

Making dreams a reality

Dell Student TechCrew supports underserved communities with job skills and a comfortable space to learn.

Ten years ago, when Ashly came to Providence, Rhode Island from the Dominican Republic with her family, she came with big goals and even bigger dreams.

Ashly knew she wanted a future in technology, she just didn't know how to get it. She embraced the challenge of a new city, determined to discover everything it had to offer. Despite limited opportunities in the past, she was ready to explore all the possibilities that lay ahead.

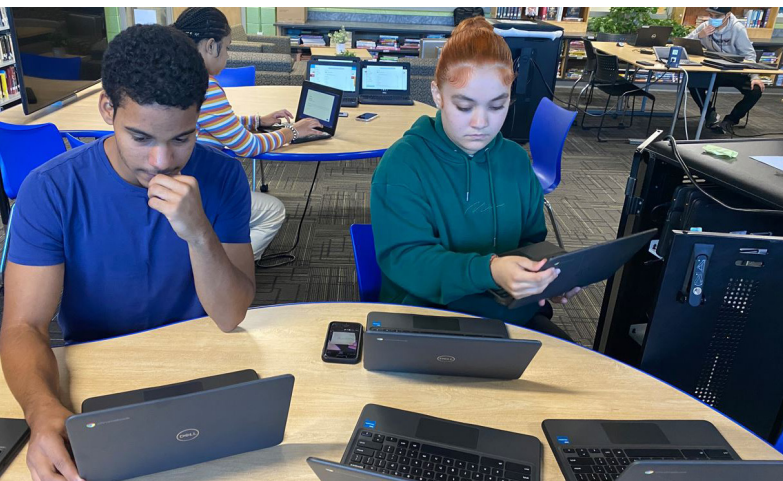
For students like Ashly, the Providence Public School District offers a pivotal resource for its diverse range of students—Dell Student TechCrew. This hands-on program teaches enrolled district students the skills to diagnose, repair, replace, and support technology used in the classroom.

Ashly immediately enrolled in TechCrew and met Nikerson Frederique, a teacher in the Providence Public School district and TechCrew facilitator, who helped to establish one of the first Student TechCrew programs in the area as part of the Providence Career and Technical Academy.



"As a teacher, I felt I could do something," says Frederique. "Something outside the traditional curriculum that provides students with valuable lessons."

By bringing TechCrew into its schools, the Providence Public School district was able to support its students and give them a chance to get the hands-on experience and resources they'd need to enter the job market.





"In a world where young folks don't have time for anything but their phones, we were able to put them in a position to work with their hands," says Frederique.

To Frederique, career skills, like learning how to communicate as a team, collaborate, lead, and learn language proficiencies, are just as important as the technical skills they acquire repairing technology.

But Frederique's TechCrew program also provided a space where the district's diverse



range of students could develop confidence in themselves and find a sense of community. And that's part of TechCrew that goes beyond learning certain skills; given students the chance to connect with students more like themselves.

"I felt safe in the Student TechCrew space," says Ashly. "I saw people who looked like me."

Student companionship and collaboration within TechCrew allows students to hone their craft while supporting one another and build

their own community. And from there, they can flourish professionally as they repair and replace their peers' devices. In Providence, students completed many daily repairs. Ashly even developed the idea to start a repair center in the school library. And TechCrew has also helped them enter the job market or enroll in secondary education after graduation.

Today, Ashly is a student in the University of Rhode Island's Computer Engineering program and her dream of working in the tech industry—and finding a community of her own—has become a reality. It's something she credits to her TechCrew experience, which she also says allows her to see she's part of a much larger community.

"I just feel complete," she says.

And that might be the biggest benefit to districts that bring in the TechCrew program. Yes, it gives students workforce readiness, but it also fosters a sense of belonging and purpose through which a community is born.

*Providence Public Schools - Rhode Island. (n.d.). Niche.
<https://www.niche.com/k12/d/providence-public-schools-ri/>



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