Year Up Chicago – Downtown Campus   **Year Up Chicago—Harold Washington Campus**
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Program Overview

Year Up is a one-year, intensive training program that provides young adults, ages 18-24, with a combination of hands-on skill development, corporate internships with leading companies, a stipend, and access to college credits loan free. We achieve our mission by offering technical skills training in five different areas split between two campuses. Our downtown campus offers training in the areas of *Helpdesk & Desktop Support, Cyber Security & Data Analytics*. Our Harold Washington Campus offers trainings in the areas of *Sales/Client Services, Financial Operations, and Project Management Support.*

During the first six months of the program, participants focus on mastering the skills that will prepare them for careers in one of the aforementioned specialties. All students accepted into the Year Up program will have the opportunity to choose what track they want to earn technical skills in. Equal emphasis is placed on developing in-demand soft skills such as professionalism, teamwork, customer service and networking, in addition to the "ABC's" of professionalism: Attitude, Behavior, and Communication. During the second half of the program, trainees are placed in an earned 6-month internship with our local corporate partners, where they can apply the skills they've learned to gain experience, and develop their professional network.

Some of our corporate partners include:

- Allstate Insurance Co.
- Bank of America
- Exelon
- The Federal Reserve Bank of Chicago

- JLL
- JP Morgan Chase
- LinkedIn
- Northwestern University

- Neuberger Berman
- Rush Medical Center
- Snap, Inc. (Snapchat)
- United Airlines
- Wintrust

Throughout the year, each trainee has the opportunity to earn a weekly stipend and college credits, or college credit recommendations at no cost. Year Up also provides trainees with staff coaches, professional mentors, and tutors to support their success in the program and in their professional and academic endeavors thereafter.

Results
- ***Over 90% of our trainees are working and/or in college within four months of graduation, earning an average salary of $40,000/year***

Downtown Campus	Harold Washington College Campus
(IT (Helpdesk, Cyber, Data Analytics))	(Client Services, Financial Operations, Project Mgmt.)
Early Consideration I: October 30th 2019	Early Consideration: October 30th 2019
Priority Deadline: November 27th 2019	Priority Deadline: November 27th 2019
Final Deadline: January 17th 2020	Final Deadline: December 20th 2019
Start Date: March 3, 2020	Start Date: February 4, 2020

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Sales & Client Services

This specialty prepares students to ensure **excellent client management and satisfaction** with an organization's product or service. They are often the primary point of contact for a client or customer. They interact with clients through email, telephone, and in-person meetings, as well as interact with other employees to resolve client concerns.

In this specialty, you will:

- Learn techniques to build customer rapport, manage sales pipeline, close deals, and upsell
- Asses client needs and diffuse challenges
- Maintain **professional** voice quality throughout telephone and in-person communication
- Utilize best practices and knowledge for **incident management**
- Create win/win **interactions with clients** and team members

Potential Careers Include:

Sales Associate, Personal Banker, Client Support Specialist, Client Care Representative, Client Manager, Business Development Representative

This track best individuals who:

- Is a great listener
- Have great written & verbal communication skills
- Is friendly and works well with others
- Is able to work on a team
- Is persuasive
- Can maintain patience and positivity
- Is a great problem solver

Sales & Client Services

Project Management Support

This track covers prepares students to **initiate, plan, monitor, execute**, and complete work to achieve specific project goals, and will **create tools and processes** that help achieve project goals, and manage any issues.

In this specialty, you will:

- Learn to build a project proposal, including objective, scope, deliverables, roles and responsibilities, schedule, milestones, and budget
- Define, measure, and communicate goals and outcomes
- **Analyze and visualize data** in Excel, through PivotTables, charts, and other graphical tools
- **Communicate effectively** between project teams and key stakeholders
- Use analytical frameworks to support the successful design and **execution of a project**
- Track and document project costs, progress, and processes

Potential Careers Include:

Jr. Project Analyst, Program Assistant, Business Operations Analyst, Project Coordinator, Project Assistant, HR Associate, Data Analytics Intern

This best suits individuals who:

- Have great time management skills
- Have great written & verbal communication
- Can think quick on their feet
- Have strong leadership skills
- Pays attention to detail
- Have strong presentation skills
- Are organized and detail-oriented

Project Management
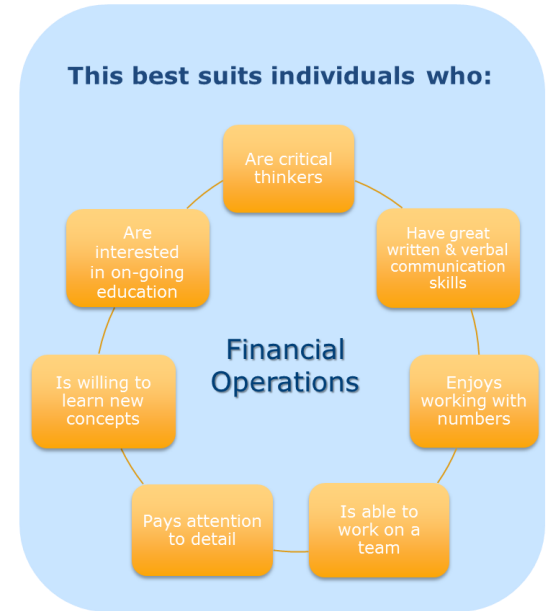
Financial Operations

This specialty covers the process of allocating and **managing financial resources** to enhance the acquisition and **investment** of resources, as well as the overall management of revenue.

In this specialty, you will:

- Build practical and working knowledge of financial products
- Develop a foundational knowledge of how **capital markets** work
- Apply basic **principles of accounting** to report, verify, and analyze financial activity
- Perform data analysis and management in **Excel**
- Understand the impact of current events on the financial sector

Potential Careers Include:

Fund Administrator, Client Services Specialist, Pricing Coordinator, Financial Operations Specialist, Financial Analyst, Collateral Management Specialist, Accounts Payable/Receivable Clerk, Billing Specialist

This best suits individuals who:

- Are critical thinkers
- Have great written & verbal communication skills
- Are interested in on-going education
- Financial Operations
- Enjoys working with numbers
- Is willing to learn new concepts
- Pays attention to detail
- Is able to work on a team

Helpdesk & Desktop Support

This specialty prepares students to provide **technical support** for employees and clients. They will apply knowledge of computer **hardware and software**, **critical thinking**, and customer support skills to resolve Tier 1 & 2 technical inquiries.

In this specialty, you will:

- Identify the major components of a personal computer, assemble and disassemble as necessary
- Install, configure, and troubleshoot motherboards, disk drives, expansion cards, ports, and other peripherals in **personal computers, phones, tablets, printers, and other devices**
- Set up, configure, and troubleshoot personal wireless network
- Identify and apply appropriate **customer service** strategies that foster customer satisfaction
- Reimage computers and set up user workstation

Potential Careers Include:

Helpdesk Technician, Helpdesk Analyst, IT Operations Support, End User Support Technician, Desktop Support Technician, Technical Support Specialist, Associate Systems Administrator

This best suits individuals who:

- Thinks critically to solve issues
- Is a great problem solver
- Works well independently
- Helpdesk & Desktop Support
- Enjoys helping others
- Is friendly and works well with others
- Has a knack for computers & tech
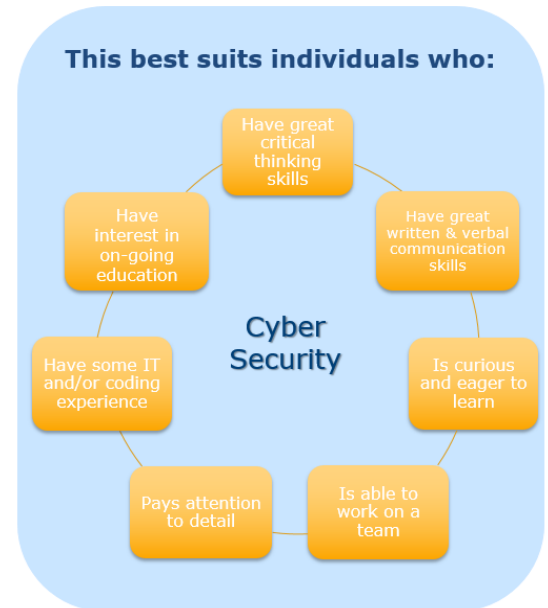- Is eager to learn new concepts

Cyber Security

This specialty prepares and provides students with a solid foundation in **cyber security concepts**, functions, and applications, as well as techniques for identifying threats and **securing** network communications.

In this specialty, you will:

- Learn the elements that make up an organizational security policy, and the measures needed to enforce it
- Learn importance of cyber security to **businesses and government organizations**
- Be introduced to network protocols, ports, and topologies to secure network communications fundamentals of **network monitoring and incident detection**
- Assist with developing security **policies and procedures**
- Create training materials to inform users of secure practices
- Monitor network traffic using a packet analyzer and **diagnose** Level 1 incidents and escalate if needed

Potential Careers Include:

Information Security Specialist, System and Organization Controls Analyst, Cyber Technician, Security Awareness, Communications Analyst

This best suits individuals who:

- Have great critical thinking skills
- Have great written & verbal communication skills
- Have interest in on-going education
- Cyber Security
- Is curious and eager to learn
- Have some IT and/or coding experience
- Pays attention to detail
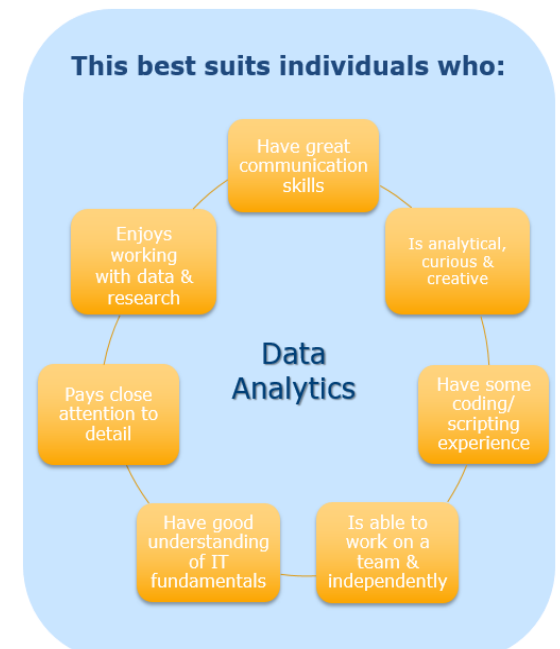- Is able to work on a team

Data Analytics

This specialty introduces students to the skills and knowledge pertinent to support roles on Business Intelligence and Marketing teams across industries, enabling them to **prepare, review, and analyze data**.

In this specialty, you will:

- Use **Excel** functions such as conditional formatting, H/VLOOKUP, and pivot tables and charts
- Learn fundamentals of database systems, queries, inserts, joins, and unions in **SQL**
- Utilize **data visualization** skills and reporting
- Be introduction to scripting, with a focus on JavaScript or Python
- Compile, interpret, and summarize relevant data from various sources
- Create **workflow diagrams, charts, and graphs** to represent data using tools such as Excel, PowerBI, PowerPoint and Tableau

Potential Careers Include:

Junior Data Analyst, Business Analyst, Data Analyst, Database Administrator, Business Intelligence Analyst, Sales / Marketing Operations

This best suits individuals who:

- Have great communication skills
- Is analytical, curious & creative
- Enjoys working with data & research
- Data Analytics
- Have some coding/ scripting experience
- Pays close attention to detail
- Have good understanding of IT fundamentals
- Is able to work on a team & independently

THE CORE VALUES OF YEAR UP

- Respect and value others
- Build trust; be honest
- Engage and embrace diversity
- Be accountable
- Work hard and have fun
- Strive to learn

At Year Up, everyone is expected to behave in a manner consistent with these values. We believe that an atmosphere of respect, trust, accountability, hard work, fun, and learning is critical to creating an environment in which all members can learn, grow, and be successful.

THE PURPOSES OF THIS CONTRACT

This contract has three main purposes:
1. First, it ensures that every student knows the expectations and understands that contract implementation is transparent and consistent.
2. Second, it ensures that all students are working positively towards a common set of goals.
3. Third, it is designed as a tool for learning and understanding the expected minimum standards of professional behavior. Each student is held accountable for his/her actions.

POINT SYSTEM

The contract works on a point system, and points are an indicator of program performance. Every student starts the program with 150-200 points. Students earn 10-15 points for each week in which all expectations are met, including daily attendance (a week is defined as Monday through Friday). If an expectation is not met, an infraction is earned, and a student will lose the corresponding number of points. Contract infractions, rewards, and point totals will be read at each feedback session. You can also see your contract any time before Friday by asking a staff member, such as your Program Manager or Coach, to show you your online contract. **You will have fired yourself from Year Up if your point total drops to (or below) zero points.** In the event that expectations are not being met, a student will engage in additional supportive activities, which could include; building an EPIC plan, writing a recommitment letter, working with additional staff members, etc. The purpose of these activities is to provide support to any student who is having challenges in meeting programmatic expectations. It is the role of staff to uphold the contract by; observing behavior, providing students support when expectations are not met, and recognizing growth and successful execution of contract expectations.

NEXT STEPS AFTER FIRING YOURSELF

If you fire yourself from Year Up by reaching zero points or below, you will be required to meet with the staff to have an exit interview. During this time, the staff will help you determine next steps and create an action plan should you desire to reapply to future classes.

STIPEND

- You will receive a stipend (paid biweekly) for every day that you attend Year Up. For every point you lose as a result of a contract infraction, your stipend will decrease by one dollar.

- Earning points does not directly increase the stipend (See Rewards section).

- If you are not present for at least half the morning, you will not receive a stipend for the morning. If you are not present for at least half the afternoon, you will not receive a stipend for the afternoon.

- Your entitlement to the stipend is contingent upon depositing your stipend checks within 180 days. If you fail to deposit a stipend check within 180 days of the date on the check, Year Up will have sole ownership of the funds initially identified for use in providing the stipend payment to you.

REWARDS

If you act throughout the week in a manner consistent with the goals of Year Up, as evidenced by earning no infractions of this contract, **and** if you are present at Year Up every day of the work week, you will earn 10-15 contract points. Earning additional points at the end of the week does not directly increase your weekly stipend. Throughout the duration of the program, a consistent pattern of meeting expectations and earning points may qualify you for rewards or other professional development opportunities.

Expectation	Description	Contract impact if expectation not met (1 point = $1)
Arriving and leaving on time	You are expected to be on time, and to be prepared to start each training session or activity at its scheduled start time and at the end of downtime. You are also expected to remain until the scheduled end time.	With notification: lose X points
		Without notification: lose X+ points
Regular attendance and notification of absences	You are expected to attend Year Up regularly. Proper notification (see **Procedures**) is expected if you will not be attending. *Attending less than half the scheduled hours will be considered an absence.*	Absences 1-3 with notification: No stipend
		3 or more absences with notification: No stipend, plus lose X points
		Absence without notification: No stipend, plus lose X++

Expectation	Description	Contract impact if expectation not met (1 point = $1)
		3 consecutive absences without notification can result in firing
Uphold Year Up dress code	You are expected to dress professionally, according to Year Up's dress code, during all activities at Year Up (See **Student Handbook**).	Lose X points
Complete assignments in full and on time	You are expected to turn in all assignments for training by the due date and in the assigned manner, unless other arrangements have been made **in advance** with the instructor.	Lose X points
Appropriate use of Year Up computers	You are expected to follow the Computer Acceptable Use Policy (see **Student Handbook**).	Lose X points
Appropriate use of personal communication devices	You are expected to use your cell phone and other personal communication devices appropriately (see **Student Handbook**).	Lose X points
Attend all planned meetings	When you have a scheduled Year Up-related meeting, you are expected to honor the commitment. If unable, due to circumstances beyond your control, you should make alternate arrangements **in advance** with the other individual(s) involved.	Lose X points
Uphold Year Up professional/site norms	You are expected to uphold all of Year Up's norms when onsite, including Community/Classroom expectations.	Lose X or more points
Respect the law	During your enrollment in Year Up, you are expected to avoid engaging in theft, vandalism, sexual harassment (see **Student Handbook**), drug/alcohol possession or use, weapon possession, fighting, violence, threats, piracy, arrest and other illegal activities.	Penalties up to and including firing from the program
Respect the Core Values of Year Up	In addition to the expectations above, you are expected to behave in a manner consistent with the core values of Year Up.	Lose X or more points

PROCEDURES

Arriving late in the morning
If you expect to be late to Year Up, **call Year Up (your Program Manager, specifically) before 8:30am**. If no one answers the call, <u>leave a message</u> including your name and how late you expect to be. If you find yourself running much later than you said, call again. **If you fail to contact your Program Manager, it will be considered a late without notification.**

If you expect to be late, you must arrive to the site <u>**before**</u> the end of the 1st training session/meeting. .Arriving <u>**after**</u> the 1st training session/meeting will be considered taking a half day. Keep your Program Manager updated on your estimated arrival time.

Scheduling absences in advance

If you plan to use a half or full emergency day (or an additional absence), **notify your Program Manager at least 24 hours in advance**. It is also recommended that you **send an e-mail to all instructors whose training sessions you will miss** asking them what you should do to make up missed work.

Last-minute absences
If you have to be absent at the last minute (e.g., you wake up sick or have to take your child to the doctor), **call your Program Manager before 8:30am**. If no one answers the call, leave a message including your name, an indication that you are taking an emergency day.

If you have scheduled meetings, presentations, or group projects, contact the other person or people involved and make other arrangements. If an assignment is due, consider e-mailing or bringing it in so that it is submitted on time. Please refer to the Late Assignments Policy on each instructor's syllabus for further information.

Returning from an absence
If you miss any time at Year Up, it is **your** responsibility to find out what you missed. **Talk to your colleagues and your instructor(s)** to learn about key points covered, assignments given, and handouts provided.