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YearUp – Empowering Urban Talent to Reach Their Potential

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YearUp – Empowering urban talent to reach their potential UMass Boston / I.T.

Summary/Abstract

A national program, YearUp – aims to educate and train “disconnected” young adults between the ages of 18 and 24 to enter the workforce with skills in desktop support, helpdesk and other technical areas where the demand for skilled labor is always high.

Goals and Objectives

The goals of this program are:

1. Ability to work in both the helpdesk and desktop teams
2. To manage time and work
3. To provide superior customer service
4. To enhance technical skills

Results/Impacts

- ✓ 4 Students from the YearUp program have passed through doors
- ✓ One of the students has a position as a technical support person in the department of Psychology
- ✓ Students that enroll at UMass Boston are guaranteed a student job on campus in the I.T. department
- ✓ Students have assisted with large projects – such as the Computer Replace program where approx. 300 computers are replaced each year
- ✓ Students work on faculty & staff computers independently thereby gaining self-confidence
- ✓ Students have worked at the helpdesk assisting the UMass Boston with wireless and other connectivity issues
- ✓ Students have assisted during peak periods such as start of the semester with calls that come into the service desk.

Approaches and Methods

- ✓ The manager and the director of Client Services are mentors
- ✓ The YearUp student shadows the full-time staff, attends staff meetings and engages in all activities of the department

Conclusion/Next Steps

- ❖ To continue working with new students from the YearUP program
- ❖ To see if we can extend opportunities to in IT Project Management to the YearUp students

Additional Partnerships, Interests, Information and/or Contacts

National Organization : <http://www.yearup.org/>

Boston Chapter : Casey Recuperero

UMass Boston: Anne Agee, Raymond Tse & Apurva Mehta



Students from the YearUp Program

James Normil (2009)

Oliver Celado (2010)

Jorge Matos (2011)

Lawrence Brown (2012)