on problem solving
- You love to learn and master the newest technology

An example on the job:

Your team is in charge of setting up the IT infrastructure. You mount equipment such as routers, switches, and wireless access points, and then check that the network is working correctly.

You might work at:



**KAISER PERMANENTE®**



# Internship

## Sample intern titles:

- IT Helpdesk Specialist
- Quality Assurance Specialist
- IT Helpdesk
- IT Desktop Support
- IT Consultant
- Desktop Technician

## Sample partner companies:



# High expectations, high support

---

- **Contract** lays out expectations for student professionalism
- Contract links to Stipend
- **Earned infractions** cost points and **Expectations** met earn points
- **\$50** weekly stipend during **Learning & Development**
- **\$150** weekly stipend during **Internship**
- Year Up Support provided through **coaching, student services,** and **professional mentors**
- Support provided through West LA College via **tutoring, counseling,** and **on-campus programs**

A photograph of four business professionals in a modern office setting. On the left, a woman with long dark hair, wearing a black blazer, is seated and looking towards the right. In the center, a man with short grey hair, wearing a dark suit and tie, is seated and looking towards the right. Standing behind him is a man with short dark hair, wearing a dark suit and tie, looking towards the right. On the far right, an older man with white hair and glasses, wearing a dark suit, is seated and looking towards the left. The background shows large windows and office furniture.

Our results



# Year Up Outcomes



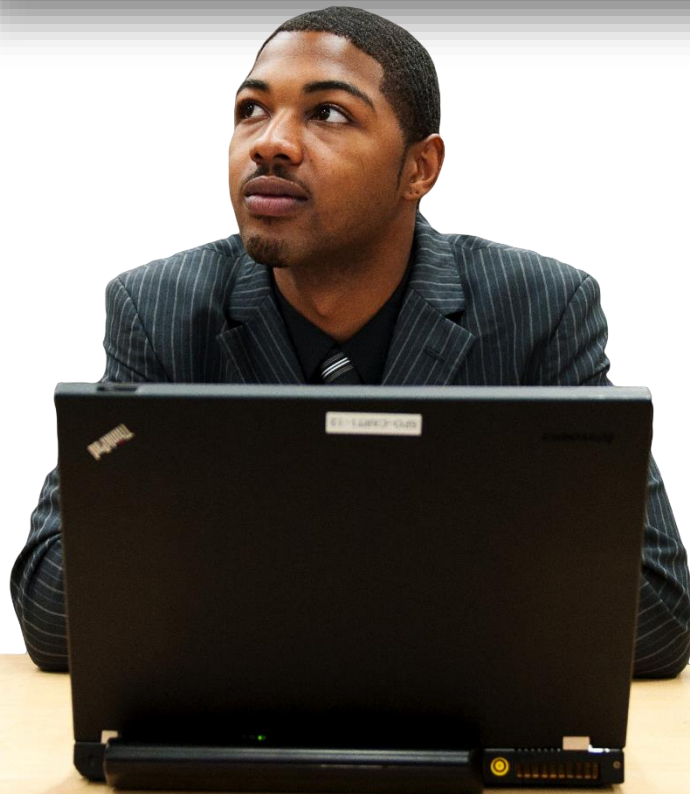
**88%**

**STUDENT SUCCESS RATE<sup>5</sup>**

**\$10**  
Local  
minimum  
wage

**HOURLY WAGE<sup>6</sup>**

**\$22**  
Year Up  
Graduate  
Starting  
Wage



**13,000+**  
Students served to date

**3,000+**  
Students we will serve in 2016

A man and a woman are sitting side-by-side, facing each other in conversation. The man, on the left, has dreadlocks and is wearing a blue suit with a red patterned tie. The woman, on the right, has short curly hair and is wearing a dark blazer over a light-colored collared shirt. They are both smiling and appear to be in a professional setting.

How you can apply



# Who can apply?

---

To apply, you must be:



- 18-24 years old
- High school graduate or GED recipient
- Eligible to work in the US
- Able to commit to attending program daily
- Motivated to launch a professional career



# Year Up Application Process

---



Application



Interview



College Enrollment



Conditional Acceptance



Onboarding



Enrollment



# West Los Angeles College Application Process

---

1. WLAC Application (on WLAC website)
2. WLAC “West Expressway”
3. Complete Financial Aid for 2017-2018
4. WLAC Assessment Test
5. Meet with WLAC College Counselor



# Important Dates

---

Priority Application Deadline: **June 30<sup>th</sup>**

Final Application Deadline: **July 31<sup>st</sup>**

Pre-Orientation: **August 15<sup>th</sup>**

Orientation Week: **August 21<sup>st</sup> – August 25<sup>th</sup>**

First Day of Classes: **August 28<sup>th</sup>**

First Day of Internship: **February 2018**



# Next Steps

---

1. Schedule interview
2. Complete Year Up application

# Questions?